Troubleshooting TPSS Course Issues
A Job Aid for VBA Training Managers

This job aid will help VBA Training Managers pinpoint the cause of an employee's TPSS issue and determine the recommended resolution. The tables below are broken into TMS launch issues and course issues. Training Managers should contact the VBA TPSS Support Team at vba-tpss-support@gdit.com for additional questions regarding TPSS modules.

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 settings 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 presented 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, have the employee log out 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

"Invalid Student ID – Please contact TPSS Support" message displays when a TPSS Course is launched	• Check Profile Maintenance to ensure the following:
	    ○ 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, correct profile maintenance. Employee should close all browsers and attempt to launch the course again.
	• If all information is correct and error occurs again, email the TPSS Support Team.
		• 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 the TPSS user information is inactive

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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 the employee is launching • Usually due to a browser session issue

Course Issues

Issue	Recommended Resolution(s)	Additional Information

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

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, 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 the pretest for the following courses does not provide credit in TMS:
		  o VR&E Independent Living (IL)
		  o BAS VBA Public Service Guide
		  o LGY Loan Technician
		  o PF Misuse

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Course Issue	Recommended Resolution(s)	Additional Information
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, 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
500 internal Server Error	• Close all browsers and attempt to launch the course again • If issue occurs again, then email TPSS Support so 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, email TPSS Support so the hosting site can be contacted	• This message means the TPSS hosting server could not find the file or a network communication error occurred
VBA Employee completed the "The Fiduciary – Protecting VA Beneficiaries: VA Appointed course" (TMS item number 3858578) but did not receive credit in TMS	• Email 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