

Single Sign On / Asset Creation trouble shooting.

Below is a selection of issues experienced by other users that we have found solutions to.

You can test the block by using the lib_debug.php file located in the moodleroot/pebblepad folder. To do this: Rename the current lib.php file and then rename the lib_debug.php to lib.php. This should only be used under testing and will stop the creation of assets but will provide a report at each stage until the final post sending of data. This should enable you to find most errors within the report until a final authentication successful message. Once this message is seen you can replace the original lib file and you should have resolved any issues, the block should now work with both single sign on and creation of assets.

Zip

The lib file creates a zip archive to be sent encrypted to PebblePad. This file must be created on the Moodle server. Some installs do not have the correct permissions to allow the file to be created so this must be rectified if your file storage location is different than the default Moodle install.

Curl

This should be enabled in your php.ini. If you get the message: “failed to initialise curl. Check your php.ini extensions”, you must add the Curl extensions to your PHP install.

Server times

If the Moodle and PebblePad installs are on different servers, the server times can cause authentication to fail. Each server time must be within 2 minutes (120 seconds) of each other. If the server time difference is greater the authentication timestamp will not be accepted.

SSL and HTTPS Moodle to PebblePad installs.

Curl has a function to ignore the SSL certificate check but it must be set as false. There are two lines that exist in the build_zip function inside the lib.php file but they are commented out by default.

Uncomment both lines by removing the two forward slashes “//” at the start of the lines to look like:

```
curl_setopt($ch, CURLOPT_SSL_VERIFYPEER, false);
```

This will force curl to ignore the SSL certificate validation process and enable the standard encryption for the single sign on or creation of a new asset.