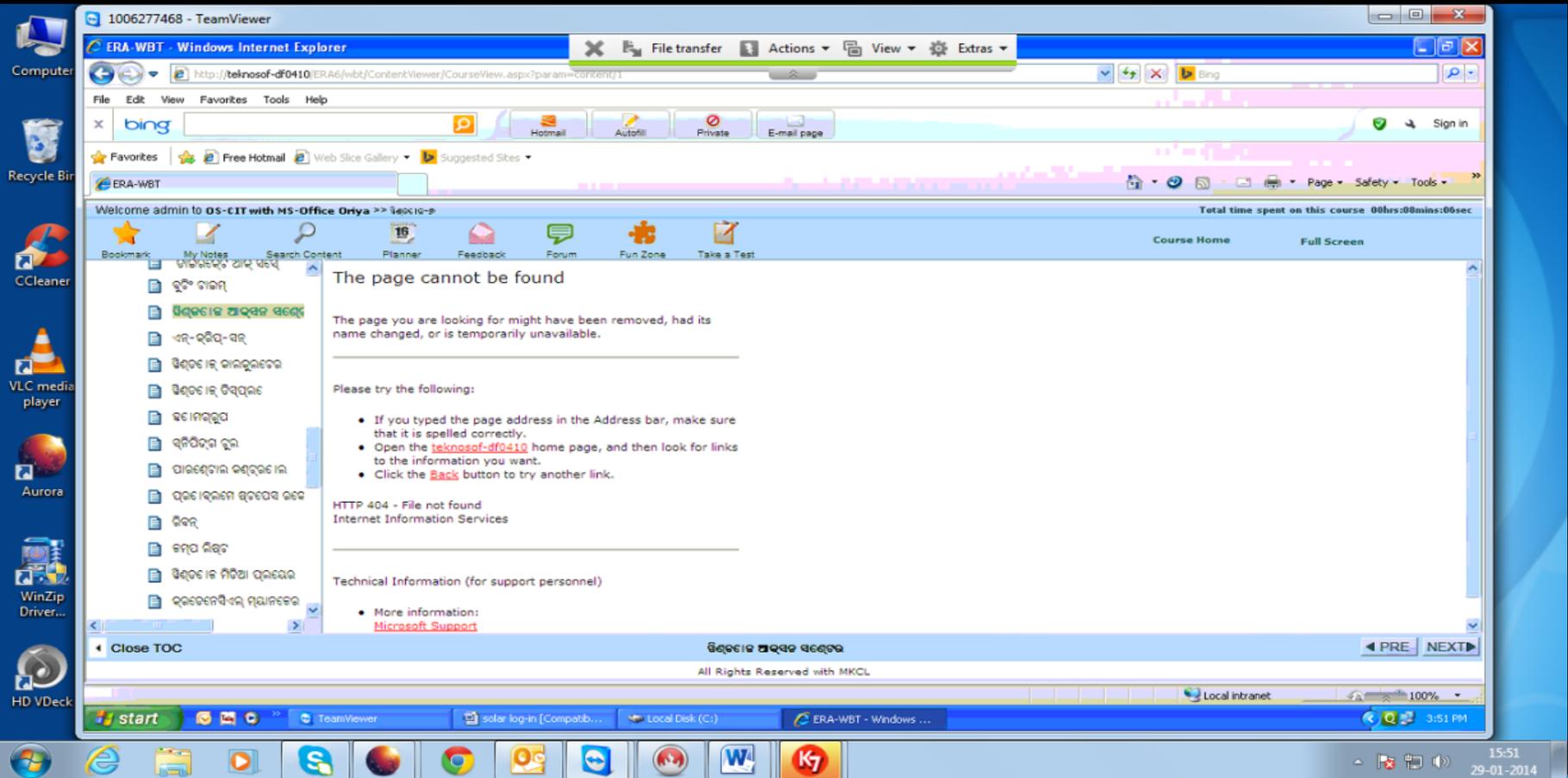


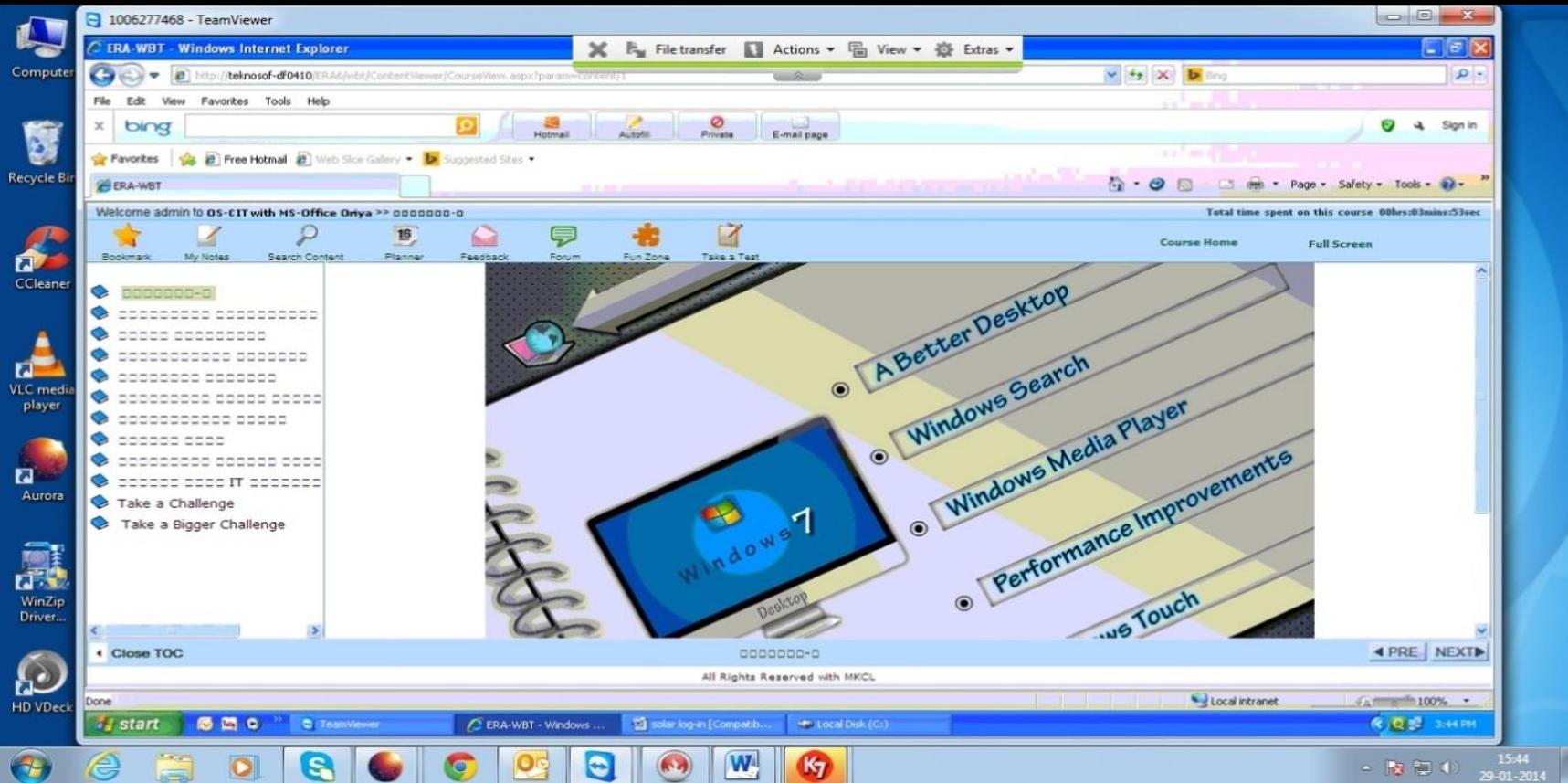
# ODIA 17 – NO- FOLDER CONTENT MISSING: PAGE CANNOT BE FOUND



## Solution –:

- Please insert the odia 17 number folder DVD/CD in your CPU and copy the 17 number folder
- Go to my computer\ C Drive\Inetpub\wwwroot\ERA6\wbt\repository management\content\1\ paste here

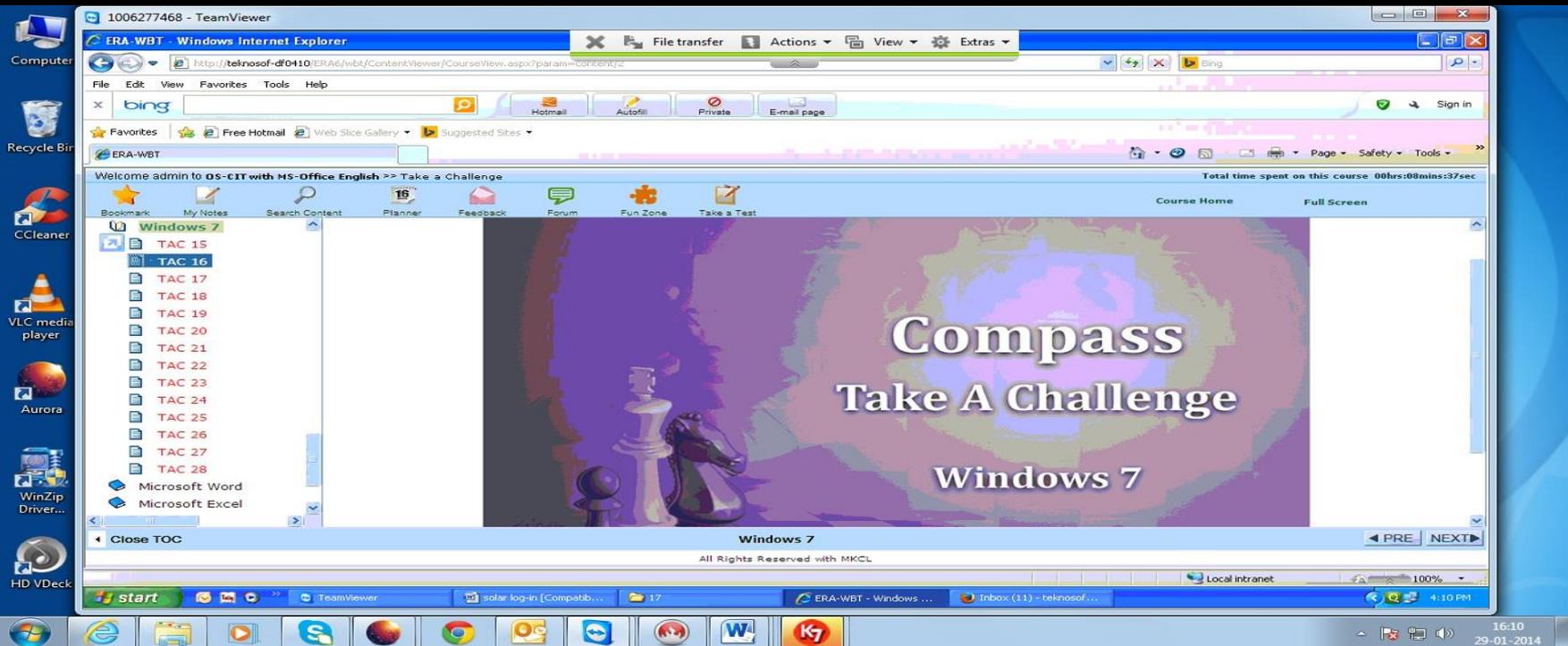
# ODIA KALINGA FONTS ISSUE



## Solution – :

- Please insert the kalinga fonts DVD/CD in your CPU and copy the kalinga fonts folder
- Go to my computer C Drive \windows\fonts and paste here
- Delete Internet explorer cookies and temporary file and restart computer

# TAC NOT WORKING (SHOWING THIS ERROR MESSAGE)



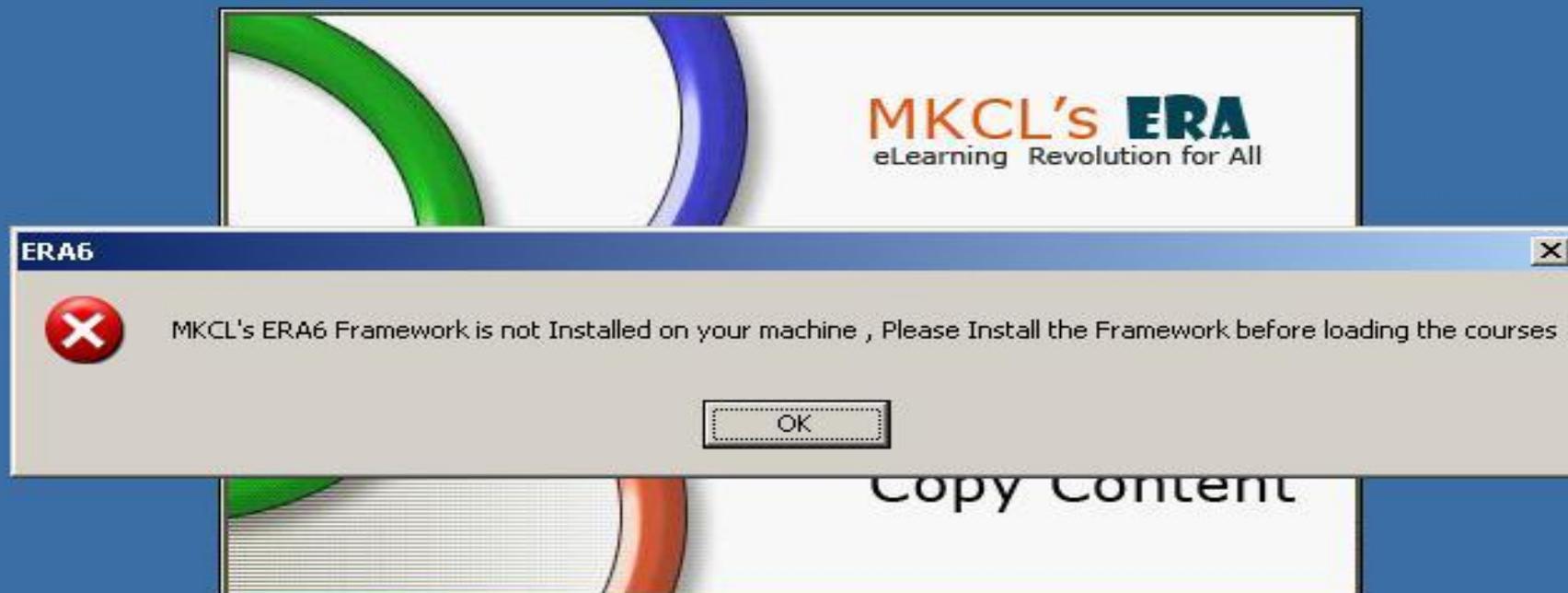
## Problem

- swf file 58446, 58443 corrupt

## Solution

- Go to my computer\ C Drive\Inetpub\wwwroot\ERA6\wbt\repository management\content\2\1\108\ swf 58446. First delete it. Then paste the new swf 58446 file here.
- Go to my computer\ C Drive\Inetpub\wwwroot\ERA6\wbt\repository management\content\2\1\155\ swf 58443. First delete it. Then paste the new swf 558443 file here.
- Delete Internet explorer cookies and temporary file and restart computer.

## ERA6 NOT INSTALLED PROPERLY (SHOWING THIS ERROR MESSAGE)



### **Solution –:**

- Reinstall ERA6 from DVD no. 1.

# APPLICATION ERROR-SHOWING THIS ERROR MESSAGE

The screenshot displays a Windows desktop environment. The desktop background is blue. On the left side, there is a vertical column of application icons including Computer, Nero StartSmart, Yahoo! Messenger, Recycle Bin, Nitro Pro 8, ANSUMAN SIR, Adobe Reader X, Shop for HP Supplies, 002, Aurora, Skype, 2, CCleaner, TeamViewer 4, 11, HD VDeck, VLC media player, 16 Jan-JEE 2014 - O..., Nero Home Essentials SE, and WinZip Driver... 135. The taskbar at the bottom contains icons for Internet Explorer, File Explorer, VLC media player, Google Chrome, Skype, and TeamViewer. The system tray on the right shows the date and time as 5:16 PM on 1/28/2014, along with network, volume, and power icons.

The main window is a TeamViewer session titled "838950215 - TeamViewer". It shows a Windows Internet Explorer browser window with the address bar displaying "http://server-pc/ERA6/include/error\_page.aspx?err=Access%20to%20the%20path%20'C:\inetpub\wwwroot\ERA6\wbt\ContentViewer\FindLMSAPI.js' is denied". The browser's address bar also shows "Google" and "Sign In" options. The page content displays an "Application Error" message with the following text:

**Application Error**  
Sorry for the Inconvenience..! An Error has occurred. Please continue by clicking on the back button and retrying your request.  
**Error Details:**  
Access to the path 'C:\inetpub\wwwroot\ERA6\wbt\ContentViewer\FindLMSAPI.js' is denied.

A "Back" button is visible at the bottom of the error message box. The browser's status bar at the bottom shows "Done", "Local intranet | Protected Mode: Off", and "115%".

## Solution –:

➤ Please go to my computer\ C drive \ inetpub \ wwwroot \ ear6\ wbt \ content viewer then then right click on it. Then select properties\security tap\edit every user granting them permission.

# ERA NOT UPDATED (SHOWING THIS ERROR MESSAGE)

838950215 - TeamViewer

ERA - Windows Internet Explorer

http://server-pc/ERA6/sysindex.aspx

File Edit View Favorites Tools Help

Google

Search Share More Sign In

Favorites ERA

Page Safety Tools

MKCL's ERA  
eLearning Revolution for All

Please install all latest updates to enable ERA .  
Updates can be installed using ERA Assistant or you can  
download and install updates from  
<http://elearning.mkcl.org/support/MSCIT/updates.htm>

Password:  Login

Forgot Password  
Synchronize Date

Powered by  
Maharashtra Knowledge Corporation Ltd.  
Creating a Knowledge LIT World

Best Viewed in 1024 x 768

Done Local intranet | Protected Mode: Off 115%

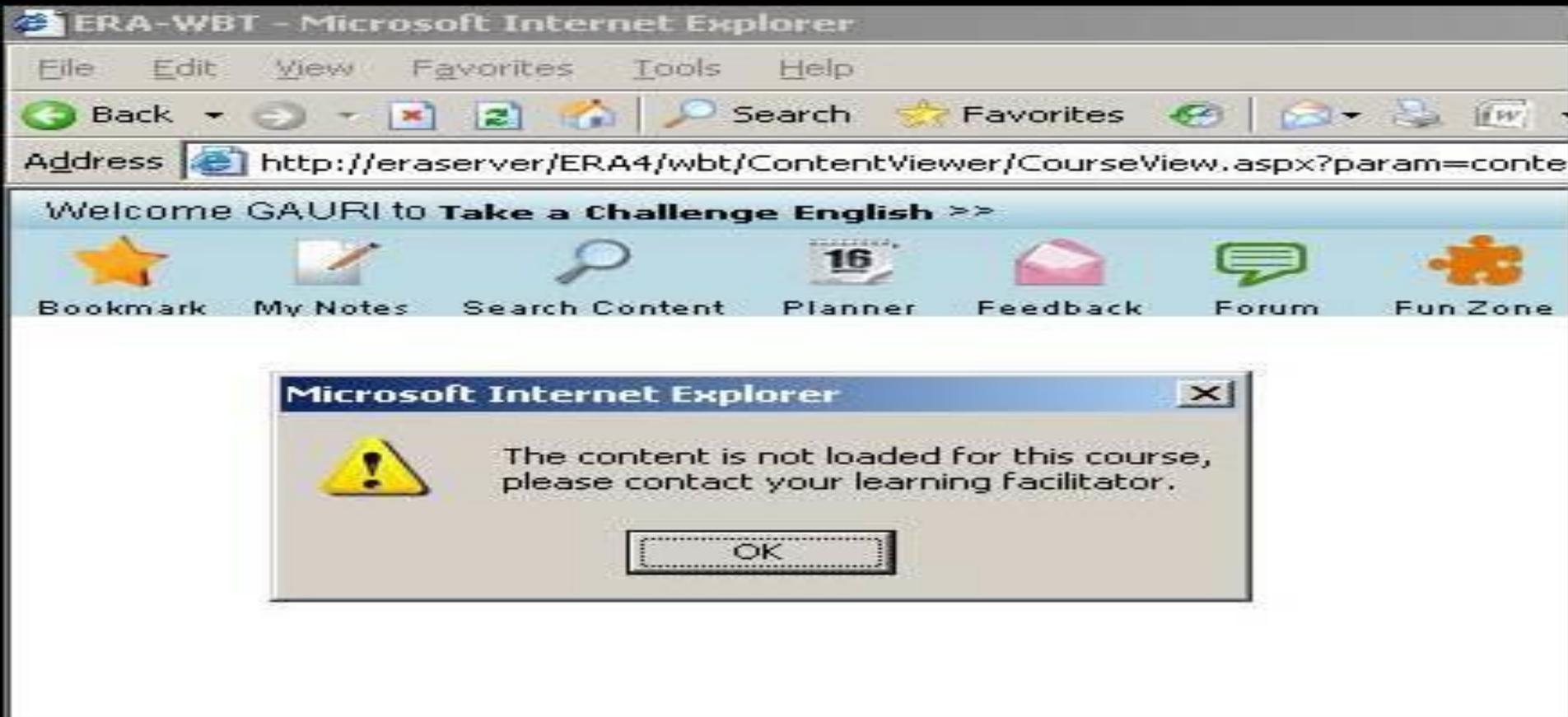
4:43 PM  
1/28/2014

16:43  
28-01-2014

## Solution – :

- Please open any browser then type [www.elearning.mkcl.org/support/](http://www.elearning.mkcl.org/support/) in the address bar and press enter key
- MS-CIT \era updates\era6 CU1. Download CU1 and then install CU1.
- Go to my computer \ C drive \ inetpub \ wwwroot \ era6\ Era\_Assistant exe and double click on it. Then SU3 gets updated automatically.

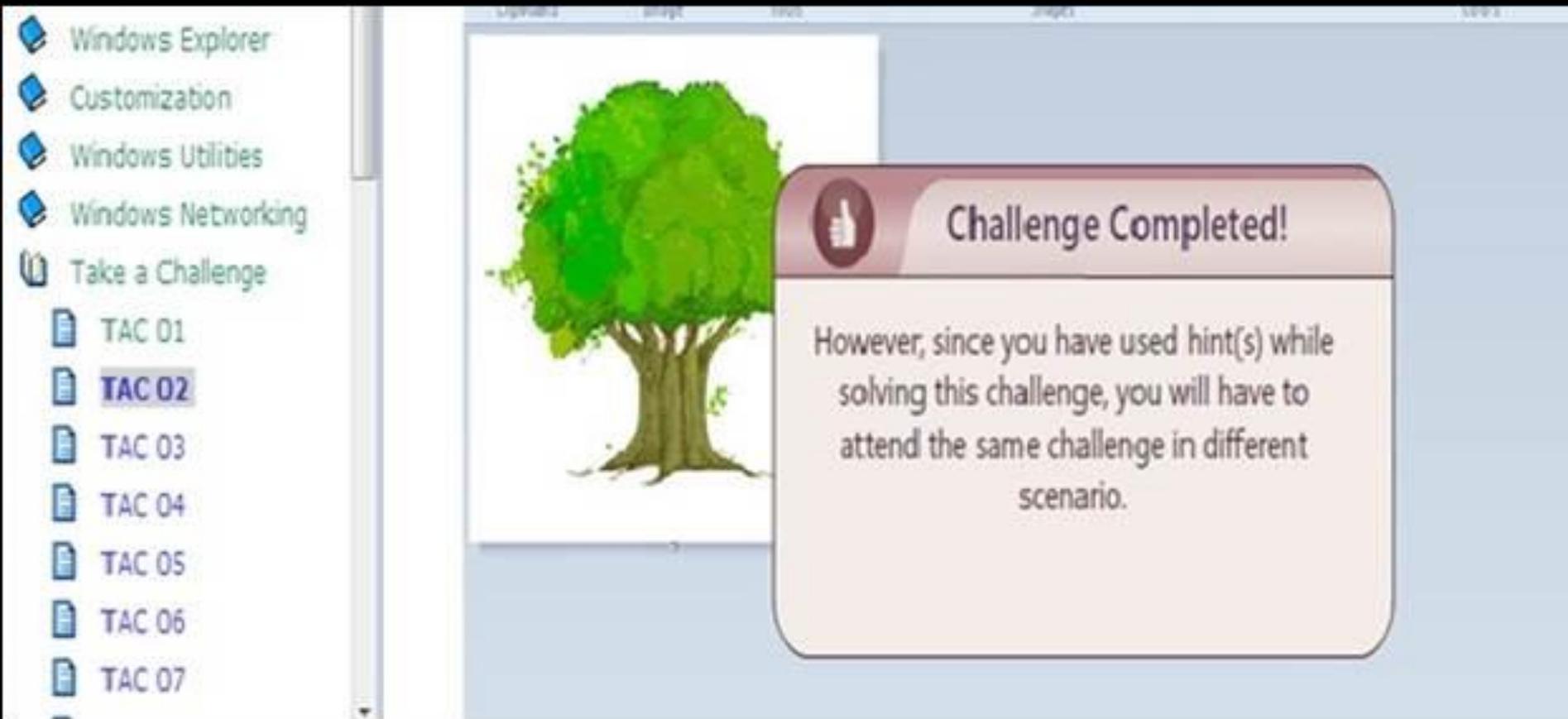
## ERA CONTENT NOT LOADED (SHOWING THIS ERROR MESSAGE)



### Solution -:

- This message comes when content is not loaded from OS-CIT e-Content DVDs given.
- Both the Content DVDs 2 & 3 need to be loaded.

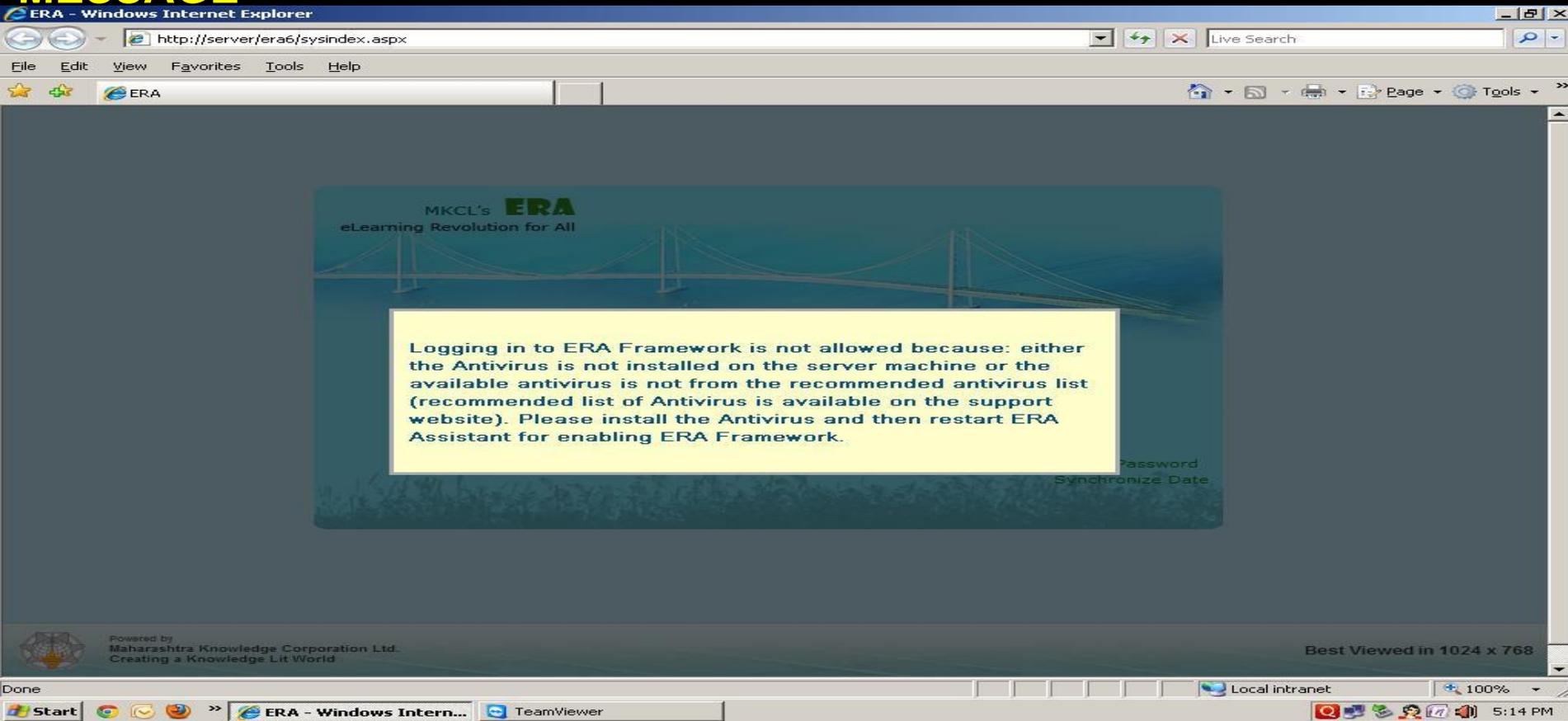
## TAC NOT MOVING FORWARD: SHOWING THIS ERROR MESSAGE



### Solution -:

- Centers should check and update the Flash player version to the latest version or else the Audio drivers specific to the chipset should be installed.

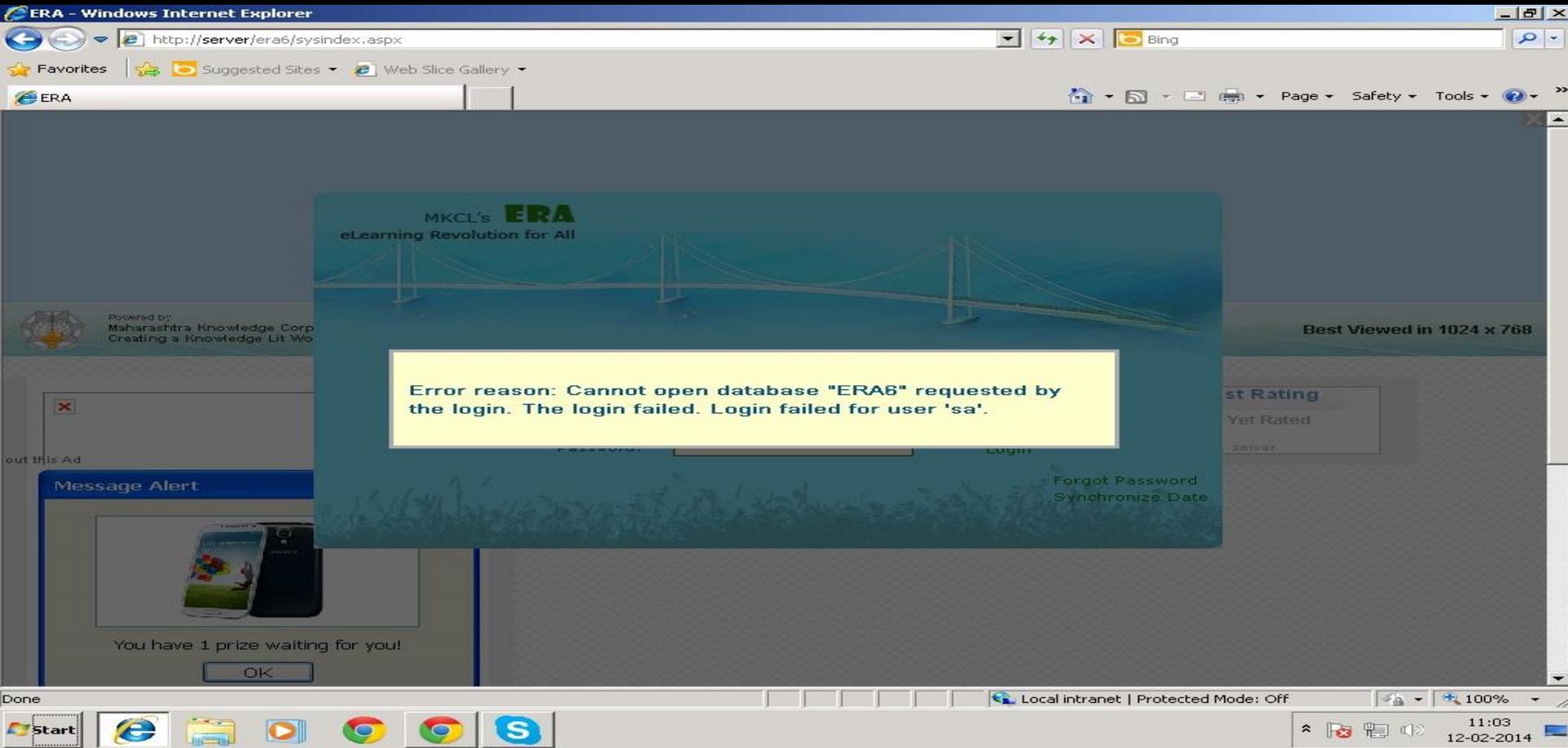
# ANTIVIRUS NOT INSTALLED: SHOWING THIS ERROR MESSAGE



## Solution – :

- Please install antivirus in your server machine.
- If antivirus installed but ERA LF login not working, then upgrade SU3 following below path
- `C:\inetpub\wwwroot\era6\upgradelog_framework`. Delete the `upgradelog_content` file.
- Go to my computer \ C drive \ inetpub \ wwwroot \ era6\ Era\_Assistant.exe. Double click on it.
- Automatically, SU3 is updated & problem is resolved.

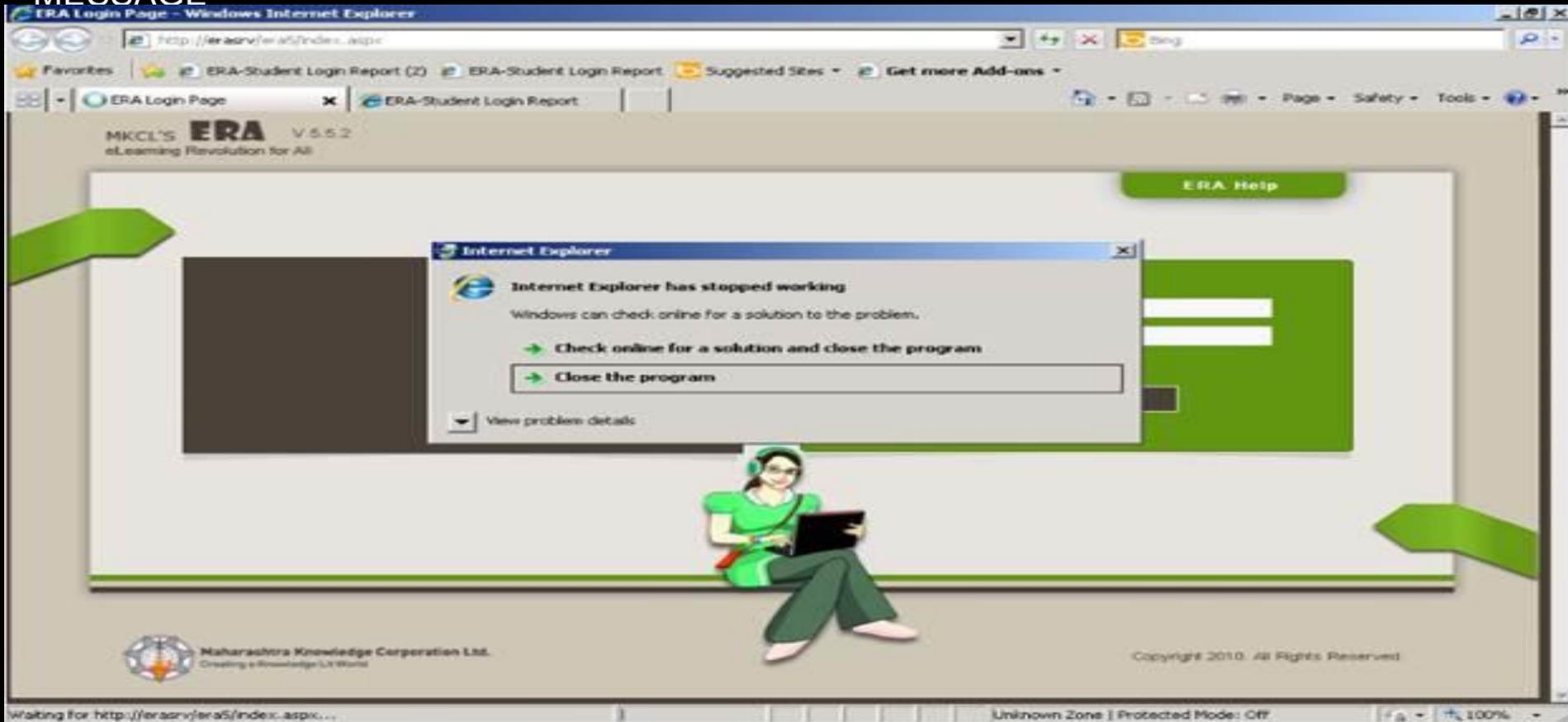
# LOGIN FAILED FOR USER 'SA': SHOWING THIS ERROR MESSAGE



## Solution –

- Delete the `upgradelg_framework` file from `C:\inetpub\wwwroot\era6\upgradelog_framework`.
- Go to my computer \ C drive \ inetpub \ wwwroot \ era6 \ Era\_Assistant.exe. Double click on it. SU3 gets updated automatically. Problem resolved.

# INTERNET EXPLORER HAS STOPPED WORKING: SHOWING THIS ERROR MESSAGE



## Solution -:

- Please install latest Flash Player following the below path
- [http://fileserver.mkcl.org/era/Extenda\\_IE\\_Flash\\_issue.tvs](http://fileserver.mkcl.org/era/Extenda_IE_Flash_issue.tvs)
- Flash Utilities :- [http://fileserver.mkcl.org/era/flash\\_Utility.rar](http://fileserver.mkcl.org/era/flash_Utility.rar)

# HOW TO CHECK THAT ERA 6 IS INSTALLED PROPERLY OR NOT?

Centers can verify from the following that ERA 6 is not installed properly-

All the Short Cut icons of ERA 6 (Learner, learning Facilitator and Data Traveler) should get displayed properly on desktop. If not then check the following-

- Go to Control Panel -> Add Remove Programs
- And check that ERA 6 is displayed in the program list or not.
- Sometimes, it happens that short cut icons are not displayed properly specifically *Data traveler icon is not created*. And if the ERA 6 is not listed in the program list in Add/Remove program in control panel, then the following needs to be done-

## Solution:-

- Insert the Auto Installer DVD without OS and select ERA 6 and install it once again.
- Check the above parameters once again for proper installation of ERA 6

# ERA 6 AUTO-BACKUP DRIVE MAPPING

**Following is the procedure for mapping the network drive:**

**On any of the network machine (other than server machine) share a folder. (*give all permission to everyone user from security setting*)**

**Now in ERA Mapping drive enter \\machinename\sharedfoldername and select any of the drive from Z: to J: or present in dropdown.**

**You can use this backup in case the Data Traveler is not working or if your local ERA server machine gets corrupted.**