



## eSchool Support Quick Reference—Nov. 9, 2005

The eSchool platform has been used by thousands of educators and school administrators, and has a well deserved reputation for reliability and ease of use. Like any Internet-based software product however, its function can be impacted by network issues and client computers that do not comply with system requirements or are configured in non-standard ways. Following is a table of the most common issues and their resolutions. If you experience an issue that is not addressed below, or are unable to resolve an issue, please call our technical support group at (877) 709-2288 (e-mail: [techsupport@eschoolonline.com](mailto:techsupport@eschoolonline.com)) between the hours of 9:00 am and 7:00 pm EST, and we will be happy to assist you.

Symptom	Problem	Resolution
<p>--Module launch results in a server-side exception</p> <p>--After user launches module A and then attempts to launch module B, they still see module A.</p> <p>--User successfully uses a module, but when they try to use a second module, they get a "Video file not found..." message even though they have the correct CD in the CD drive.</p> <p>--Some or all of the content in the module is not displayed.</p>	<p>These are indicative of aggressive caching on a proxy server or firewall on the user's network.</p>	<p>Contact the Local Network Administrator and have the domain eschoolonline.com excluded from caching.</p>
<p>Content at the bottom of the module window is obscured by the task bar or the module window is not tall enough, causing content at the bottom of the module to be obscured.</p>	<p>User is running Windows XP at 800x600 monitor resolution</p>	<p>Either of the following will address the problem:</p> <p>--Right-click on the task bar, select properties, and check the "Auto-hide the taskbar" option. Then close the module window and re-launch the module.</p> <p>--Set monitor resolution to higher than 800x600</p>

Symptom	Problem	Resolution
Module loads with a TOC, working video and toolbar, but there is blank or missing content in the main module frame.	User has a Pop-up Blocking or Ad Blocking program, such as Norton Internet Security, in use.	Disable all Pop-up Blocking and Ad Blocking programs. Typically, there will be an icon for the Pop-up blocker in the tray at on the right side of the taskbar. Right click and select the disable option.
Login unsuccessful	Incorrect username and/or password	Re-enter correct username or password. If still unsuccessful, an administrator can reset the username or password.
Attempts to access product result in “Incompatible browser” error message	Users system does not meet browser system requirements	User will be presented links to download compatible browser. Install new browser and attempt to access system again. User may have to reinstall Flash after browser installation
Attempts to access product result in “Need Flash” error message	User does not have acceptable version of Flash	User will be presented links to download Flash
Module is unresponsive to table of content clicks and other interactions	Module has timed out. After more than 30 minutes of inactivity, user sessions time out. Usually, this results in an error message, but sometimes—due to network issues beyond our control—the time out is silent.	Close the module window and re-open it.
Launching the setup.html file directly or via autorun dialogue (PC), or by clicking the start file (Mac) results in a browser launching with a blank page or just “hanging.”	No Internet connection OR improperly configured firewall	In the vast majority of home use scenarios, the problem is no Internet connection. Confirm connection by going to another Internet site. If other sites can be accessed, and especially in an office use scenario, a system administrator may have to be contacted to see if the firewall is preventing access to eschoolonline.com.
Autorun dialogue box does not display when CD put in drive (PC only)	Autorun is not 100% reliable on PCs.	The user should first eject the CD and re-insert it. If the Autorun still fails to launch, browse the CD and double-click the autorun.exe file at the root.