Click & Go To:

1. SIGN IN BOX APPEARS TO "REFRESH" WITHOUT LOGGING THE USER IN

Cause:

Corrupted session variables contained in the user's cookies, generally caused by not signing out properly or signing in with multiple different accounts on the same machine.

Resolution:

Clear your Internet browser's cache (temporary internet files) and cookies, which will eliminate any corrupted session variables contained in the cookies.

See the *"How to clear your Internet browser's cache"* section of this document for clearing the cache on your particular browser.

Cause:

An Anti-virus software program is duplicating logins, thus preventing the user from logging in.

Resolution:

You will need to have your IT department disable the program.

Cause:

Error states "Your location is inactive."

Resolution:

You will need to contact the manager at your location and inform them of the error.

2. COURSEWARE VIDEOS FREEZE INTERMITTENTLY WHILE TRAINING

Cause:

This issue is due to partially downloaded or corrupted videos during download. This issue is generally caused by users leaving chapter parts during download, then attempting to resume training.

Resolution:

Clear your Internet browser's cache (temporary internet files) and cookies, which will eliminate any corrupted session variables contained in the cookies.

See the *"How to clear your Internet browser's cache"* section of this document for clearing the cache on your particular browser.

The user can also "Reset In-Progress Chapters" in JVTN from *My Profile -> Preferences*.

3. COURSEWARE VIDEOS DO NOT PLAY (ALL VIDEOS)

Cause:

There are multiple potential causes such as out of date Flash player, slow internet connection, or blocked content at the firewall. Because of this, troubleshooting steps will be required to diagnose the issue.

Resolution:

1. Clear Cache & update Flash player. If this doesn't resolve the issue, continue to Step 2.
2. Does the user's system meet the minimum requirements and connection speed?
   a. Have the user go to *"System Requirements"* at the bottom of any page within JVTN, and let the Diagnostic Assistant run
   b. Once analyzed, take note of any "warnings" or "critical" issues.
   c. Resolve the listed warning/critical issues and have the user(s) test again.
3. If a user's computer meets the minimum system requirements, we need to test if specific content types are getting blocked
   a. Have the user go to *http://www.youtube.com/*
   b. Have the user watch a video
   c. If a video plays then their firewall is not blocking Flash Video Files
   d. If a video doesn't play then their firewall is blocking Flash Video Files
   i. Have the user contact his/her IT department to update their firewall or proxy to allow Flash videos to play
   e. Have the user go to *http://trailers.apple.com/*
   f. Have the user watch a video
   g. If a video plays then their firewall is not blocking MP4 video files
   h. If a video doesn't play then their firewall is blocking MP4 video Files
   i. Have the user contact their IT department to update their firewall to allow MP4 videos to play
   j. If both video types do not play, have the user contact their IT department to allow both Flash videos to play, as well as MP4 videos. Also provide the following information for their IT department to *"White List" domains*

Cause:

A recent browser update disabled your Flash player in Chrome or Firefox

Resolution:

Please visit this Adobe help page for how to enable your Flash again:
https://helpx.adobe.com/flash-player.html
The user can also "Reset In-Progress Chapters" in JVTN from My Profile -> Preferences.

4. COURSEWARE VIDEO(S) DO NOT PLAY (SINGLE VIDEO/LIMITED NUMBER)

Cause:

The majority of the time when a single video is affected, it is due to a missing video file, corrupted video file, or a larger than normal video file that is requiring more time than normal to download.

Resolution:

1. Have the user click the chapter and ask about the following:
    a. Does the video loader appear? If the "video loader" never appears, proceed to step 2
    b. If the video loader appears and progresses slowly, have the user wait an extended period of time to see if the video loads. If the video loads it is due to a large video file and a slow internet connection.
    c. If the video loader appears but the video doesn't load proceed to step 2.

2. Clear Cache and update Flash player. If this doesn't resolve the issue continue to step 3.

3. Does the user's system meet the minimum requirements and connection speed?
    a. Have the user go to *"System Requirements"* at the bottom of any page within JVTN, and let the Diagnostic Assistant run
    b. Once analyzed, take note of any "warnings" or "critical" issues.
    c. Resolve the listed warning/critical issues and have the user(s) test again.

4. If a user's computer meets the minimum system requirements, and only one or a minimal number of videos are affected, the issue is most likely due to a missing video file. Report the issue to JVTN Support, supplying the following info:
    a. First/Last Name of the user
    b. Username / password
    c. Category Name
    d. Course Name
    e. Chapter Name

5. ENTIRE LOCATION IS NOT ABLE TO PLAY VIDEOS

Cause:

This issue is generally caused by blocked content at the location's firewall / proxy, or software being out of date.

Resolution:

1. Confirm that the location's computers meet the basic system requirements:
    a. Have the user go to *"System Requirements",* and let the Diagnostic Assistant run
    b. Once analyzed take note of any "warnings" or "critical" issues.
    c. Resolve the listed warning/critical issues and have the user(s) test again.

2. If the computers at the location meet the basic system requirements:
    a. Provide the following link to their IT department to *"White List" domains.*
    b. Also have them contact their IT department to allow both Flash videos to play, as well as MP4 videos.

3. If the problem is related to a proxy, the user will need to speak with their IT department and inform them that the proxy is not properly allowing their training to load.

6. MAIN MENU ITEMS DON'T SHOW UP / CATEGORY SELECTION MENU DOESN'T SHOW UP

Cause:

Corrupted or out of date Flash player.

Resolution:

1. Have the user go to *https://get.adobe.com/flashplayer/*
2. Uncheck "Yes, install McAfee Security Scan Plus – optional"
3. Click "Download Now"
4. Have the user follow the onscreen instructions
5. Once updated have the user close and reopen the browser
6. Test to see if that resolved the issue.

7. HOW TO CLEAR YOUR INTERNET BROWSER'S CACHE

Internet Explorer 10+:

1. Open Internet Explorer and Click on the "Gear" icon in the top right.
2. Select "Safety" -> "Delete Browser History"
3. Make sure that ONLY "Temporary Internet Files" & "Cookies" are checked
4. Select "Delete" from the bottom of the screen
5. Close and restart your browser

Firefox 32.0+:

1. Open Firefox and Click on the menu icon (three horizontal lines) in the top right corner
2. Click "History"
3. Click on "Clear Recent History"
4. Set "Time Range to clear" to "Everything"
5. Make sure that ONLY "Cache" & "Cookies" are checked.
6. Click "Clear Now"
7. Close and restart your browser

Chrome 34.0+:

1. Open Chrome and Click the menu icon (three vertical dots) in the top right corner
2. Click on "More Tools" -> "Clear Browsing Data"
3. Make sure that "Obliterate the following items from:" is set to "The beginning of time"
4. Make sure that ONLY "Cookies and other site and plugin data" and "Cached images and files" are checked
5. Click on "Clear browsing data" at the bottom of window
6. Close and restart your browser

To clear other browsers' cache not listed above or to see step by step screenshots please use the link below: *http://www.wikihow.com/Clear-Your-Browser's-Cache*