Good news! You've completed an equivalent course, so you don't need to complete this course to receive credit in the Fundamentals of Computing Specialization.

View

Troubleshooting CodeSkulptor

This page contains suggestions for handling issues that may arise while you are using CodeSkulptor in this class. Please review this page carefully if you have an issue and then feel free to post more details about your issue in the pinned thread in the "Python & CodeSkulptor" forum dedicated to resolving issues with CodeSkulptor.

The page codeskulptor.org won't load. What can I do?

codeskulptor.org is hosted by Google. The upside of this arrangement is that CodeSkulptor is down only when Google is down. Since Google can handle hundreds of millions of users, CodeSkulptor is **never** inaccessible due to high demand. However, students in certain countries such as China, Cuba and others may have trouble accessing Google infrastructure due to network blocking.

For students faced with this situation, we recommend that you try accessing CodeSkulptor via a free Virtual Private Network (VPN). Zenmate offers a free add-on for web browsers that creates a tunnel similar to a VPN between your browser and its target URL. For students from China, you may need to use a paid VPN since the access situation changes from session to session. Feel free to share VPN solutions in the CodeSkulptor troubleshooting thread in the class forums.

If you are absolutely unable to access codeskulptor.org using a VPN or if it is imperative that you develop the class mini-projects offline, you may install Python 2 and then install the package SimpleGUICS2Pygame which is a student-created desktop emulator for SimpleGUI. Note that we discourage this last approach except in dire cases. Since all peer assessment will take place using CodeSkulptor, your final submission should always be tested in CodeSkulptor.

I can access CodeSkulptor, but I am having trouble downloading and saving files. What can I do?

Make sure your browser is the most up-to-date version. There are three common reasons why students have trouble saving files.

Help Center

1. Network connection problems. If you find you have trouble saving files, check to make sure that your Internet connection hasn't temporarily gone down.
2. Corporate firewalls. Some companies have firewall rules that prevent CodeSkulptor from saving files directly to Google. You can test this by trying to save from another location (your home, a coffee shop, an Internet cafe, etc.).
3. Web browser extensions or add-ons. Many different extensions or add-ons block CodeSkulptor from saving files. Disable your extensions or add-ons one by one until you find the one that is the problem. Often the extensions or add-ons that cause problems allow you to specify sites which should be ignored. Add codeskulptor.org to the ignore list and the problem should be solved. In Chrome, you can also use "Incognito mode" to avoid issues with extensions or add-ons. Some extensions that may cause problems with CodeSkulptor are: NoScript, Adblock Plus, and **HTTPS Everywhere**

If you continue to have problems downloading and/or saving, we suggest that you try using the CodeSkulptor download and save services. The download service allows you to download the Python code associated with a CodeSkulptor URL. The save service allows you to save your Python code as a CodeSkulptor URL. If you are unable to access codeskulptor.org, these services can also be accessed via http://codeskulptor.appspot.com/download and http://codeskulptor.appspot.com/save. For students in China, try using http://codeskulptor.appsp0t.com/download and http://codeskulptor.appsp0t.com/save to bypass the current network blocks. In previous sessions, students with download/save problems have found these services to be helpful.

CodeSkulptor returns the error message "`undefined: HierarchyRequestError`". What is wrong?

This is the message that CodeSkulptor throws when you attempt to run a program with SimpleGUI methods in Internet Explorer. Please use Chrome, Firefox, or Safari.

The SimpleGUI frame window does not appear. What should I do?

Make sure your browser is the most up-to-date version. Check that your browser is not blocking pop-up windows. The standard error message from CodeSkulptor when the SimpleGUI frame is blocked is "`TypeError: Cannot read property 'document' of undefined`". If you have your browser set to block pop-up windows and do not want to change this setting, add codeskulptor.org to the exception (white) list. In Chrome, you can access this option via https://support.google.com/chrome/answer/95472?hl=en.

If you continue to have problems after allowing pop-up windows then the problem is likely some extension or add-on that you have installed in your browser. Disable your extensions or add-ons one by one until you find the one that is the problem. Often the extensions or add-ons that cause

problems allow you to specify sites which should be ignored. Add codeskulptor.org to the ignore list and the problem should be solved.

Note that Chrome, Firefox, and Safari do not block the SimpleGUI frame window by default.

The SimpleGUI frame window appears, but seems to "freeze". What should I do?

CodeSkulptor converts your Python code to Javascript which is then run in the tab where your code is displayed, **not** in the window containing the SimpleGUI frame. If this CodeSkulptor tab is not selected (topmost), your web browser will not run the converted Javascript and the SimpleGUI frame will freeze. Web browser are designed this way in an attempt to save resources. So, keep the CodeSkulptor tab selected (topmost) to ensure that the SimpleGUI frame runs properly. In Windows 8, you may need to run your browser on the desktop as opposed to Metro so the new frame can spawn as a separate window. (Use the "Windows" key to switch from Metro to the desktop if necessary.)

The CodeSkulptor interface does not work properly. What should I do?

Web browser extensions or add-ons can prevent CodeSkulptor from working properly. Make sure your browser is the most up-to-date version. Disable your extensions or add-ons one by one until you find the one that is the problem. Often the extensions or add-ons that cause problems allow you to specify sites which should be ignored. Add codeskulptor.org to the ignore list and the problem should be solved.

Some extensions that may cause problems with CodeSkulptor are:

- InternetHelper
- Babylon
- u-torrent

The SimpleGUI frame appears to ignore or incorrectly process my keyboard input. What should I do?

In Pong (and later in Spaceship/RiceRocks), we will use the keyboard to enter input for your mini-projects. This page describes a couple of the common keyboard issues that have arisen in previous IIPP sessions.

- A common issue with many keyboards is "ghosting", where a keyboard fails to recognize three or more simultaneous key presses. For this class, we have designed the rubrics to focus on testing the behavior of your mini-projects using single keys presses in isolation so ghosting should not be an issue during peer assessment.

- In Firefox, if the option "Search for text when I start typing" is enabled, the "w" and "s" key presses may be captured by Firefox. The option "Always use cursor keys to navigate within pages" may also cause issues by capturing arrow keys. (These options are off by default.) In Windows, these options can be disabled via Tools -- Options -- Advanced. Another alternative is simply to use Chrome.

- Some Firefox users report that the up/down arrows keys do not work properly. One possible cause is being in "caret browsing" mode. Try pressing F7 key (before running the program) to switch out of this mode. http://forums.mozillazine.org/viewtopic.php?t=424900

- Some students have observed that the frame created by SimpleGUI for Pong does not automatically recognize keyboard input. Browser windows (including SimpleGUI frames) do not recognize keyboard input unless the window is selected and has "focus". To get Pong to recognize keyboard input, click anywhere on the frame. The top of the window will highlight and now keyboard input will be recognized.

- A few students have reported issues with keyboard input on Chromebooks, especially on the keyboard echo example. Try clicking on the canvas (not just the window) to ensure that the frame has focus.