

START here from Flow Chart:

Student needs help not related to course material: ** SEE disclaimer and Flow chart ~ if you are here the issue is possibly an uncommon LMS issue the student is having.

- Identify root question or issue the student is having. To make sure it's an LMS related item. We need to eliminate their hardware, browsers, custom software, purchased software, and never forget free software isn't free.
 - Before any troubleshooting begins, can the student describe their problem?
 - The student needs to be our eyes, what do they see, what errors can they read.
 - Often, we will provide 10 troubleshooting steps, implement 6, it's fixed with step 3 but we didn't test, nobody knows what the solution was.
 - So Step, TEST, Step, TEST:: not STEP, STEP, STEP, It's a miracle!
 - Has anything like this happened to them in the past?
 - Was it a similar circumstance?
 - Was there a fix that we haven't tried yet? If a Mentor knows of an esoteric fix, please email us on the LMS DEV team.
 - As the mentor works through these steps, make notes, the most trivial thing may be helpful. The more notes the easier it will be for the DEV team to solve an odd issue.
- IF the issue is related to the function of the LMS.
- Verify they CAN perform these steps at this time. (**Disclaimer**)
 - Does their hardware meet our support standards?
 - What type of hardware are they using?
 - It's not a 386, or if custom built uses reasonable components.
 - Does the browser they are using meet our supported standards?
 - Firefox and Chrome, current version – 1; maybe – 2.
 - Not IE, Dolphin, Opera, Vivaldi, or Firefox version 1979 etc.
 - Have they closed all unnecessary programs, even if related to the project?
 - Obviously close Doom, but if they are having learning coding. Save their work and close their copy of Visual Studio, Eclipse, or any other IDE they have open.
 - iTunes! Close it, period! Make sure it's not automatically restarting. No streaming software should be opened while troubleshooting.

Trouble shooting steps:

These steps are for testing purposes they may free up resources or unblock any code locks.

- Before doing troubleshooting, steps can the student capture a screen shot of the issue. See, "Screen Capture" below, that way if the issue magically gets resolved, the screen shot it can be sent for evaluation.
- Does the student have multiple processes running, that can be shut down for troubleshooting purposes?
 - Pandora, iTunes, Adobe, even Visual Studio that may be used for practice coding.
- Is the browser running multiple things that can be eliminated?

- A messaging application?
 - Facebook
 - Google Gmail or Picaso, or other
- Can these be closed or logged out of or closed, one at a time for testing purposes?
- Has the student tried to reload the web page?
 - Control - F5 will reload the page. ***However***, it will also take the student back to the beginning of the lesson. Prepare them for this event. If you give this instruction and they likely need to start the lesson over again, it can be frustrating.
- Once we have reloaded the page if they are still having issues, have the student log off and re-authenticate to our site.
 - When the student did the," LOG OFF", did they see the splash screen that says, "***You have been logged out of Exeter Education***". If not, student may need to clear cache
- Ask them to close all browsers and only open one browser to re-authenticate to the LMS. This means they will have to go through the lesson again to get to the failure point.

Typical questions that should be recorded when creating a trouble ticket for the LMS team.

- Ask student for information, their login identity and/or Email (NOT THEIR PASSWORD!!), never ask for that. ****Disclaimer****)
- Ask if they know exactly what Section, Course, Lesson, Page or identifying point of failure.
- What was the student doing at a high level?
 - Reading
 - Watching the introduction video
 - Answering a quiz
 - Doing a coding exercise
- Has it paused or stopped because of a time out?
- Was there any kind of an error given?
 - What was the error, working and code numbers help.
- If the student was answering questions:
 - Was the student able to reach the end of the quiz?
 - Do they remember what quiz it was?
- If doing a coding exercise:
 - Did the student click the "preview button" for their work?
 - Did the student click the "submit button" for their work?
 - Did the time out window pop up while they were working on their code then they went back to their exercise?
 - Did the submit ever display their code?
- What was the student doing that may help troubleshooting; if not doing any of the identified above? Their actions may not appear to be related, and likely the other software could be stepping on a common memory location.
- Can student provide a screen shot or image of the error?

HOW TO section

Clearing Browser Cache:

- If we are going to ask the student to clear their local Cookies and Cache, it could affect some of their other tools and applications.
- Example, if they are configured to automatically authenticate and log into Gmail, or Facebook by clearing all cookies and cache they may need to log into those applications again. We want to clear a minimum at first, but prepare the student and explain this is for troubleshooting.
- Touch the **Control-Shift-Delete** on all browsers this will open a window enabling the user to clear cache. (NOTE NOTE !!! I did NOT say, Control-ALT-Delete)
- Each browser may be slightly different, and the student may need to read before they 'Clear' to insure they are only clearing the minimum to try to resolve this issue.
 - First select just 'Cookies' to clear or remove, and of course retry testing for their issue.
 - IF that failed, and the student is willing to clear all cache it would be recommended to try this next.

Screen Capture Methods:

- HOW to obtain a screen shot on a windows based machine select the browser
 - Alternate Key and the print screen key will copy the image to the clip board.
 - Open Paint, and paste the image into the program, then save and send.
- HOW to obtain a screen shot on a MAC system
 - Press the Shift Key and Command Key and 3 key there will be a *.png file on your desktop
 - Or:
 - Press the shift key and command key and 4 key, a cross hair pointer will appear.
 - Move the cursor or cross hair to select the part of the screen you want to copy.
 - While dragging hold the shift or option key to change the way the selection moves.
 - Release the mouse button and there will be a *.png file on your desktop, send it.

DISCLAIMER NOTE

- NEVER ASK FOR PASSWORD ~ is a good policy. Unless it is part of the business requirement to troubleshoot, this is a risky thing to do. People often re-use their passwords. The same one they use for their LMS could very well be their banking password, and you shouldn't know that.
- Some of the steps performed when troubleshooting anything can affect any system. It's not unique to troubleshooting our LMS. At times the student cannot perform the asked for step, because it will affect the way they are using the system at that time. Example; Shut down all running applications. If they are at their job AND shutting down application "X" will clock them out, log them off or affect their income. The student is therefore not in a position that they should be making troubleshooting changing steps.

- Some of the steps will ask the student to do things that may affect their level of enjoyment. Such as closing iTunes, or any music, video streaming program. If they are unwilling that's outside the scope of a technical issue. Review with your supervisor the best solution at that point.
- Browser Add-Ons: Commonly called, tool bars, extensions, or even Browser Helper Objects. These are typically bits of code that help the end user interact with their computer or the web. A common example may be a Bank add on that lists your current account balance. The drawback is these are bits of code running in the background of your system and typically not very well tested. Disabling, removing, or resetting these can be useful for esoteric and troublesome issues. This is one of the last resorts. If you are struggling with a weird issue, don't forget the user could have accidentally added a, Add-On or BHO that breaks their functionality.

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/*****
/***** What is requested and Email Alias to send to *****/
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Alias is Support@ExeterLMS.Com

- Student identification, 'Name' or and 'email'
- Section, Course, Lesson, activity they had issue with?
- What they saw, not what they think is wrong?
- Was the student working with you on troubleshooting? Simple, if they were not willing to kill iTunes, how can we be expected to help them?
- Even if we resolved this issue, has it happened before? Same student, Same Course, Same exercises?
- Browser Helper Objects, or Extensions, or Add-Ons: how many were enabled and how many were removed or stopped while troubleshooting. Look especially for odd ones.
- Last, this is a group monitored alias, answers may not be as fast as you wish, but let us know in the Support SLACK window.