



Elluminate *Live!* Troubleshooting Guide

Windows 95/98/Me/NT/2000/XP

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Index

What is ELlluminate <i>Live!</i>?	4
What is Java Web Start?	4
Prerequisites	4
Minimum System Requirements	4
Audio Configuration	5
Testing Your Microphone	5
Sound Recorder	5
Configuring Your Microphone	6
Microphone Basics	6
Microphone Volume	6
Play Control Settings	6
Record Control Settings	7
Configuring Your Sound	8
Speaker Basics	8
Power	8
Volume	8
Play Control	9
Audio Properties	9
The ELlluminate <i>Live!</i> Splash Screen Stops on Configuring Audio	10
Classroom Configuration	10
Accessing ELlluminate <i>Live!</i>	10
File Download Window Appears When Trying to Enter a Classroom	10
AppSnap™	11
Image is Too Small	11
Does Not Return to Classroom	11

Elluminate *Live!* Windows Troubleshooting Guide

Direct Messaging™ 12

 Window is Greyed Out 12

Connection 12

 Inconsistent Connection 12

Whiteboard 12

 Converted PowerPoint Slides are Blurry 12

Firewall Configuration..... 13

 Firewall Information 13

 Connecting to a Classroom 13

 Proxy Configuration Settings..... 14

 Using Java Web Start Software behind a Proxy Server/Firewall 15

Internet Browser Configuration 15

 Clearing the Browser Cache 15

 Clearing the Browser Cache..... 15

 Maximum Login Attempts Exceeded..... 15

Java Web Start Configuration..... 16

 Cannot load resources 16

 Clearing the Java Web Start Cache..... 16

 Java Web Start Begins but Nothing Happens 17

 Java Web Start Reports that the Installation is Bad..... 17

 JNLP file is displayed as plain text 17

Permissions 17

 Installing Software..... 17

What is Elluminate *Live!*?



Elluminate *Live!* is a world-class, real-time education, demonstration and collaboration environment that is customizable and easy to use.

Elluminate *Live!* enables live, online learning, coaching, mentoring and meeting, and features full 2-way audio, direct text messaging and a shared, interactive whiteboard—all in one intuitive, graphical interface.

What is Java Web Start?



Java Web Start is an application deployment technology that gives you the power to launch full-featured applications with a single click from your Web browser. You can download and launch applications, such as Elluminate *Live!*, without going through complicated installation procedures.

With Java Web Start, you launch Elluminate *Live!* simply by clicking on a Web page link. If Elluminate *Live!* is not present on your computer, Java Web Start automatically downloads all necessary files. It then caches the files on your computer so the application is ready to launch at any time.

Downloaded and installed with Java Web Start is the Java 2 Runtime Environment. There are two versions of this Runtime Environment that are compatible with Elluminate *Live!*: 1.3 and 1.4.

Prerequisites

In order to install Elluminate *Live!* and Java Web Start, you must have permission to install software on your machine. You must either be an administrator on your machine, or be granted permission by an administrator to do installations. If you do not log on to your machine, and are its only user, you are probably the administrator. If you have previously installed software on your machine, you will be able to install Elluminate *Live!* and Java Web Start.

Minimum System Requirements

Processor	Pentium II 266 MHz processor or faster
Operating System	Windows 95/98/ME/NT/2000/NT
Memory	64 megabytes of RAM
Storage Space	20 Megabytes of available disk space on your hard drive
Audio	Soundcard with speakers and microphone or headset
Connection	28.8 kbps or higher internet connection
Internet Browser	Internet Explorer 4.0+ or Netscape 4.7

Audio Configuration

Before taking any steps to configure your audio, whether you are experiencing speaker or microphone troubles, shut down your computer, wait a few moments, then power your computer back up. This ensures that your audio settings have reset before changing them.

Testing Your Microphone

You can test your microphone by using the Sound Recorder built into Windows.

Sound Recorder

To open the Sound Recorder, press Start and select All Programs→Accessories→Entertainment→Sound Recorder.

Press the Record button and speak briefly into the microphone. While you are speaking, you should see a waveform appear in the Sound Recorder window. Press the Record button again to stop recording.



Press Play to listen to the recording.



If you hear your recording, your microphone is properly configured for use with Elluminate *Live!*

Configuring Your Microphone

If you cannot hear your voice in Sound Recorder, your microphone must be configured to work correctly.

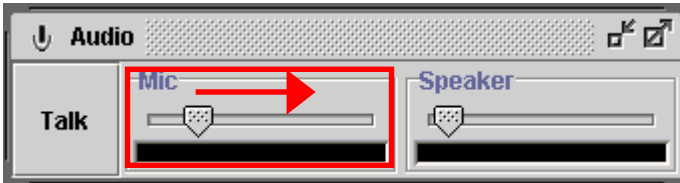
Microphone Basics

Check the back of your computer to make sure the microphone is plugged in to the correct jack. The correct jack might be colour-coded, or identified by the word 'Mic' or a symbol similar to this:



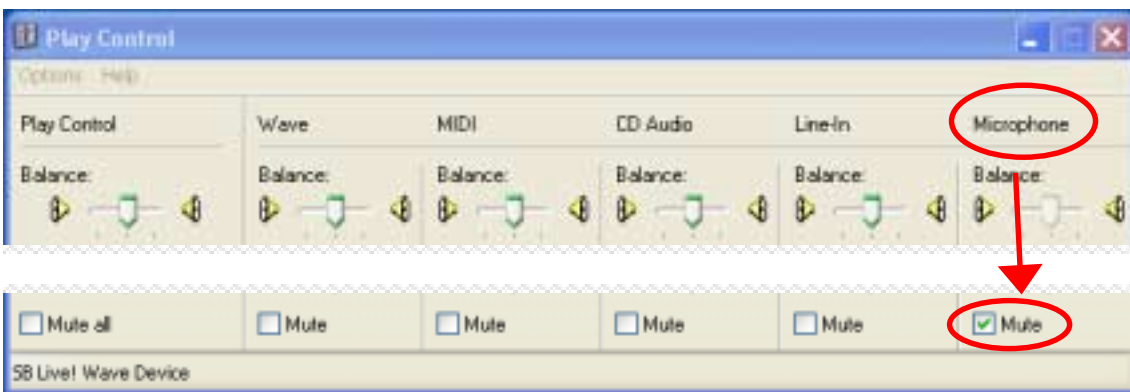
Microphone Volume

In the Audio window of Elluminate *Live!*, ensure that the microphone volume slider is not all the way to the left (off).

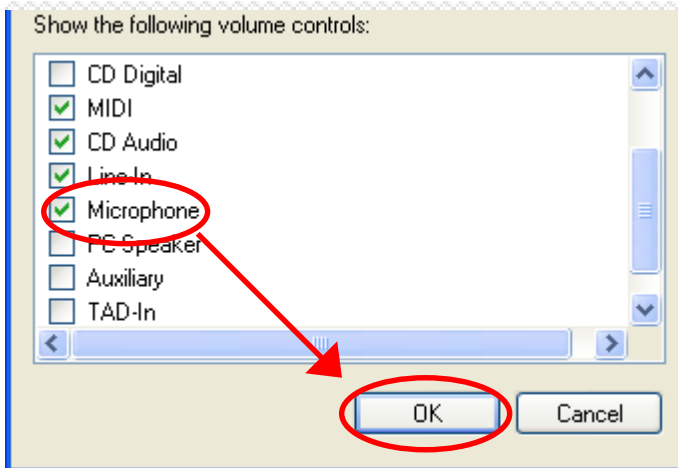


Play Control Settings

Check your Play Control settings. Click on the Start menu and select your Control Panel. Open your Sound and Audio Devices control. Ensure that Microphone Mute is checked.

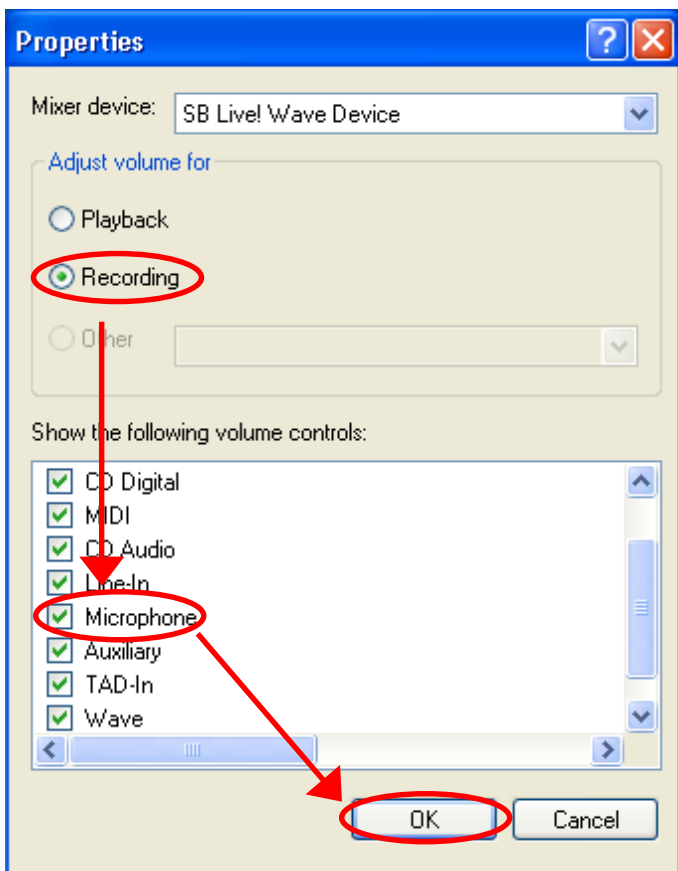


If Microphone is not visible on the Play Control, select Options→Properties and ensure that there is a checkmark beside Microphone. Press OK.

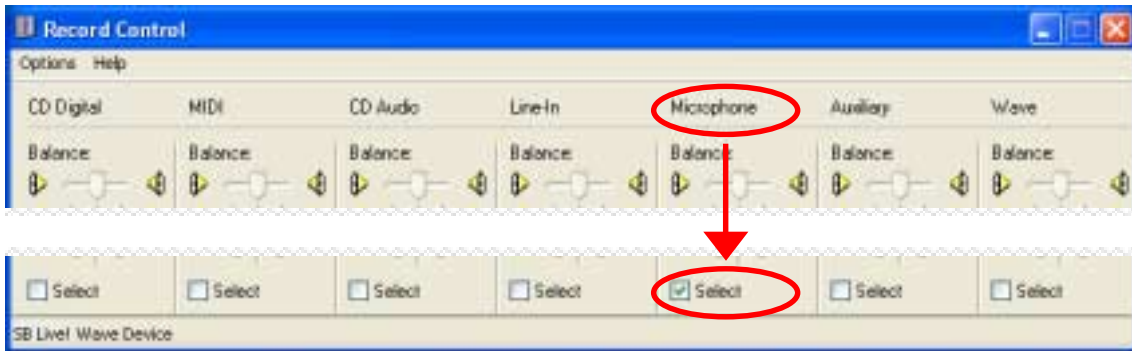


Record Control Settings

Check your Record Control settings. On the Play Control window, select Options→Properties and select Recording. Ensure that there is a checkmark beside Microphone, and press OK.



When you press OK, the Record Control will open. Select the microphone by clicking in the check box. When you have selected it, you can close the Record Control.



Test your microphone again.

Configuring Your Sound

If you can not hear anything from your speakers, your sound must be configured to work correctly.

Speaker Basics

Check to see that the speakers are plugged into the correct jack on the sound card. The correct jack might be colour-coded, or be identified by the word "Output".

Power

Make sure that the speakers are plugged in, and that the power is on.

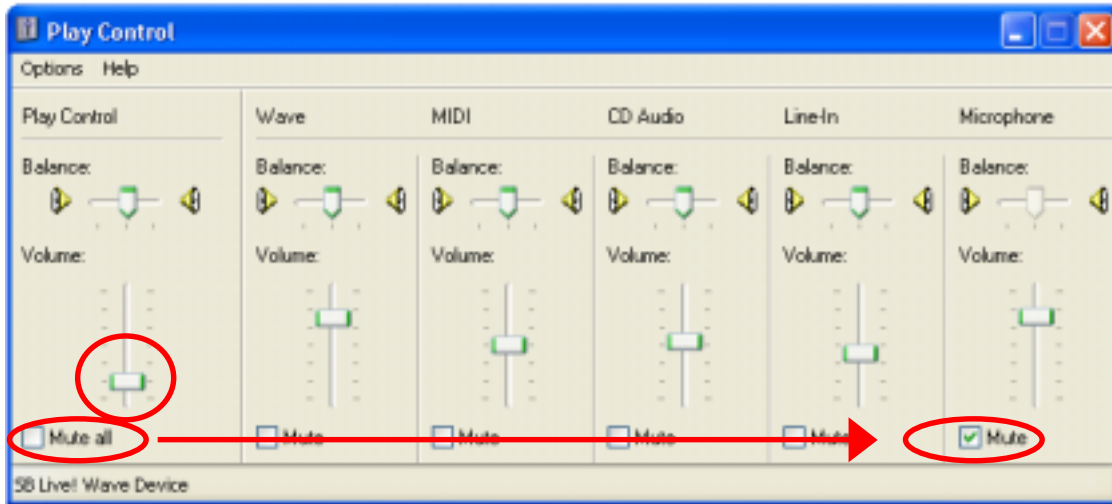
Volume

Ensure Make sure that the MUTE function is not disabled by clicking on the volume icon in your taskbar (the lower right hand corner of your screen). The box should be unchecked (not muted). Make sure that the volume is not turned down all the way; adjust to desired level by dragging the volume slider up or down. Make sure, too, that there is no external mute on the speakers themselves.



Play Control

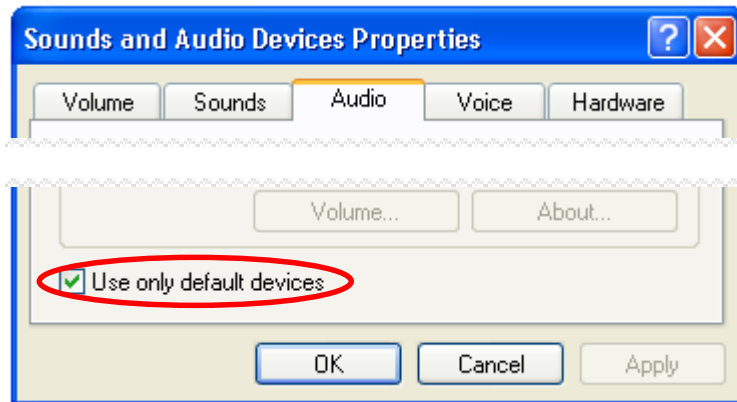
Check your Play Control settings. Click on the Start menu and select your Control Panel. Open your Sound and Audio Devices control. Ensure that the Play Control volume is not at the bottom, and that it is not muted. Under Microphone, make sure the check box beside the "Mute" label is checked.



Audio Properties

Make sure Audio Properties are set properly. To check the Audio Properties, right click the sound icon in the system tray and select Adjust Audio Properties. (Alternately, click on Start, open the Control Panel and open the Sounds and Audio Devices control.)

Click on the Audio tab ensure that the Use only preferred devices or Use only default devices checkbox is checked.

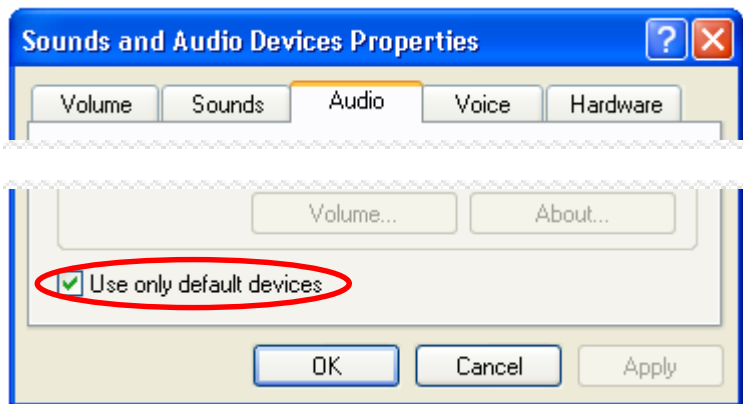


The Elluminate Live! Splash Screen Stops on Configuring Audio

When Configuring Audio is visible on the Elluminate splash screen, Elluminate *Live!* is loading the audio module. If it stops loading on the Configuring Audio message, your sound needs slight reconfiguration.

For Windows XP:

- Go to Start→Control Panel→Sound and Audio Devices
- On the Audio tab, select Use only default devices
- Click Apply and OK



For Windows 95/98/Me:

- Got to Start→Control Panel→Sounds and Audio Devices
- Under the Audio tab, select Use only default devices
- Click Apply and OK

If this process does not help, then it is likely that

- Your sound card does not have the correct drivers
- Your sound card does not function
- You do not have a sound card

Classroom Configuration

Accessing Elluminate Live!

File Download Window Appears When Trying to Enter a Classroom

If you get a File Download box when trying to enter an Elluminate *Live!* classroom, there is one of two problems:

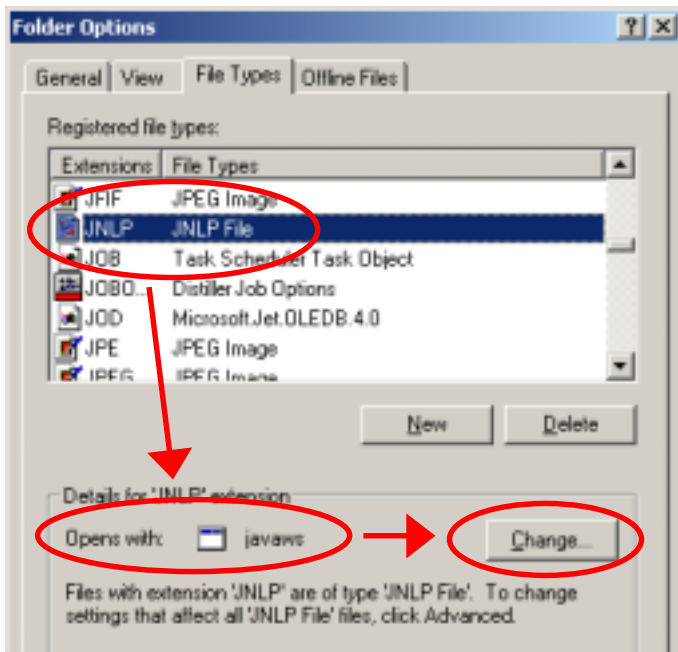
1. You do not have Java Web Start installed on your machine
2. Your MIME type is set incorrectly.

In either case, press Cancel on the File Download window.

To find out if you have Java Web Start installed on your computer, and for directions to download and install it if you don't, please consult the *Java Web Start Installation Guide*. If you have Java Web Start installed, and still experience the same difficulty, it may be that your MIME type is not set correctly.

To change your MIME type, open My Computer by double-clicking on its icon on the desktop, or by selecting it from the Start menu. Choose Folder Options from the Tools menu. Select the File Types tab.

Look for the extension JNLP and left-click on it so that it is selected. Under Details, the file type listed beside Opens With should read javaws. If it is not, click the Change button and find javaws. Select this and click the OK button. Click the Apply and then OK or Close button at the bottom of the Folder Options window to save these changes.



Try again to enter the classroom.

AppSnap™

Image is Too Small

When snapping an image, the size of the snap Select Area can be resized by dragging it from the edge to the size you want. The size of the space on the Whiteboard is limited and the image will be compressed to fit.

When you snap an image that is larger than the whiteboard, you will see a pink coloring to the selection. This tells you that the image will be compressed to fit into the whiteboard.

Does Not Return to Classroom

After snapping an image with the Hide application first option checked, the classroom will always come back into focus. The speed at which this occurs depends upon the speed of the

internet connection, the amount of RAM and the speed of CPU, among other things. Giving the program time to start will solve this problem.

Direct Messaging™

Window is Greyed Out

If you cannot see the Direct Messaging window, open Java Web Start by double-clicking on the Java Web Start icon on your desktop. This opens the Java Web Start Application Manager.

Select Preferences from the File menu, and choose the Java tab. If there are two Java Virtual Machines, delete the oldest version.

Connection

Inconsistent Connection

Make sure that your connection speed is set properly. You can check this in Elluminate *Live!* by going to Tools→Connection Speed. The default is 56K. Make sure it is set at the correct speed for your connection.

If you continue to have connection problems, try to connect at one or two settings below your connection speed. For example, if you were having trouble getting into the classroom with a 56K modem, try connecting at 33.6 or 28.8.

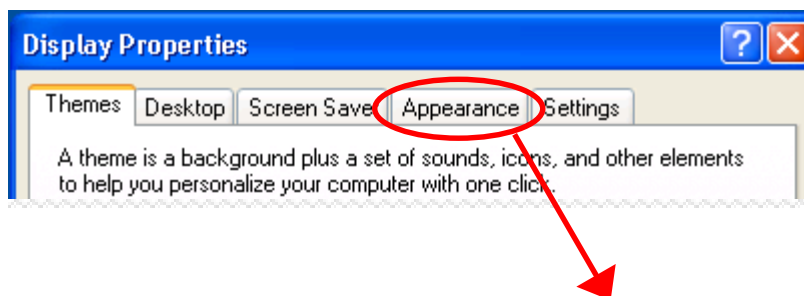
Finally, it is possible that there is a problem with the service between you and the Elluminate *Live!* server you are attempting to access. This cannot be controlled by you or Elluminate.

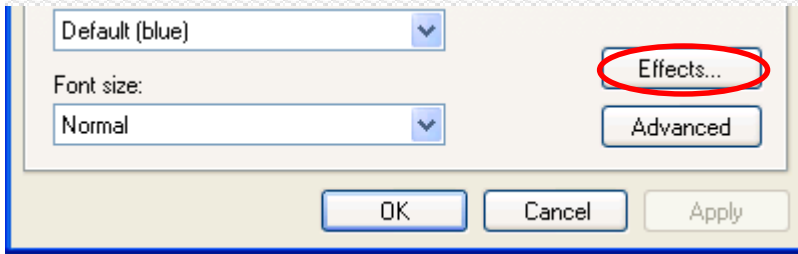
Whiteboard

Converted PowerPoint Slides are Blurry

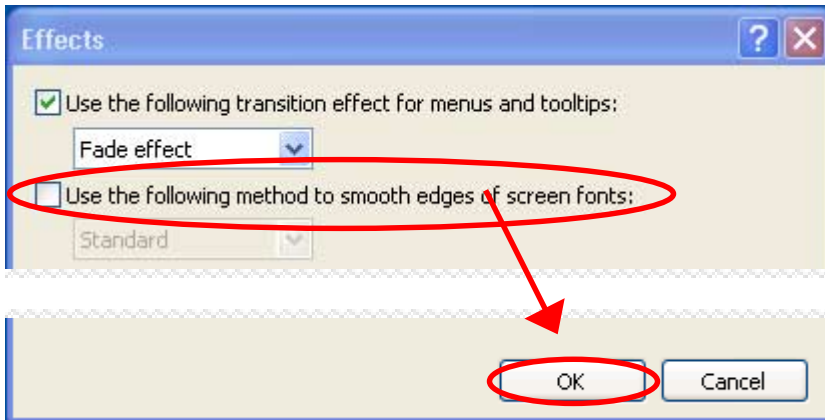
Converting a PowerPoint presentation into an Elluminate *Live!* Whiteboard may result in blurry or fuzzy text. This is a result of screen font smoothing, and occurs most often on laptops.

To prevent this from happening, open your Display Properties control panel by right-clicking on your desktop and selecting Properties. Select the Appearance tab and click on the Effects button.

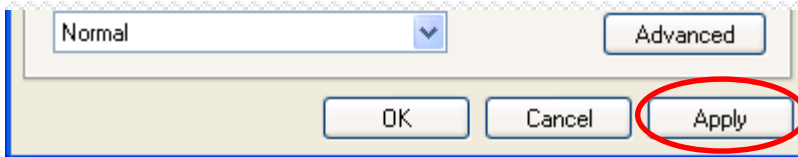




Make sure the box beside Use the following method to smooth edges of screen fonts is unchecked. Click OK.



Select Apply on the Display Properties control panel.



Convert your slides again. Text on the converted slides will not be blurry.

Firewall Configuration

Firewall Information

The Elluminate *Live!* classroom is launched by Java Web Start when you click on a link in an Internet browser window or email. Clicking on the link downloads a small JNLP file containing the IP address, or DNS name, for the associated Elluminate *Live!* server, and instructions on connecting to it.

Connecting to a Classroom

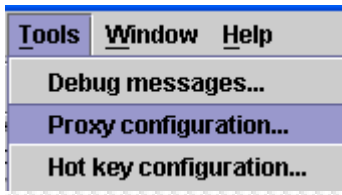
When you click on the link to a classroom, Java Web Start attempts to connect you directly to the Elluminate *Live!* server. Unfortunately, many firewalls prevent outbound connections on most ports. Many proxy-based firewalls prevent any direct TCP/IP connection. Elluminate *Live!* addresses these issues in a number of ways.

Elluminate *Live!* attempts to connect on multiple ports simultaneously. Elluminate *Live!* first attempts a direct connection through ports 2187 and 80. If such a connection is not possible, Elluminate *Live!* searches for an HTTP proxy, and attempts a connection through the proxy found on ports 2187, 80 and 443. If such attempts fail, Elluminate *Live!* reports to the user that

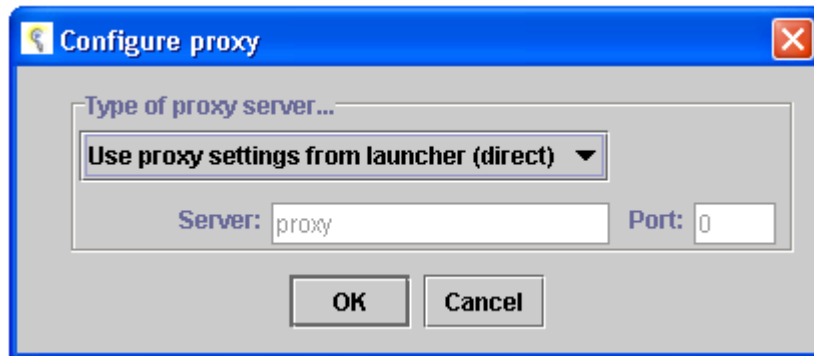
- The connection failed, or
- The connection was reset by peer, or
- The connection timed out.

Proxy Configuration Settings

You may also use the Proxy Configuration settings on the Tools menu of Elluminate *Live!* to specify the type of connection Elluminate *Live!* should use.



This brings up a Configure Proxy window that will allow you to choose from four options: Use proxy settings from launcher (direct), Direct communication, Use HTTPS proxy server, and Use SOCKS V4 proxy server.



If you specify an HTTPS proxy or SOCKS 4 proxy, you will need to specify the IP or DNS name for the proxy, and a port number.

Using Java Web Start Software behind a Proxy Server/Firewall

Java Web Start software must be configured with the correct proxy settings in order to launch applications from outside your firewall. Java Web Start software will automatically try to detect the proxy settings from the default browser on your system. Java Web Start technology supports most web proxy auto-configuration scripts. It can detect proxy settings in almost all environments.

If the proxy setting cannot be automatically detected, then you will need to set them manually. You can also use the Java Web Start Application Manager's Preferences panel to view or edit the proxy configuration.

Launch the Application Manager by clicking on the icon on the desktop. Select Preferences from the File menu. If you are in an environment where access to the Web is through a proxy server, you are encouraged to use the Java Web Start Preferences panel to check that these are set-up correctly.

Internet Browser Configuration

Clearing the Browser Cache

The browser cache is the location on your hard disk where Web pages and files (such as graphics) are stored as you view them. This speeds up the display of pages you frequently visit or have already seen because Internet Explorer can open them from your hard disk instead of from the Web.

When you first try to access Elluminate *Live!*, you may encounter Java Web Start errors such as "... cannot find the file specified" or "Unable to launch the specified application." These errors are related to information stored in the browser cache. You can overcome these errors by emptying your browser cache.

Clearing the Browser Cache

To empty your Internet Explorer cache, empty the Temporary Internet Files folder. Select Internet Options from the Tools menu. Select the General tab and Click on the Delete Files button.

To empty your Navigator cache, Select Preferences from the Edit menu. Move to the Advanced section, and select Cache. Click the Clear Memory Cache and Clear Disk Cache buttons.

To clear your AOL cache, select Preferences from the My AOL menu. Click on the WWW button and choose the General tab. Click on the Delete Files button.

Maximum Login Attempts Exceeded

While attempting to login to My Elluminate *Live!* at www.illuminate.com, you might encounter a message informing you "maximum login attempts exceeded."

Elluminate limits the number of failed login attempts to four per browser session. If you open a new browser session, you will have four more login attempts. If you do not know your username or password information, contact your organization or institution.

Java Web Start Configuration

Cannot load resources

This is likely to happen in a network environment which has a firewall between your computer and the internet and if the Java Web Start has not been configured with the right proxy settings.

Java Web Start can typically pick these settings up automatically by querying the system or the default browser. However, if the settings are configured using a JavaScript file this is not possible.

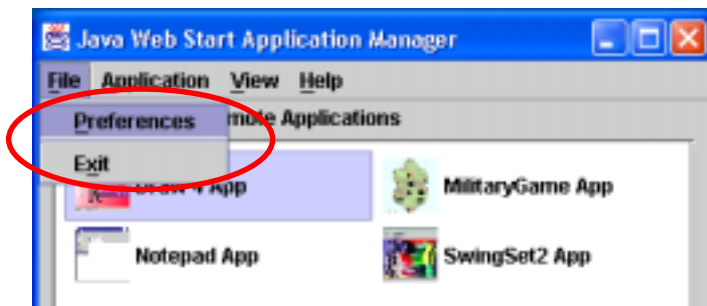
See *Firewall Information* in the *Firewall Configuration* section of this document.

Clearing the Java Web Start Cache

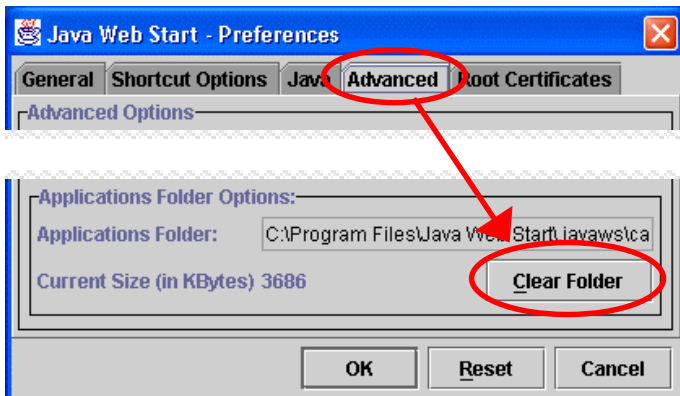
Double-click the Java Web Start icon on the desktop to open the Java Web Start Application Manager.



In the Java Web Start Application Manager, select File→Preferences.



Select the Advanced tab, and click on Clear Folder.



When requested, select Yes to remove all downloaded resources. Your Java Web Start cache is now empty.

Java Web Start Begins but Nothing Happens

Clear the Java Web Start cache. See *Clearing the Java Web Start Cache*, above.

Java Web Start Reports that the Installation is Bad

This typically happens when Java Web Start cannot find or launch commands in the default Java 2 Runtime Environment (J2RE). The J2RE needs to be on your system with the correct version before you can launch an application.

The easiest way to fix this is to uninstall and reinstall Java Web Start. See the *Java Web Start Installation Guide* for details.

JNLP file is displayed as plain text

This is most likely happening because your computer is not aware of the proper MIME type for JNLP files.

On your Control Panel, select Folder Options. Click on the File Types tab, and scroll through the list of registered file types to find JNLP. Click on JNLP, and check the details that appear below. JNLP should open with javaws. If javaws is not the default for JNLP, click the Change button and select javaws from the list.

Permissions

Installing Software

To install Elluminate *Live!* and Java Web Start, you must have administrator privileges on the computer at which you are working. Specifically, you must be able to download and run EXE and JAR files.

If you do not have the privileges necessary, you will be unable to download the necessary software. Your system administrator can adjust your privileges.