**General Troubleshooting Process Overview**

Troubleshooting any problem is the same, Divide and Conquer. Remove what’s not required, then test again. We gather information, define the issue as the student sees it. This guideline we focused on LMS, browser related issues. We are not dealing with Course Comprehension.

* Start with problem definition
  + Viewing a Video?
  + Submitting a code exercise?
  + Completing the Quiz Questions?
  + Preview a newly entered code change for exercise?
* Start Troubleshooting steps
* Test for success before going on; were we able to resolve the issue
* Issue still exists, move on to the next troubleshooting step.

**ASSUMPTION:** The student is having an issue with the LMS. Gathering information about the student and the problem will be critical if this is escalated.

* Is this the first time they have had this issue?
* Student’s User name, and email?
* What course are they taking?
* What lesson is the student working on?
* Has the student has successfully submitted project or coding work before?
* A little about their system, what is the OS, what is the Browser and version?
* What was the student doing at the time their error happened?
  + Reading, watching the video, a coding exercise, a quiz?
* CRITICAL: Can the student obtain a screen image of the failure?

**STUDENT CANNOT SUBMIT A CODING EXERCISE (Troubleshooting steps below)**

Has the student submitted this exercise before?

Is the student able to enter text into the code window? (Screen Image ONE.jpg)

Has the student entered data into the code window and then selected the ‘Preview Changes’ button prior to them calling in for help?

When they clicked submit what do they see?

Is the ‘Submit’ button grayed out even if they haven’t previously submitted code for this exercise?

**STUDENT CANNOT PLAY A VIDEO (Troubleshooting steps below)**

Did the previous exercise’s video play?

Does it stop and start as if buffering?

Does the student hear the audio part of the video?

**STUDENT CANNOT ANSWER ANY QUESTION (Troubleshooting steps below)**

Are all test / quiz answers able to be selected?

After selecting the answer does the ‘NEXT’ button become enabled?

Once the answer is selected, does the correct choice become highlighted?

Can the student re-take the test?

IF they retake the test and they got the correct answers, did it display their score?

* If you followed the troubleshooting steps below and issue resolved which solved it?
* If nothing solved it now you have enough information to send to the development team for help. The alias is listed below.

**TROUBLESHOOTING STEPS IN ORDER**

Before asking them to do anything, make sure their work in other applications has been saved.

**(1)** ~ ***Log Off* Steps**

Simplest and easiest step is to ask the student to log out of the LMS. It will reset some memory elements in their system. It’s simple, but often very effective.

* Did the student see the splash screen that says, "***You have been logged out of Exeter Education***". ??

**(2)** ~ ***Reload Browser* Steps**

1 – Ask them to close all applications except the browser they have our LMS in.

2 – Ask student to refresh the browser. There are two methods.

Click or select the ‘Refresh’ option from the browsers menu system.

On a Windows system hold the Control key and while holding press the F5 key.

3 – Ask if the “Submit Answer” button is available to them now?

\***Reminder**\* when we refresh the browser on the LMS it will force them to begin the lesson again. They don’t have to watch the videos, but they will need to select the ‘NEXT’ buttons until they get to the failure part again.

**(3)** ~ ***Change Lesson* Steps**

Refreshing or reloading the browser didn’t solve the issue?

1 – Select the 3-bar menu next to the student’s name, that opens the course list.

2 – Ask student to select a completed lesson, ask them if they saw it load the video?

3 – Again this will begin the troubled lesson, have the student follow the NEXT buttons to the end.

4 – Can they now submit their code exercise, or move on with the lesson

**(4)** ~ ***Remove all Cookies and Cache* Steps**

This is a twostep test, first we are going to remove the existing cookies, then the entire browser cache.

**(4A) ~ COOKIES ONLY:**

* If the student knows how to clear just the cookies, ask them to do that. IF they need instructions they are provided below.
* Student will likely need to log in again to the LMS and navigate through their course and lesson to get to the failing point. Does that solve the issue?

**(4B) ~ CLEAR ALL BROWSER CACHE:**

* If clearing all cookies did not resolve the issue; then we are going to ask the student to clear all cached browser data. ***Warning***, this will probably affect their other browser applications. Things like Facebook, Amazon, etc will require you to log in again, warn the student about the behavior of clearing browser cache.

**HOW TO STEPS**

**Clearing Browser Cache**:

* Clearing Cache can affect other browser applications let the student know this.
* Touch the ***Control-Shift-Delete*** keys and on all browsers, this will open a window enabling the user to clear cache. (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.
* Humble warning to Mentor: When we ask the student to clear their local cookies and cache it will probably affect some of the other tools and applications that are web related on their system. They will probably need to log into Facebook and Gmail again. There could be other applications that will be affected, and we should let the student know this will happen.

**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.

**GENERAL NOTES:**

IF the student is having trouble with how the LMS works, we need to eliminate common issues. While troubleshooting we may focus on browsers, hardware, or other applications. These are not the students fault. It’s just a way to help the DEV team find and resolved all software conflicts that may exist.

VERIFY this information:

1 – Student is using a modern operating system? == Windows 7, 8, 10 or MAC OSX.

2 – Student is NOT running other software, closed Word, Excel, Visual Studio, Java, Eclipse, or Sublime.

3 – Even if it’s a bit odd, verify iTunes, Music streaming, and

all Chat Windows have been closed.

4 – A screen shot of the entire desktop will help development with any conflicting browser extensions.

**NOTHING** **WORKED**:

At this point you should have collected sufficient information that a development team can troubleshoot what may be going wrong. It’s not what the student wants to hear, but we will get back to them ASAP. The student is our highest priority. Forward what you know including all screen shots to the development team at [Support@ExeterLMS.Com](mailto:Support@ExeterLMS.Com)