

Galileo e-Learning

EMEA Troubleshooting Guide

A guide to troubleshooting the Galileo e-Learning system
GN 777





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For questions or comments, please send a message to customer.education@galileo.com including this reference:

Galileo Number GN 777v1.6

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Revision History

| Revision | Date | Summary |
|-----------------|-------------|--|
| Emea | 23may05 | Original draft document based on US original |
| Emea2 | 03Apr06 | Review and redraft of whole to reflect EMEA procedures |
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Galileo e-Learning Troubleshooting Guide Introduction

This document addresses some of the requirements and settings needed to ensure a successful learning experience using Galileo e-Learning.

You access Galileo e-Learning through the internet. Because every computer and the network on which it resides are slightly different, there is a list of requirements every PC *must* have in place before it can effectively run the Galileo e-Learning courses. Those requirements are detailed in this document.

Hardware and Software Requirements

Because Galileo e-Learning is accessed through the Internet, the hardware requirements are minimal.

You should have a PC with:

- Internet access (cable modem, DSL, or network connectivity)
- Pentium processor, 333 MHz processor or higher
- 128 MB RAM memory, or higher
- VGA-compatible monitor, with a 1024x768 display or higher
- Microsoft Windows 98, ME, NT 4.0 SP6a, 2000 SP2, or XP.

Notes:

- Windows 95 is *not* supported. Your computer must be on Windows 98 or higher.
- Loading Windows XP SP2 may adversely affect the performance of the Galileo e-Learning Learning lessons. Please check with your administrator on how to best integrate Galileo e-Learning with your agency's Windows configuration.

- Internet Explorer 4.01, IE 5.02, ID 5.5, IE 6.0 or Netscape 4.x versions above 4.79
- Java Virtual Machine (build 3802, 3805, or 3810)
- Plug-ins required – Adobe Acrobat reader and Macromedia Flash player
- Proprietary Popup blockers may prevent the courses from launching

Please check with your network administrator to determine your compliance with the above requirements.

Required Internet Access Speed

Galileo e-Learning runs effectively on a 56K modem or higher.

However, as with all Internet access, a cable modem, DSL or network connectivity will provide optimum performance.

Computer Settings Checklist

The following settings must be active to properly view Galileo e-Learning. ***Before changing any settings, be sure to check with your network administrator to verify your agency's software and security policies.***

Your PC must be set to:

Allow cookies from the Galileo.com/e-Learning website.

A cookie is a unique identifier sent to a user's computer during a visit to a web site. The exchange of cookies allows Galileo e-Learning to create your personalised learning transcript and validate that you are a Galileo® customer. Cookies must be enabled for Galileo e-Learning to operate properly.

Most browsers can be configured to accept cookies from a particular website, such as <http://www.galileo.com> or <http://support.galileo.com/emealms> but decline them from other sites.

Please check with your system administrator before enabling cookies, or consult the makers of your browser for further assistance on how to enable specific cookies.

Disable all pop-up blockers.

A pop-up is a small browser window that pops up over the browser window being displayed. The new window allows the system to show something different or display new information.

Galileo e-Learning uses pop-up windows to display courses. If a pop-up blocker is active, the courses cannot be displayed. When you attempt to display a course, and a pop-up blocker is active, you may see an error message or possibly a blank screen.

There are many different pop-up blockers, and each one functions differently. Most blockers can be set to accept pop-ups from a particular website, such as <http://www.galileo.com> or http://support.galileo.com/SupportForms/emealms/FormsLogin_UK.asp?/emea/uk . Please check with your system administrator before turning off any pop-up blocker, or consult the makers of your pop-up blocker for further assistance on how to enable pop-up windows from specific websites.

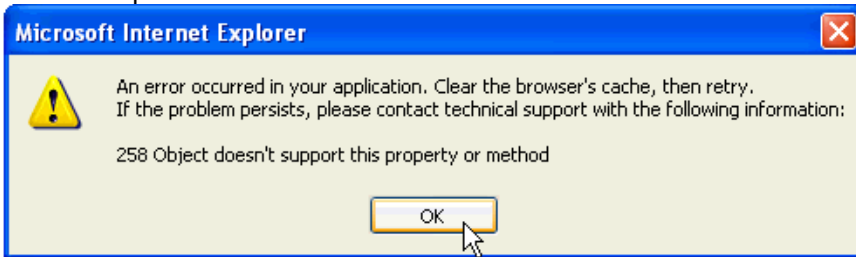
Alternately, the "Ctrl" key will generally override any pop-up blockers. Try holding the "Ctrl" down when you click to launch a course. Then if it launches OK, you know for sure it's a pop-up blocker issue, and you just have to make sure you turn off *all* blocker programs. Or, you just have to remember to hold down the "Ctrl" key if you want to leave your pop-up blockers on whilst using Galileo e-Learning courses.

Make Java VM your primary Java system.

Java is a computer programming language. Java programs called "applets" allow web pages to include animations, calculators, scrolling text, sound effects and games.

Galileo e-Learning uses a specific Java, Microsoft Java VM. However, other programs may install Sun Java on your PC. You should make sure Java VM is your primary Java supplier. Please check with your system administrator before reassigning Java, or consult the makers of your browser for further assistance on how to make Java VM your primary Java program.

Ask Galileo Question 1022:- I can access the training courses, but whenever I reach a practice page, I get an error response :



Answer:- Our current practices/assessments use a version of software that requires Microsoft Java VM (Virtual Machine) be installed on a user's PC **and** be the only active Java software running. The version from SUN Microsystems will generate this error. See the section on Javascripts.

The sims in many of our courses were built with a version of ToolBook which requires MS Java. In 2005, ToolBook was upgraded to a version which was Java agnostic, and the following courses have sims built with that version: - Cars 1-4 - translated versions only, - Client File 1-2 - translated versions only, - Further Ticketing Solutions 3A, 3B, 4 & 5

Although the executable is no longer available from Microsoft, they will be supporting it through the end of '07. But because the executable is no longer available from Microsoft, we post it on our customer portal and link to it in our troubleshooting:

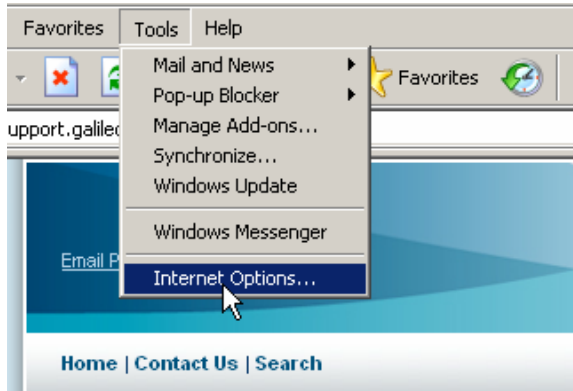
http://support.galileo.com/SGC/ACSC/Downloadable_Software/

Another link is: <http://www.isc.ro/download/msjavx86.exe>

Make Java VM your primary Java system (procedure)

If you are using Internet Explorer, you can do the following steps to ensure that Java VM is your primary Java:

1. From the Tools menu, select Internet Options.

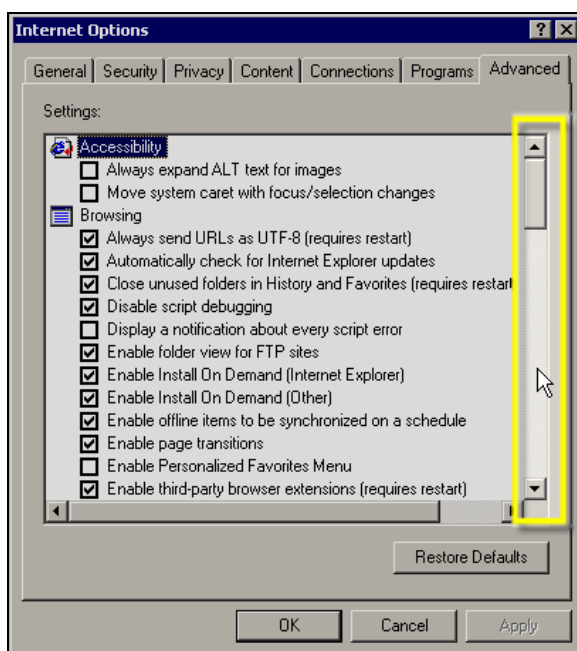


The Internet Options menu appears.

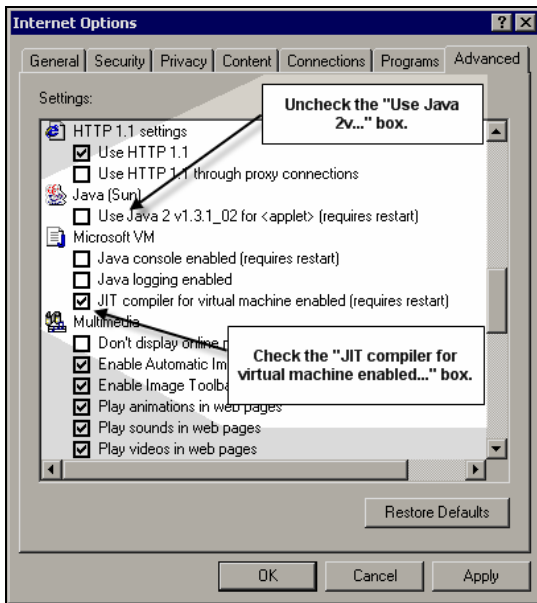
2. Click the Advanced tab.



3. Use the scroll bar to find the Java area of the menu.

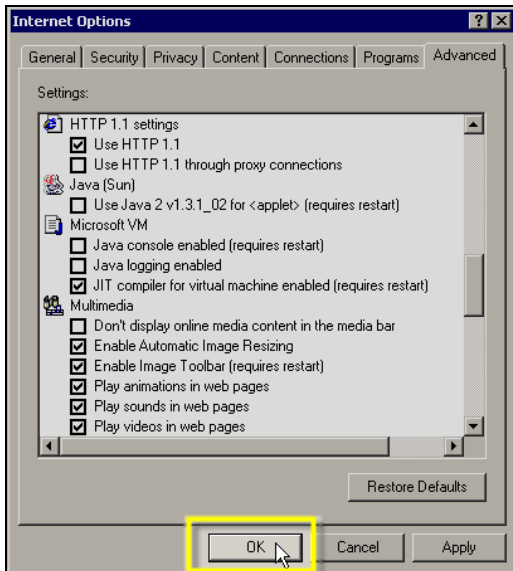


4. Uncheck the box under the Java (Sun) header that says “Use Java 2v...” (This number could vary based on the version of Sun Java that is loaded.)



5. Check the box under the Microsoft VM header that says “JIT compiler for virtual machine enabled (requires restart)”. If the box was unchecked, you will have to restart your machine after checking the box and exiting the program.

6. Click the OK button.

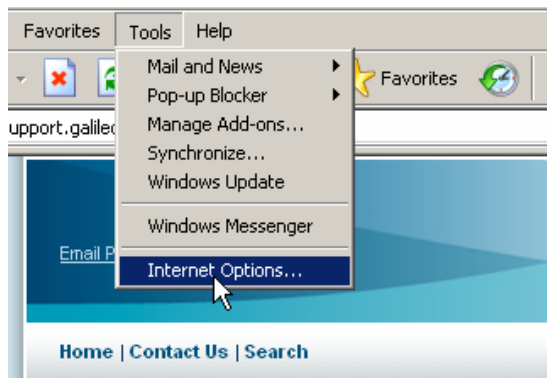


Clear your cache periodically.

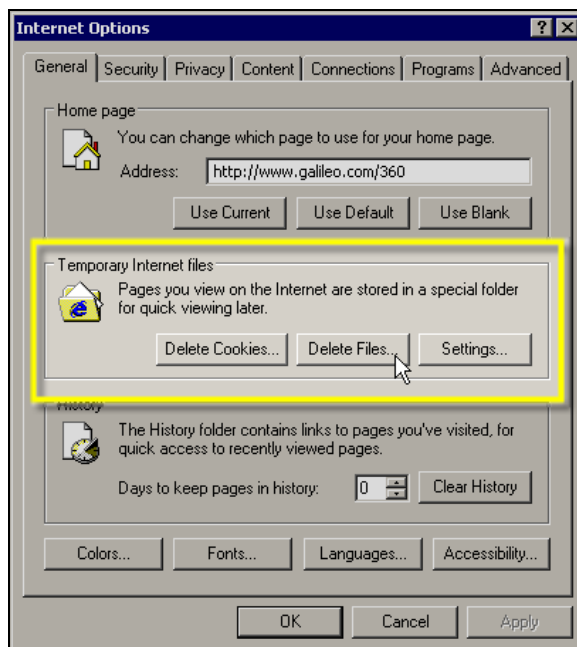
Cache (pronounced “cash”) is a temporary storage area for data. When you return to a web page, the browser pulls the page from the cache. This is much quicker than loading it again from the Internet. However, the cache can fill up. You should try to get into the habit of clearing your cache every one-to-three weeks, depending on how much you use the Internet.

To clear your cache in Internet Explorer:

1. From Internet Explorer (IE), select Tools, then Internet Options.

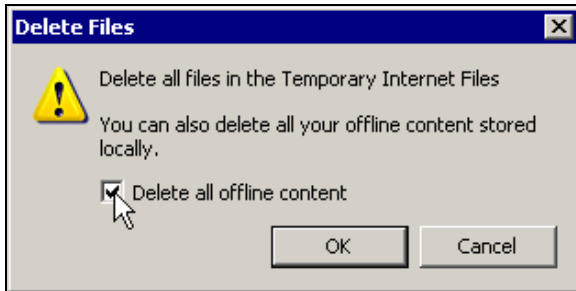


2. Click the General tab if it's not selected, then find the Temporary Internet Files section of the screen.

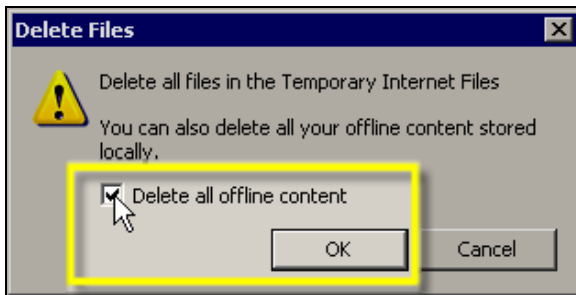


- 3.

4. Click the Delete Files button.
The Delete files dialog box appears.



5. Click the “Delete All Offline Content” check box. Then click OK.



Note: If a temporary internet files folder contains a significant amount of web page content, the process may take several minutes.

6. Click OK when complete to close the window.
7. Press F5 to refresh your screen.

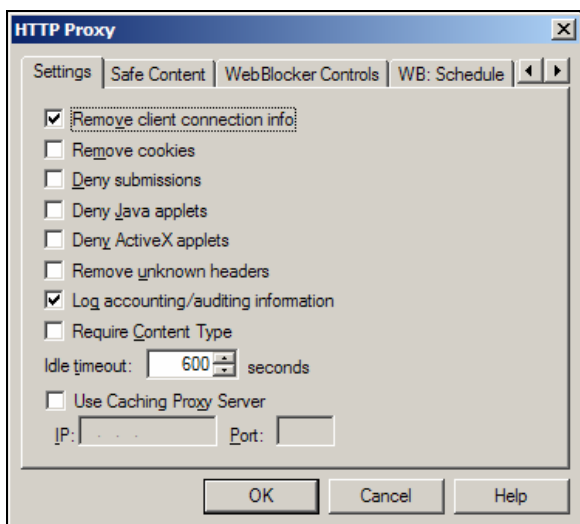
Firewalls

A firewall is a very important network feature that protects the computers on the network from unauthorised access, especially via the Internet. If your agency has a firewall, it most likely has specific security requirements that are controlled by that firewall. Because you access Galileo e-Learning from the Internet, if your agency has a firewall the settings can sometimes affect how Galileo e-Learning interacts with your PC. Firewall settings are most likely configured and maintained by your network administrator.

Each network and its firewall are unique. Because of the number of firewalls available, and the multiple security settings each one can have, we cannot troubleshoot every firewall in this document. We recommend that you read these guidelines, then research your particular firewall to ensure you have it set for optimal performance with Galileo e-Learning.

One thing all firewalls must allow is for the referring URL to be included in the header for Galileo e-Learning. When the referring URL is stripped from the HTTP header, the Galileo e-Learning server is not able to authenticate that you are a Galileo subscriber and therefore inhibits access to the system. The Galileo server requires that the referring URL HTTP header include Galileo e-Learning to authenticate the end user. Our server will only allow in-coming access via the Galileo portal.

Some firewalls have a default setting inside the HTTP proxy to "Remove client connection info". This checkbox must be cleared and the new configuration sent out to the portal to interact properly with Galileo e-Learning. This is an example how this message is displayed in a Watchguard[®] firewall HTTP proxy window. Yours may look different.



In addition, port 80 (for http) and port 21 (for ftp) must be open in the firewall for Galileo e-Learning to send information back and forth.

Note: Before changing any firewall settings, be sure to check with your network administrator to verify your agency's software and security policies, or consult with the maker of your particular brand of firewall for additional information on how to change settings. Galileo does **not** recommend disabling your firewall.

Proxy Settings

"I can access the e-Learning site from home, but when I try from my Galileo office (company office) location I receive a "page not accessible" response."

A Proxy Server acts as a gateway between your individual set and the internet.

In computer networks, a *proxy server* is a server (a computer system or an application program) which services the requests of its clients by forwarding requests to other servers. A client connects to the proxy server, requesting some service, such as a file, connection, web page, or other resource, available from a different server. The proxy server provides the resource by connecting to the specified server and requesting the service on behalf of the client. A proxy server may optionally alter the client's request or the server's response, and sometimes it may serve the request without contacting the specified server. In this case, it would 'cache' the first request to the remote server, so it could save the information for later, and make everything as fast as possible.

With the move to the SumTotal Systems hosted solution, the server is taken out of Galileo/Travelport domain and resides as a totally independent web address. Therefore the details regarding Proxy Server are no longer relevant to internal Galileo/Travelport users.

Microsoft Windows XP Service Pack 2 (SP2)

Microsoft Windows has issued an update to the Windows XP operating system called "Service Pack 2", commonly referred to as Windows SP2. LCMS with Windows XP SP2, and found no problems. We used a default upgrade to SP2, including having the Firewall and Popup Blocker turned on. We tested with the Popup Blocker set to "Medium: Block most automatic pop-ups" and did not have to allow the Aspen site to popup LCMS courses. Even at its High setting, our course window was allowed to open without being blocked.

Some third party content may be blocked. If a page is blocked, XP's Information Bar displays near the top of the browser, under the ToolBars. To allow the window to open, click anywhere on the Information Bar and choose "Always allow pop-ups from this site", then click Yes on the confirmation dialog. For more information about XP's Pop-up blocker, please refer to Window's Help.

If your upgrade is installed by using a "distribution point", on top of XP SP1, it may remove the Microsoft Java Virtual Machine. Parts of Aspen and many content types require the MS JVM. If the upgrade removes the JVM, you will need to refer your IT department to Microsoft Knowledgebase article 884906, <http://support.microsoft.com/default.aspx?scid=kb;en-us;884906>. It describes how to work around the problem so that the JVM is installed.

For computers already upgraded that need the JVM, it can be downloaded and installed from <ftp://ftp.sumtotalsystems.com/pub/microsoftjvm/>

Window's firewall does not interfere with Aspen usage over port 80, or port 443 which is used for secure SSL Aspen websites. Users of Aspen VCS in non-HTTP Tunneling Mode will need to open TCP port 3142.

Your Learning Transcript

Here are some helpful hints that will help you better manage the information on your learning transcript. Your transcript shows all of courses you've taken as a Galileo e-Learning agent. Refer to the *Galileo e-Learning User Guide (GN753)* for more information on transcripts.

It is important to know that *information cannot be moved from one transcript to another*. If you accidentally sign in to Galileo e-Learning:

- using a different pseudo city or PIN
- using a different Galileo sign on, or
- using the same pseudo city, but use different initials

and complete a course, that course record will go to the transcript associated to that pseudo city and user name, *and cannot be moved*.

As an example:

- You register as "RC" under pseudo city 1B1A and take 4 courses;
- Some time later you re-register in 1B1A as "RMC" and take 2 more courses;
- You have created two transcripts: one for RC containing 4 courses and one for RMC containing 2 courses.
- These transcripts *cannot* be merged.

Using the same pseudo and sign in ensures you get credit for all courses you take. Make sure when you register to take courses for the first time, make a note of your:

- pseudo city/PIN
- sign in
- initials

and *always* sign in using the same information. If your agency has multiple pseudo cities, you can sign in at a different location, but use your original Galileo e-Learning logon information. You may want to use your main office pseudo city, no matter where or when you decide to take lessons.

The Registration Page

You must only complete the registration page *once*. The registration page collects your name, email address, and any other information you wish to provide. You should only see this page once in all your transactions with Galileo e-Learning.



Email Page | Print Page

Galileo by Travelport

Home | Contact Us | Search

Galileo Training Services > United Kingdom

Galileo Training Services

First Name:

Last Name:

Email Address:

Work Phone:

Preferred Language: English(British) ▼

Time Zone: (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London ▼

Register

5Y9E_GB_1G1234AA

This is the U.K. English language version registration page.

If you have already registered to take courses, and have taken all or part of any course, and when you try to sign in another time you receive this registration page again; you are *not* using the same information you used the previous time you took a course.

What If I See the Registration Page a Second Time?

If you see the registration page again, either the wrong pseudo city and PIN was used to sign in, or the incorrect initials were used on the Galileo e-Learning screen.

If your office has multiple pseudo cities, and you think you may have used the wrong pseudo city when you first entered the Galileo portal, close the browser and return to the sign in screen at <http://support.galileo.com/SGC/LMS/> and then select your country/market from the list:

Galileo Training Services
Please select / Sélectionner / Bitte wählen Sie / Per favore seleziona / Por favor selecciona

| Asia Pacific (APAC) | Middle East, Africa (EMEA) | Europe (EMEA) |
|---|---|---|
| Australia India New Zealand Pakistan (EMEA, Galileo) Philippines Singapore | Bahrain Jordan Lebanon Oman Qatar Saudi Arabia U.S.E. Yemen Angola Cameroon Chad China Kenya Malawi Mauritius Mozambique Nigeria Nigeria Rwanda South Africa Tanzania Uganda Zambia Zimbabwe | Albania Austria Azerbaijan Belgium Czech Republic Bulgaria Cuba Denmark Estonia Finland France Germany Greece Hungary Ireland Italy Latvia Lithuania Netherlands Norway Poland Portugal Russia Slovakia Spain Sweden Switzerland United Kingdom Ukraine |

Travelport Corporate Solutions

**** New from 05November 2007****

The Moving to Galileo Courses (English Language courses Air 1-9) have been fully updated.

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Ensure you use the pseudo city you used last time, and the correct PIN

Galileo Training Services > United Kingdom

Galileo Training Services

Pseudo City Code:

PIN:

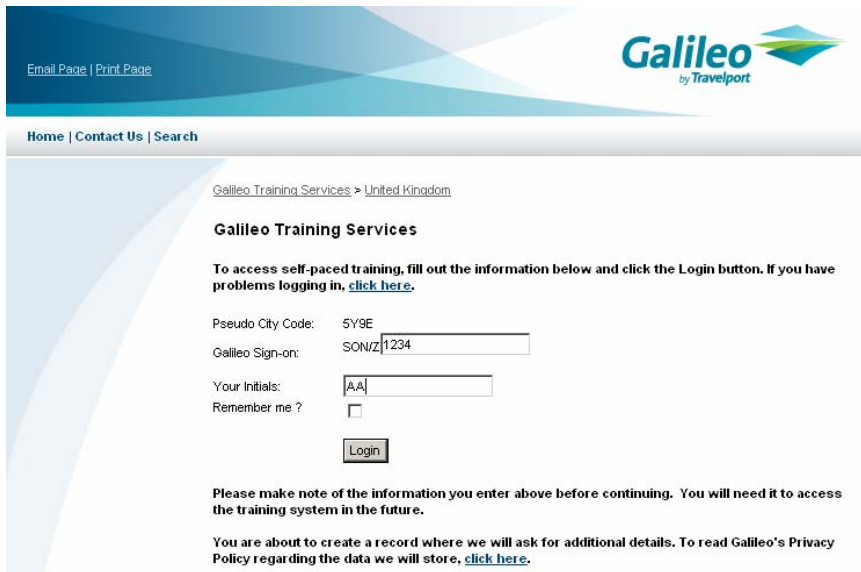
Preferred Language:

If you do not know, or have forgotten, your PIN, email <mailto:customer.education@galileo.com> with the words " galileo 360 pin application " in the subject line

The portal log in screen.

and then sign in again using the same Galileo Sign-on and Initials.

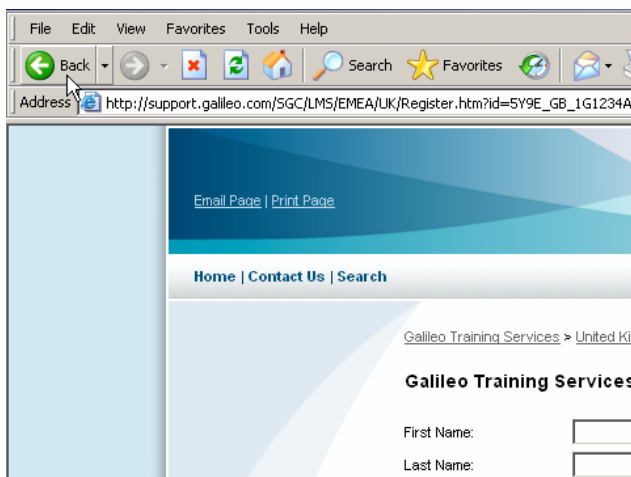
What If I See the Registration Page a Second Time? *(continued)*



The Galileo sign in screen.

If you are sure you used the correct pseudo city and PIN when you entered the portal, but then receive the registration page again after the Galileo sign in screen, then it is probable that you have used different initials, or maybe incorrect sign-on data on this screen.

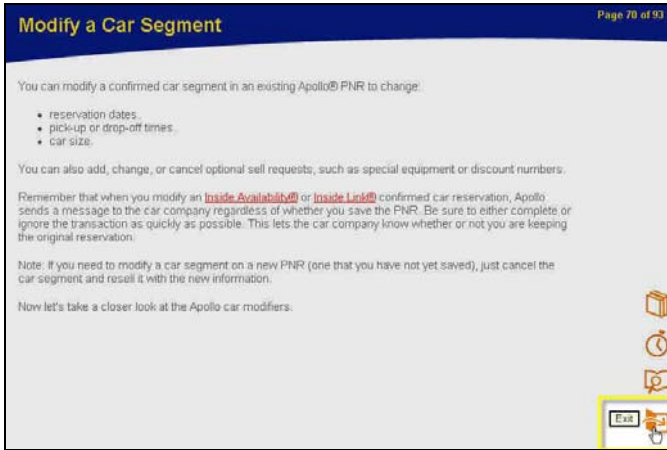
If that is the case, you can cancel out of the registration page by using the “Back” button on your browser. From there, you can overwrite the Sign-in and Initials data again and re-sign in using the correct data.



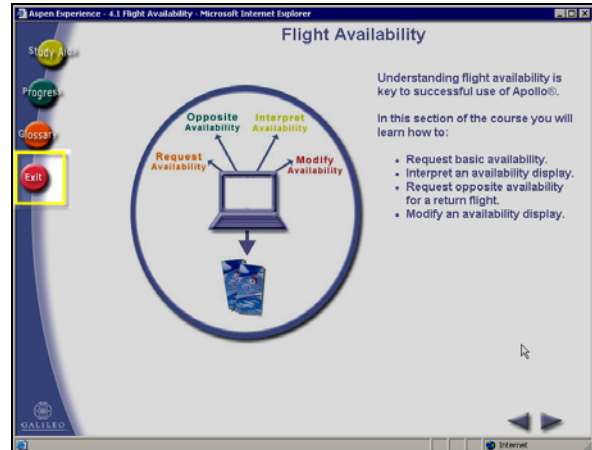
If your transcript does not show a course you know that you completed, you may have registered multiple times under different sign ons or in different pseudos. To get that transcript, you will have to sign in under that learner name or pseudo city to collect the different transcript.

Using the Exit Button

Always use the Exit button when leaving a Galileo e-Learning lesson. The exit button is located at the bottom right corner of the Galileo e-Learning pop-up window:



The new display shows the Exit button in the bottom right hand corner.



The older display shows the button on the left hand side of the screen.

When you use the Exit button, Galileo e-Learning bookmarks your page number, so you can easily continue where you left off in a lesson. It also sends all the information about the classes you just completed back to the main server, so your transcript is always accurate.

Frequently Asked Questions

More questions and answers can be found in the Galileo Knowledge Bank - Ask Galileo. Why not log in there right now at <http://galileo-gb.custhelp.com> to get the full set of answers. (non-U.K. users should check the address of your "Ask Galileo" url from your Galileo web site). The answers in this document will not be updated after 01April2007.

Ask Galileo Question 963 : I tried to launch a course in Galileo e-Learning but nothing appeared. I signed in correctly, and it allowed me to register for the course. What's wrong?

Answer: You probably have a pop-up blocker turned on. Pop-up blockers inhibit the lessons from appearing. If you have registered properly and attempt to launch a course, but receive a blank screen or a lesson won't play, check to see if you have pop-up blockers on. See the section of this document for more information on pop-up blockers.

Ask Galileo Question 1160: Why are the practice sessions of the course loading so slowly?

Answer: Because you access Galileo e-Learning through the internet, the speed of your computer processor and internet connection play a role in the speed of course delivery. Please consult the recommendations for computers (page 4) and internet speeds (page 4) in this document. Also, if you experience ongoing issues you may want to consult your network administrator for advice on how to optimise your network settings.

Ask Galileo Question 1144: Why do I have to register multiple times to take Galileo e-Learning courses?

Answer: You only have to register *once* to take Galileo e-Learning courses. If you already registered, and you receive the registration screen again it means you are using a different sign on or a different pseudo city than you used last time you signed in. This affects your transcript and how you receive credit for courses. See page 9 of this guide for more information on sign in and transcripts.

Ask Galileo Question 1144: I know I finished a Galileo e-Learning course but now I don't see it on my transcript. Where is it?

Answer: If your transcript does not show a course you know that you completed, you may have registered multiple times under different sign ons or in different pseudos. To get that transcript, you will have to sign in under that learner name or pseudo city to collect the different transcript. See page 12 of this guide for more information on sign in and transcripts.

Ask Galileo Question 1144: I accidentally signed in twice, now I have two different transcripts. How can I merge them?

Answer: Unfortunately, information cannot be moved from one transcript to another. A transcript is associated to a specific pseudo city and user name, and information in it cannot be merged. For example, if you register as "RC" in pseudo city 1B1A and take 4 courses, then register in pseudo city B7M as "RC" *you will still have two transcripts: one for RC in 1B1A and one for RC in B7M.* This also applies if you change your initials within the same pseudo city. Using the same pseudo and sign in consistently ensures you get credit for all courses you take. See page 9 of this guide for more information on sign in and transcripts.

Ask Galileo Question 1149:- I started a course in another branch to the one I am in today. Must I re register with the new PCC?

Answer:- NO. As Galileo 360° Learning is web based, once you have made your initial application you can access it from any location using the original details, In fact it is important NOT to register with the new PCC as that will create a new registration transcript and, as mentioned above, the two cannot be merged.

Continued on next page

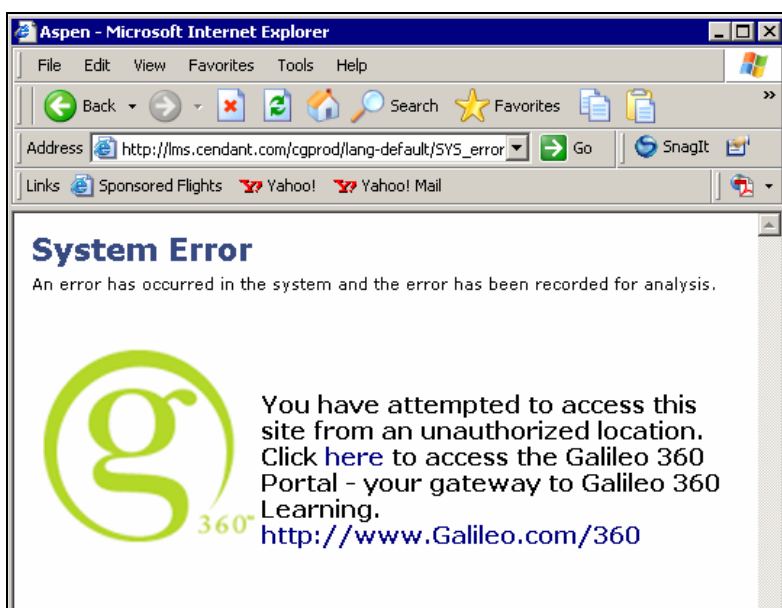
Frequently Asked Questions (continued)

Ask Galileo Question 1163:- Normally when an agent logs in to the portal, the second screen shows with PCC already complete plus space for agent to add Galileo sign code and initials in order to create unique transcript.

When I logged into the portal, the PCC was not carried through to the second screen and I received an error response saying “Please enter a valid pseudo” when I tried to complete the page. On other PCs in this office the procedure worked normally.

Answer:- You will need to have cookies enabled. If you don't, the e-Learning will not work. To enable cookies, on the browser click on: Tools ; Options ; Privacy Tab ; Advanced button and make sure the radio buttons for both First Party and Third Party cookies are clicked to “Accept”. If not, change that and click OK. That should make the cookie that is saving the pseudo and carrying it around the site work.

Ask Galileo Question 1163: I get this error message when I try to sign in to Galileo e-Learning:



What does it mean?

Answer: Check with your network administrator. Usually this error means that something in the firewall needs to be opened to allow Galileo e-Learning access. Each network and firewall configuration is unique. Please see page 9 of this guide for information on setting up a firewall for optimum performance with Galileo e-Learning. . *Before changing any settings, be sure to check with your network administrator to verify your agency's software and security policies.*

Ask Galileo Question 1012:- Between pages I get a blank white screen and the system freezes.

Answer:- Try clicking the 'course forward' button which should complete the transition to the next page. Alternately, note the page you are on and press the 'F5' key. This may restart where you are at, but often takes you back to the introduction page. From there, click on the menu on the left of the screen to return to the relevant part of the training.

Ask Galileo Question 1015: I accessed the course, but now I keep getting a small box that displays an error message in my pop-up window. How do I get rid of it?

Answer: Your cache may be full. Many times the cache fills up with temporary data. See the section of this guide for more information on how to clear the cache.

Ask Galileo Question 1009:- When I launch a course I get an error . 'The network path was not found'.



Ask Galileo Question:- When I access the system I do not see my normal Home Page, but a generic welcome page.

Answer:- Both of these are network system problems, not your access. They need to be resolved at source by SumTotal Systems. They are probably being worked on, but if you see it early in your working day, please e-mail customer.education@galileo.com in case we are not yet aware of the problem.