

eLearning Course Status Not Updating

Last Review: 12th September 2005

Symptoms

Progress in your eLearning course is not updating. You have completed the course, but your learning plan states In Progress -or- you have started working on the courses, but your learning plan states Enrolled/Not Attempted

Solution

For AICC/SCORM eLearning courses: CU01-ML, CU01-OV, CU01-PRIV, CU01-210 modules, CUDA-7MODS and individual modules. Completed post-tests, but still showing In Progress.

All individual lessons within the course must have a status of Completed for the course to mark complete. If there is an existing lesson with the Not Attempted or In Progress status, the course will not complete. An option to 'skip' is available in each lesson. To skip the lesson, please follow the steps below:

From your Learning Plan:

1. Select **Launch** next to the course which is not updating properly
2. From the lesson breakdown screen, click on the + to view all lessons in the section
3. For each lesson whose status shows up as **Not Attempted** or **In Progress**, click on **Enter the Lesson**
4. Choose **Skip this Lesson**, from the menu of options
5. The status of this lesson will appear as **Completed** in the course breakdown
6. Once all the lessons show a status of **Completed**, the learning activity will be marked complete and will be updated in your transcript

For eLearning courses still showing **Enrolled/Not Attempted** in your Learning Plan:

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. Also, please refer to our [Technical Requirements](#) document for more information.

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.

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 **ptions**. 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: Are your cookie settings correct?

The cookie settings are important as they can affect your course progress not updating properly. Please follow the instructions below to make sure they are set correctly



1. In Internet Explorer, click on **Tools**.
2. Then **Internet Options**
3. Click on the **privacy** tab.
4. Click on the **advanced** button at the bottom of the page.
5. You will see a screen similar to the one above.
6. Check the box for **Override automatic cookie handling**.
7. Also Check the box for **allowing session cookies**.
8. Please ensure that **Accept** is selected under first and third party cookies