Training Managers Call Common TPSS Issues

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Introduction

- Most TPSS issues can be solved by
  - Changing browser setting
  - Restarting workstations
- Describe the common issues reported to TPSS support and the recommended resolution

TMS Launch Issues

Issue	Recommended Resolution(s)	Additional Information
Employee selects the Launch Course link in TMS but nothing happens or student receives a website cannot be displayed error	• Ensure Employee is accessing the TPSS courses while connected to the VBA intranet • Check Browser setting to make sure all popup blockers have been turned off	• TPSSs are hosted inside of the VBA intranet and cannot be accessed via the internet
Employee is challenged with a network login popup (username/password) when launching a course or while taking a course	• Employee should select the "Use other account" option and enter in their NT Login (network username) and password and then click OK • Employee should not use the PIV card option • If the popup occurs again, then have employee logout and restart the workstation in order to re-establish network connection	• TPSS server cannot authenticate/verify that the user is connected to the VBA intranet

TMS Launch Issues

Issue	Recommended Resolution(s)	Additional Information
"Invalid Student ID – Please contact TPSS Support" message when a TPSS Course is launched	- Check Profile Maintenance to ensure - Record is Active - TMS Student Identifier matches the identifier provided in the error message - NTLogin field has the correct network login username - If any information is incorrect, then correct profile maintenance. Employee should close all browsers and attempt to launch the course again. - If all information is correct and error occurs again, then email the TPSS Support	- TPSS syncs user information with Profile Maintenance nightly - Sometimes user accounts are marked inactive - This message means TPSS cannot find the employee's student identifier in Profile Maintenance or TPSS user information is inactive

TMS Launch Issues

Issue	Recommended Resolution(s)	Additional Information
"Learning Track ID not found issue"	• Employee should close all browsers and attempt to launch the course again.	• This message means TPSS could not find the course that the employee is launching • This message is usually due to a browser session issue

Course Issues

Issue	Recommended Resolution(s)	Additional Information

Course content does not fully display or course freezes	• Employee should exit the course and re-launch the course
	• If it happens again on the same storyboard, then change compatibility mode setting
	  • Under Tools, select Compatibility Mode Settings.
	  • Ensure the Display Intranet Sites in Compatibility Mode is checked.
	  • Click Close
		• This typically occurs for older TPSS courses. Changing the compatibility mode setting seems to correct the issue.
		• Compatibility mode has to be turned off for VBMS so employees have to remember to turn off the compatibility mode setting before accessing VBMS
		• This should not be an issue when IE 11 is deployed

Question storyboard is not displaying the Submit button or employee cannot select the answer for the last question on the storyboard	• Tab key can be used to navigate between answers and to the submit key • Be sure the focus is on an answer before selecting the tab key	• This happens when the browser magnification is not set to 100%

Course Issues

Issue	Recommended Resolution(s)	Additional Information

Course progress is not being updated on Menu	• Clear browser cache
	  • Under Tools, select Internet options.
	  • Under Browsing history, select the Delete button.
	  • Ensure Temporary Internet Files and Cookies and website data checkboxes are checked.
	  • Select Delete
	• Modify browser caching setting
	  • Under Tools, select Internet options.
	  • On the General tab select Settings.
	  • Where it states "Check for newer versions of stored pages:" select "Every time I visit the webpage."
	  • Select OK, and then Select OK again to close popup.
		• Browser is caching pages in order to reduce network traffic

Course Issues

Issue	Recommended Resolution(s)	Additional Information

Employee passed the pretest but did not receive credit in TMS	• Employee should exit the course and wait at least 30 minutes before checking their TMS learning history.
	• If completion has not been recorded in learning history in 30 minutes, then email TPSS Support
		• Completions for TPSS courses are not recorded immediately in TMS
		• TPSS has an interface with TMS that executes every 5 minutes
		• Passing of the pretest for the following courses does not provide credit in TMS
		   • VR&E Independent Living (IL) TPSS (5 items)
		   • BAS VBA Public Service Guide (4 items)
		   • LGY Loan Technician (5 items)
		   • PF Misuse (4 items)

Employee passed the posttest but did not receive credit in TMS	• Employee should exit the course and wait at least 30 minutes before checking their TMS learning history. • If completion has not been recorded in learning history in 30 minutes, then verify the employee completed the survey. • If employee completed the survey, then email TPSS Support	• Completions for TPSS courses are not recorded immediately in TMS • TPSS has an interface with TMS that executes every 5 minutes • A survey is required before a completion can be sent to TMS when a posttest is completed

Course Issues

Issue	Recommended Resolution(s)	Additional Information
500 internal Server Error	• Close all browsers and attempt to launch the course again. • If issue occurs again, then email TPSS Support so that the hosting servers can be checked.	• This message means the TPSS hosting server had an issue with the requested webpage or a network communication error occurred
404 file not found error	• Close all browsers and attempt to launch the course again. • If issue occurs again, then email TPSS Support so that the hosting site can be contacted.	• This message means the TPSS hosting server could not find the file or a network communication error occurred

Course Issues

Issue	Recommended Resolution(s)	Additional Information
VBA Employee completed the "The Fiduciary – Protecting VA Beneficiaries: VA Appointed course" (TMS item number 3858578) but did not receive credit in TMS	• Email the TPSS Support for resolution	• This course is a public facing course and can be accessed via the internet or TMS • VBA employee completed the course using the internet registration process instead of TMS • TMS should be used to launch all courses which need a completion recorded in TMS