

Course Lesson - Blank Page

Last Review: 17th February 2005

Article ID:

Symptoms

When trying to launch an online lesson, the page appears, but there is no text and no option to proceed, just a blank page.

Solution

There could be a number of issues causing this problem, which all relate to software installation and configuration. Below are the all the steps that will help in resolving this issue.

STEP 1: Have you given your computer a refresh ?

The majority of computer problems are often caused by your system simply needing a "break" or a "refresh". Before trying any of the steps below, give these few things a shot and they may very well resolve your issue.

Note: These instructions will only help problems that are new, that have not occurred before. (ex: A course that you were working on yesterday, will not load today) If you are just starting to take courses and the problem is already there, you will most likely need to go through Steps 2-4.

1. Restart your computer. Shutting your computer off, then on will often resolve software issues as well as make your computer run a little smoother.
2. Clear your Temporary Internet Files.
 - a. In Internet Explorer, go to **Tools**.
 - b. Select **Internet Options**.
 - c. In the Temporary Internet Files, choose **Delete Files**.
 - d. Hit **OK**.
 - e. Now select **Delete Cookies**. It is common to have a 'corrupted' cookie. Deleting them will refresh your computer and allow it to create 'new' cookies.

STEP 2: Do you have JAVA version 2 1.4.2 or higher installed ?

JAVA is required for many of our courses to operate correctly. The ability to update your progress, save your marks, and simply 'run', is all due to JAVA being installed. Please follow the steps below to install JAVA.

Note: If you receive a message during the installation process stating that you do not have "sufficient rights", you will need to contact your internal IT department for further assistance.

How to install JAVA:

1. Please proceed to: <http://www.java.com>
2. At the top right, click on **Manual Download**.
3. Click on the **Download** button next to: Windows (Offline Installation).
4. Save the file to your **Desktop**.
5. Once the file is finished downloading, proceed to your desktop and double-click on setup file. (It will be titled **jre-1_5_0_01-windows-i586-p-iftw**)
6. Proceed through the installation.

Note: If you receive a message stating you do not have "sufficient rights", you will need to have your IT Dept perform the installation.

7. Once the install is done, restart your computer.

STEP 3: Is Microsoft VM correctly configured ?

The configuration of Microsoft VM can often affect how your course runs. Below are the steps to ensuring your system is configured correctly.

1. In Internet Explorer, click on **Tools**.
2. Then **Internet Options**.
3. Click on the **Advanced** tab.
4. Scroll down to the **Microsoft VM** section.
5. Clear **all** checks in this section.

STEP 4: Do you have Flash player and Adobe Acrobat Reader installed ?

Many of our courses require additional software to operate. You can download the software from the sites below.

Flash Player

<http://www.macromedia.com/go/getflashplayer>

Adobe Acrobat Reader

<http://www.adobe.com/products/acrobat/readstep2.html>