

# MyLanguageLabs Troubleshooting Checklist for Instructors and Students

## TROUBLESHOOTING CHECKLIST

You should review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission.

- Does your computer meet the minimum system requirements? (See page 2)
- Did you run the Browser Tune-up? (See pages 2-3)
- Is your browser set to look for new Web pages automatically? (See page 3)
- Have you set your browser to allow pop-ups from Pearson (IE)? Have you set your to disable pop-up blockers for all sites? (See page 4)
- Do you have any third-party pop-up blockers (Google, AOL, Yahoo, etc.) plug-in activated in your browser? You must disable them or set them to allow pop-ups from Pearson. (See page 5)
- Has JavaScript been enabled in your browser? (See page 6)
- Have you been alerted that there was a MyLanguageLab Update? You may need to clear your cache if you're experiencing any issue. (See pages 6-7)

### For IE Explorer Users, you may need to:

- Add Trusted Sites and Security Level (See page 7)
- Add Privacy Sites (See page 8)
- Add Content Advisor Sites (See page 8)
- Modify Parental Controls of Managed Accounts (See page 9)

## TECHNICAL SUPPORT

Technical Support is available for lab administrators, faculty, staff and students utilizing or working with Pearson products.

### Chat support (for instructors and students)

Contact our chat support at <http://247pearsoned.custhelp.com>, available Monday-Thursday, 8:00am-11:00pm Eastern, Friday, 8:00am – 8pm Eastern, Sunday, 5:00 pm – 12:00am Eastern

### Web Support (for instructors and students)

For additional support, visit [www.myspanishlab.com](http://www.myspanishlab.com), [www.myfrenchlab.com](http://www.myfrenchlab.com), [www.myitalianlab.com](http://www.myitalianlab.com), or [www.mylanguagelabs.com](http://www.mylanguagelabs.com) and then click Support > Instructor or Support > Student. From there, select “Search FAQs in our Online Knowledgebase” and “contact Customer Technical Support.”

## MINIMUM SYSTEM REQUIREMENTS

To find a list of the most up-to-date, minimum system requirements, go to [www.myspanishlab.com](http://www.myspanishlab.com), [www.myitalianlab.com](http://www.myitalianlab.com), [www.myfrenchlab.com](http://www.myfrenchlab.com), or [www.mylanguagelabs.com](http://www.mylanguagelabs.com), mouse over the support tab and select System Requirements.

## BROWSER TUNE UP

Complete the browser tune-up on [www.myspanishlab.com](http://www.myspanishlab.com), [www.myfrenchlab.com](http://www.myfrenchlab.com), [www.myitalianlab.com](http://www.myitalianlab.com), or [www.mylanguagelabs.com](http://www.mylanguagelabs.com) for each computer that you use. The tune-up will verify you have the correct plug-ins installed, or display the link from which you can download the appropriate versions of the plug-ins you need to install or update.



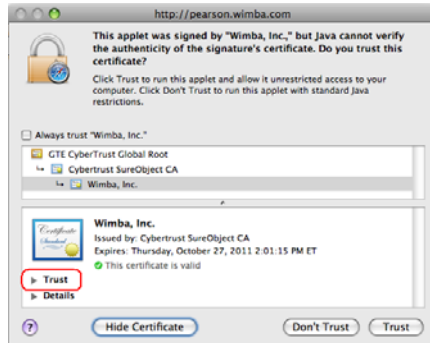
1. To start the tune-up, click Browser Tune-up in the yellow star burst at the bottom right corner of the page.
  - **STEP 1:** Detects which browser and version is installed. Confirm you have a required browser.
  - **STEP 2:** Confirms Flash is installed and enabled. Click **Test** to ensure you see and hear the Flash video. Click **Stop**.
  - **STEP 3:** Confirms the Shockwave player is installed and enabled.
  - **STEP 4:** Confirms Java is enabled.
  - **STEP 5:** Lets you install Wimba. Click **Horizon Wimba Test** to run the Wimba setup wizard. (You will need a microphone to test the recording feature.) Follow the on-screen instructions to complete the Wizard.

**Important note for Safari users.** If you are installing Wimba on MAC OS, complete the following procedure during step 5 of the browser tune-up.

- a. When the following dialog appears, click **Show Certificates**.



- b. Click the arrow to expand the **Trust** options.



- c. For the **When using this certificate** option, select **Always Trust**.



- d. Click **Trust**.

2. Click **Close** to end the tune-up.

## SET BROWSER TO LOOK FOR NEW WEB PAGES AUTOMATICALLY

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>General</b> tab, in the <b>Temporary Internet files</b> section, click <b>Settings</b>.</li> <li>3. Select <b>Automatically</b>, and click <b>OK</b>.</li> </ol>
Internet Explorer 7.x	<ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>General</b> tab, in the <b>Browsing History</b> section, click <b>Settings</b>.</li> <li>3. Select <b>Automatically</b>, and click <b>OK</b>.</li> </ol>
Internet Explorer 8.x	
Safari 4.0	You will need to clear your cache to see any updated pages (see the section on clearing cache).

## POP-UP BLOCKERS

As pop-up blockers may interfere with the installation of plug-ins and players used in your course, depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

### Option 1: Allow Pop-ups from Specific Sites

Browser	Instructions
Internet Explorer 6.x	When you see the yellow “Information Bar” at the top of the web page about a pop-up being blocked, click the bar and select <b>Always allow pop-ups from this site</b> , and click <b>Yes</b> to confirm. –or–
Internet Explorer 7.x	1. From the browser <b>Tools</b> menu, select <b>Pop-up Blocker</b> , then <b>Pop-up Blocker Settings</b> .
Internet Explorer 8.x	2. Add *.pearsoned.com, *.pearsoncmg.com, *.mylanguage labs.com, and the appropriate MyLanguageLab home pages (*.myitalianlab.com, *.myfrenchlab.com, or *.myspanishlab) as allowed sites.
	3. Click <b>Close</b> .
Safari 4.0	In Safari you can either enable or disable the pop-up blocker. There is no per-site control. See next section for details on how to disable pop-up blocker.

### Option 2: Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer 6.x	From the browser <b>Tools</b> menu, select <b>Pop-up Blocker</b> , then <b>Turn off Pop-up Blocker</b> .
Internet Explorer 7.x	
Internet Explorer 8.x	
Safari 4.0	From the <b>Safari</b> menu, clear the checkmark for <b>Block pop-up windows</b> .

## THIRD-PARTY POP-UP BLOCKERS (GOOGLE, AOL, YAHOO, ETC.)

While using your course you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer 6.x	To permanently disable third-party toolbar pop-up blockers: 1. From the browser <b>View</b> menu, select <b>Toolbars</b> . 2. If any entries are checked between <b>Links</b> and <b>Lock the Toolbars</b> , remove the checkmark for that entry. If you have more than one entry use must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.
Internet Explorer 7.x	
Internet Explorer 8.x	

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the Settings, Preferences, or Options portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

### TIPS FOR MANAGING POP-UP BLOCKERS

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear whether a pop-up blocker is being used.
- Many pop-up blockers let you use the "Ctrl" key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the "Ctrl" key when clicking the "Install" or "Detect" buttons on the Installation Wizard.
- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer 6.0 (with Service Pack 2), the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker that you will have to disable separately.
- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Alternately, during the installation process you can clear the option to install the new toolbar.

## ENABLE JAVASCRIPT

Browser	Instructions
Internet Explorer 6.x	1. From the browser <b>Tools</b> menu, click <b>Internet Options</b> .
Internet Explorer 7.x	2. Click the <b>Security</b> tab and then click <b>Custom Level</b> .
Internet Explorer 8.x	3. Scroll down to locate the <b>Scripting</b> section, and under <b>Active Scripting</b> , click <b>Enable</b> .
	4. Click <b>OK</b> .
Safari 4.0	1. From the browser <b>Safari</b> menu, click <b>Preferences</b> .
	2. Select <b>Security</b> and check to <b>Enable JavaScript</b> and close the dialog box.

## CLEARING YOUR CACHE AFTER PLATFORM UPDATE

MyLanguageLab uses your browser cache to store application-related JavaScript files, which support specific application functionality. Occasionally, after an application update you may experience usability issues because the files stored in your browser cache are out of date. Therefore, we recommend that if your course begins to exhibit unexpected behavior you should clear your browser cache to see if that resolves the issue before you contact Customer Technical Support.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser.

Browser	To clear cache...
Internet Explorer 6.x	1. From the browser <b>Tools</b> menu, click <b>Internet Options</b> .
	2. On the <b>General</b> tab, in the <b>Temporary Internet files</b> section, click <b>Delete Files</b> .
	3. Select <b>Delete all offline content</b> , and click <b>OK</b> .
Internet Explorer 7.x	1. From the browser <b>Tools</b> menu, click <b>Internet Options</b> .
	2. On the <b>General</b> tab, in the <b>Browsing history</b> section, click <b>Delete</b> .
	3. In the <b>Temporary Internet Files</b> section, click <b>Delete files</b> .
	4. To confirm the deletion, click <b>Yes</b> .

Internet Explorer 8.x	<ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>General</b> tab, in the <b>Browsing history</b> section, click <b>Delete</b>.</li> <li>3. Make sure <b>Preserve Favorite Website data</b> and <b>Temporary Internet Files</b> are checked. All other items should be unchecked. Click <b>Delete</b>.</li> </ol>
Safari 4.0	<ol style="list-style-type: none"> <li>4. From browser <b>Safari</b> menu, click <b>Empty Cache</b>.</li> <li>5. To confirm the deletion, click <b>Empty</b>.</li> </ol>

## FOR INTERNET EXPLORER USERS

If you are using Internet Explorer you can define various security levels to protect your computer from harmful programs and to still allow the appropriate MyLanguageLab functionality.

### Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>Security</b> tab, click <b>Trusted Sites</b>.</li> <li>3. Drag the slider to set the security level to Medium-low or Low.</li> <li>4. If you are using Windows Vista, uncheck <b>Enable Protected Mode</b>.</li> </ol>
Internet Explorer 7.x	<ol style="list-style-type: none"> <li>5. Click <b>Sites</b>.</li> <li>6. Uncheck <b>Require server verification for all sites in this zone</b>.</li> <li>7. Add *.pearsoned.com, *.pearsoncmg.com, *mylanguagelabs.com, and the appropriate MyLanguageLab home page (*.myitalianlab.com, *.myfrenchlab.com, or *.myspanishlab.com) as allowed sites.</li> </ol>
Internet Explorer 8.x	<ol style="list-style-type: none"> <li>8. Click <b>Close</b>.</li> </ol>

## Add Privacy Sites (if applicable)

If you are using Privacy settings in IE to manage cookies on a per-site basis, you will need to add the Pearson MyLanguageLab sites to this list as noted below.

Browser	Instructions
Internet Explorer 6.x	1. From the browser <b>Tools</b> menu, click <b>Internet Options</b> .
Internet Explorer 7.x	2. On the <b>Privacy</b> tab, click <b>Sites</b> .
Internet Explorer 8.x	3. Add *.pearsoned.com, *.pearsoncmg.com, *mylanguagelabs.com, and the appropriate MyLanguageLab home page (*.myitalianlab.com, *.myfrenchlab.com, or *.myspanishlab.com) as allowed sites.
	4. Click <b>OK</b> .

## Add Content Advisor Sites (if applicable)

If you are using Content Advisor in IE, which lets you specify a list of sites users can access on the Web, you will need to add the Pearson MyLanguageLab sites to this list as noted below. If the sites are not added to your Content Advisor list, this feature will prevent users from being able to access the course.

Browser	Instructions
Internet Explorer 6.x	1. From the browser <b>Tools</b> menu, click <b>Internet Options</b> .
Internet Explorer 7.x	2. On the <b>Content</b> tab, click <b>Enable</b> .
Internet Explorer 8.x	3. Click the <b>Approved Sites</b> tab, and add *.pearsoned.com, *.pearsoncmg.com, *mylanguagelabs.com, and the appropriate MyLanguageLab home page (*.myitalianlab.com, *.myfrenchlab.com, or *.myspanishlab.com) as allowed sites.
	4. Click <b>OK</b> .
	5. When the window asking you to Create a Supervisor Password opens, click <b>Cancel</b> .

## Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your MAC OS, you will need to add the Pearson MyLanguageLab sites as noted below.

Browser	Instructions
Safari 4.0	<ol style="list-style-type: none"><li data-bbox="488 575 1084 606">1. From <b>Apple</b> menu, click <b>System Preferences</b>.</li><li data-bbox="488 617 829 648">2. Click <b>Parental Controls</b>.</li><li data-bbox="488 659 1333 732">3. Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password.</li><li data-bbox="488 743 1105 774">4. Select the managed account and click <b>Content</b>.</li><li data-bbox="488 785 1325 932">5. Select <b>Allow access only to these websites</b> and add *.pearsoned.com, *.pearsoncmg.com, *mylanguagelabs.com, and the appropriate MyLanguageLab home page (*.myitalianlab.com, *.myfrenchlab.com, *.myspanishlab.com) as allowed sites.</li><li data-bbox="488 942 764 974">6. Close the window.</li></ol>