

ERA Support Bulletin

Inside This Issue

1. Learner Login Page Shows Error after SU3 Update Installation

Purpose of ERA Bulletin

The purpose of this bulletin is to keep all MKCL's Network Partners updated regarding ERA 6 updates/ news / issues. The Bulletin will be released every week and can be expected to arrive in your inbox every week.

The bulletin shall consist of common era related issues that are faced by Network Partners with their respective solutions. Also latest updates, announcements and news related to ERA will be mentioned in this platform.

You all are requested to read this bulletin every week and take the maximum advantage of it. We hope that this bulletin will be helpful in smooth working of ERA and for better support.

Common ERA Related Issues

*More issues can be found at
ERA FAQ's*

<http://era.mkcl.org/support/MSCT/index.htm>

&

ERA Tech Support Blog

<http://mkclerasupport.wordpress.com/>

**ERA 6 SU3 is released on 16th July 2013
You can download it from below location**

<http://elearning.mkcl.org/support/MSCT/updates.htm>

ERA 6 SU3 Release

Following issues have been fixed in SU3 along with introduction of some reports in learner and LF login.

1. **WAVE Courses Provisional Certificate:** After installing SU3 on your server machine, for WAVE learner who have passed all the sections, the provisional certificate will now get generated from LF login through the link WAVE Appearing certificate under Tutoring menu. Following conditions must be met in order to generate the provisional certificate from this link. Failing to meet the below conditions will not generate any provisional certificate.
 - a. For following WAVE MKCL Courses the learner must have secured **at least 20 marks out of 50 in Final as well as Midterm exam**. The marks for the exams can be viewed in the LF login under the reports section with report name as **WAVE Diploma Learning Progression Report**
 - i. Diploma in Banking Financial Services and Insurance
 - ii. Diploma in Customer Service Management
 - iii. Diploma in Retail Management
 - iv. Diploma in Selling Skills
 - v. MS-ACIT IT for Teachers
 - vi. Personal Financial Management (For this course learner must have secured **at least 40 out of 100 in Final exam as not midterm exam is present for this course**)
 - b. For following WAVE YCMOU Courses Learner must have secured **at least 10 out of 25 marks in each of the four sections** in order to generate the provisional certificate/statement of marks from LF login. The marks for each section can be viewed in the LF login under the reports section with report name as **WAVE Certificate Learning Progression Report**
 - i. WAVE Certificate in 2D Animation
 - ii. WAVE Certificate in Web Designing
 - iii. WAVE Certificate in Desktop Publishing
 - iv. WAVE Certificate in Content Illustration
 - v. WAVE Certificate in Image Editing
 - vi. WAVE Certificate in C Programming
 - vii. WAVE Certificate in C++ Programming
 - viii. WAVE Certificate in Video Editing
 - ix. WAVE Certificate in Financial Accounting with ERP
2. **Data uploading issue:** Some ALC's were facing issue while uploading data from LF login. This issue will get resolved after installing SU3 update.
3. **WAVE Assignment Marks issue:** Some of the ALC's were facing issue related to incorrect total marks for Assignments in WAVE Certificate Learning Progression Report for WAVE YCMOU Courses. This issue has been resolved in SU3.
4. **LF Supervisor Password change issue:** Some ALC's while trying to change the supervisor password were facing issue and were not able to change the password. This issue has also been resolved in the update.

In addition to above bug fixes in the ERA 6 framework following feature/reports have been introduced in ERA6.

1. **ERA Assistant:** All the Centres kindly note that after installation of SU3, **if ERA Assistant is not running on your server machine then you will not be able to access ERA on server as well as client machine. So all Centres are kindly requested to ensure that ERA Assistant is running on server machine after installation of SU3.**
2. **ePortfolio Reports:** Earlier it seemed difficult for LF to keep track of ePortfolio that has been solved by each and every learner for MS-CIT/WAVE Course. To avoid this in future and make ePortfolio tracking easy two new reports have been introduced in LF and Learner login. In LF login under the reports section this new report is named as **ePortfolio Attempt Details** whereas in Learner login this report will be visible in the ePortfolio under the My Portfolio section as **Details** link.
3. **ALC ERA Activation:** In case some ALC need to reinstall ERA 6 due to some reason then after reinstalling ERA6 ALC must have to first install all the ERA updates then only the ALC will be able to activate ERA. Without installing the ERA update/s, ALC will not be able to activate ERA.

ERA Error

1. Learner Login Page Shows Error after SU3 Update Installation

Access to the path

'C:\inetpub\wwwroot\ERA6\wb\ContentViewer\FindLMSAPI.js' is denied



Solution:

Ensure that no one is using ERA on client machine

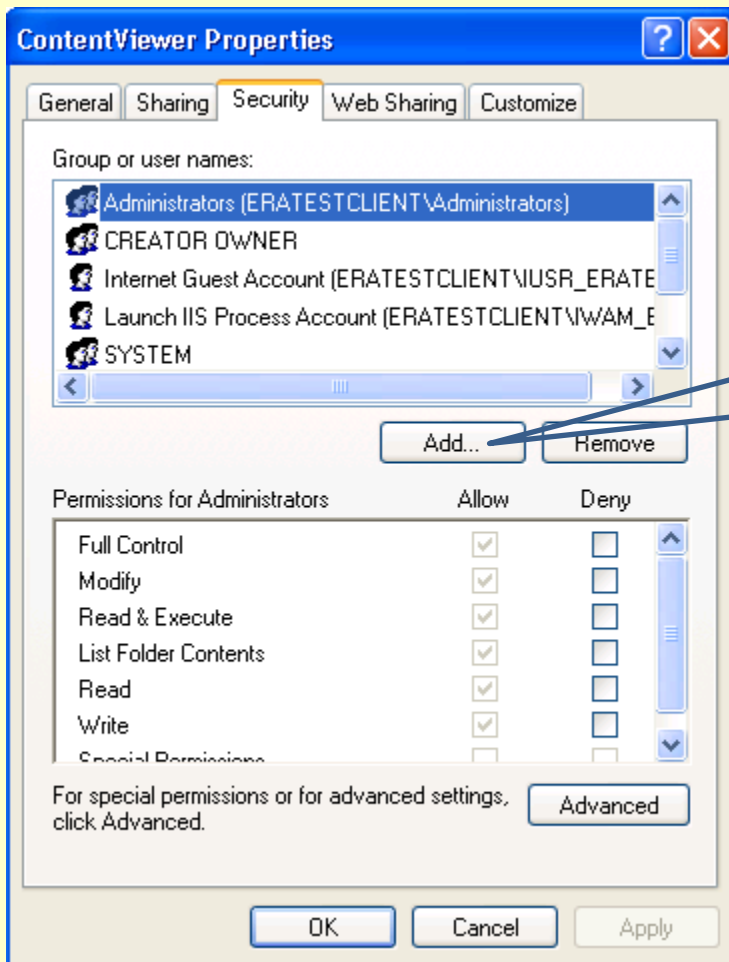
Open Internet Explorer and delete temporary internet files, cookies and browsing history from all client machines as well as server machine.

1. Go to below location on server machine

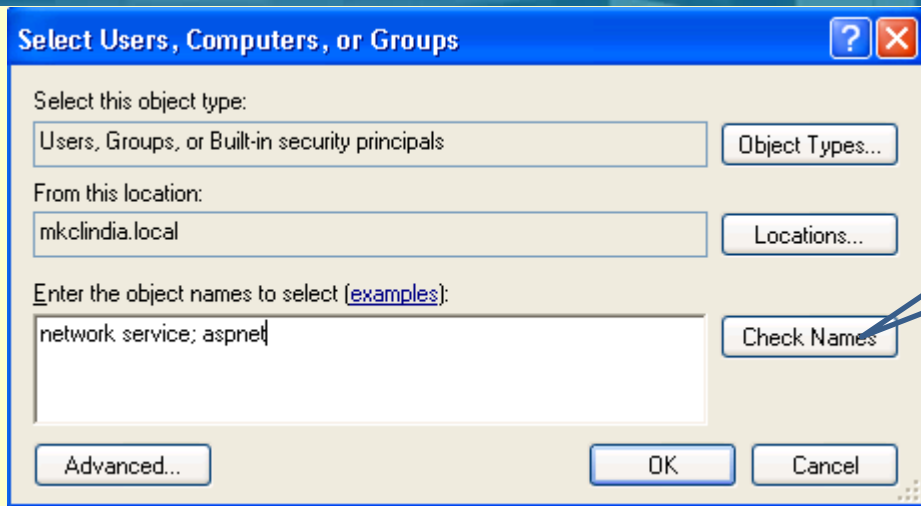
C:\inetpub\wwwroot\ERA6\wbt

2. Right click on "ContentViewer" folder & go to properties

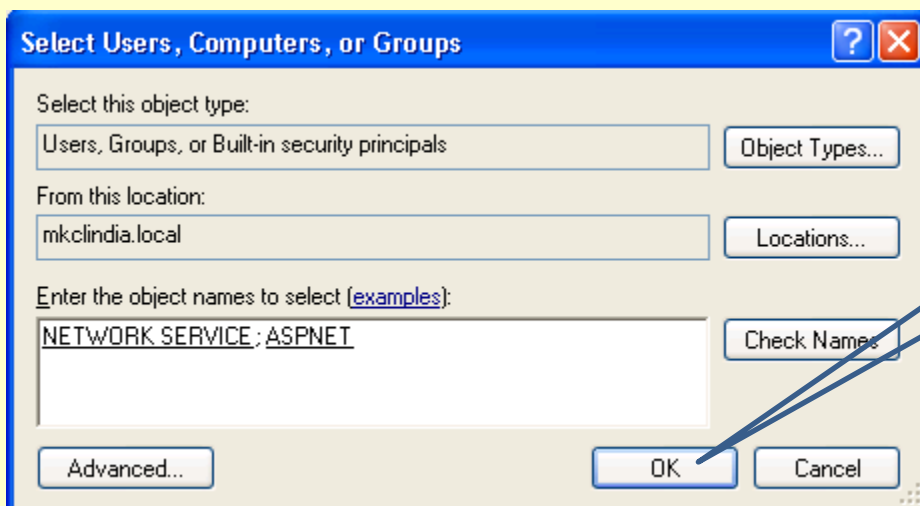
In "Properties" Window, go to "Security" tab



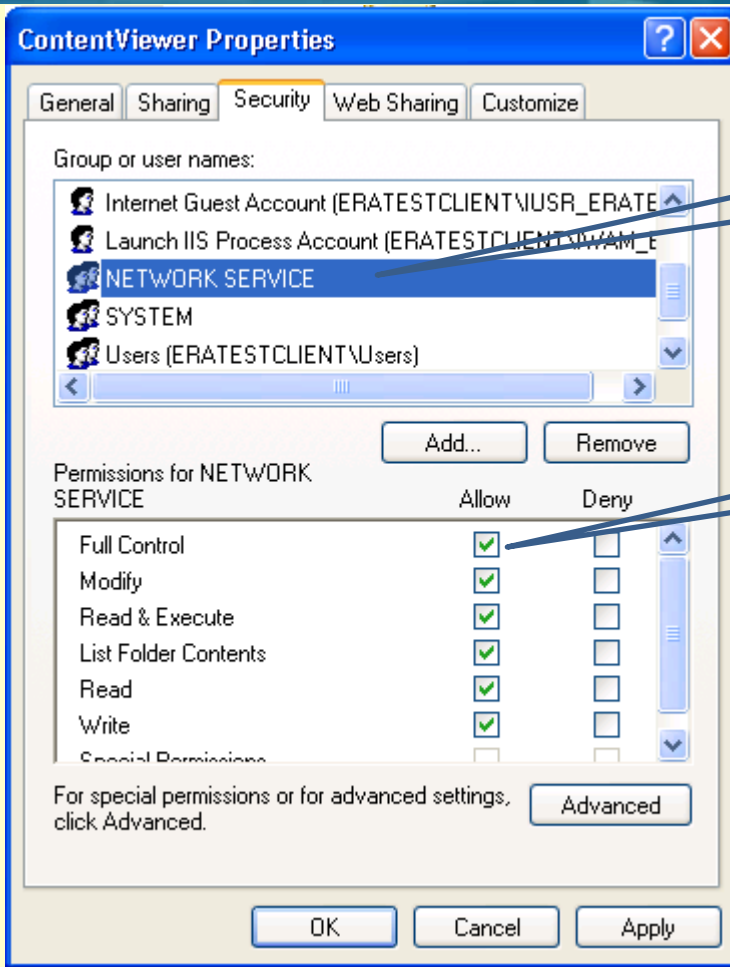
Click on "ADD" button



Write "network service; aspnet"
& click on **Check Names**

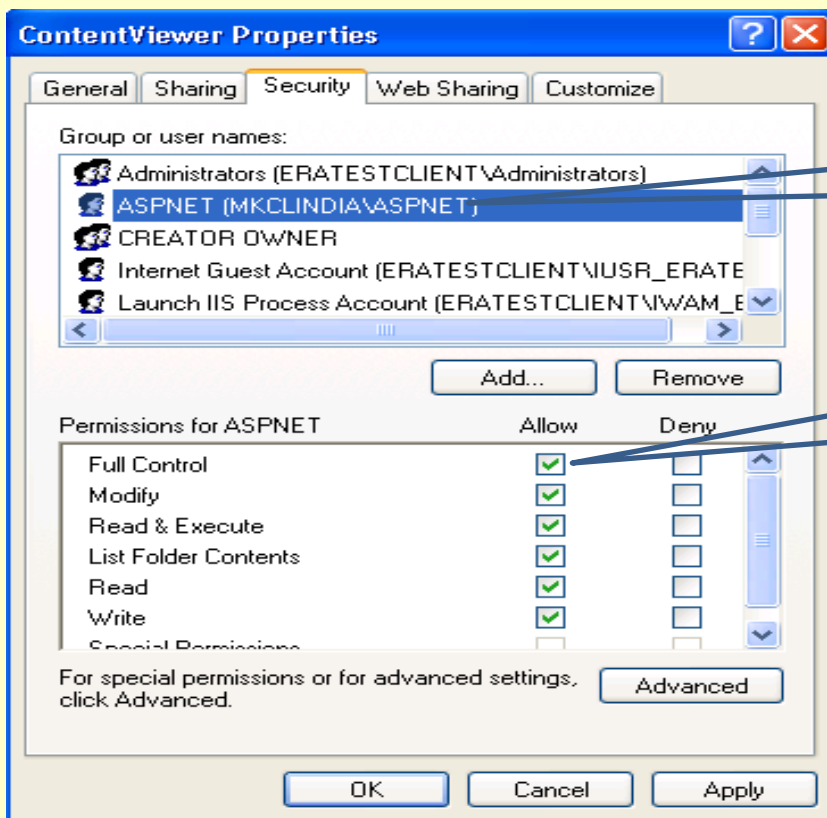


Click on "**OK**"



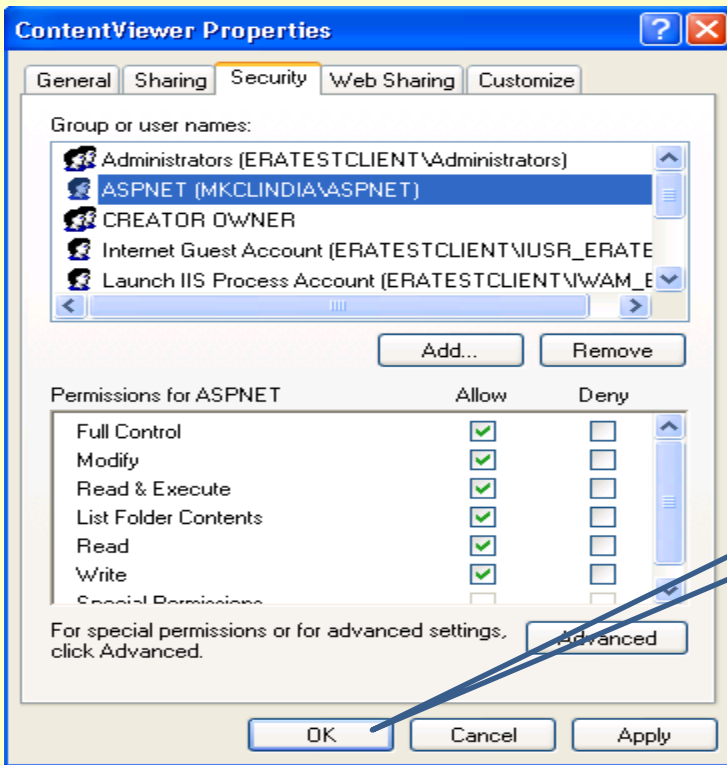
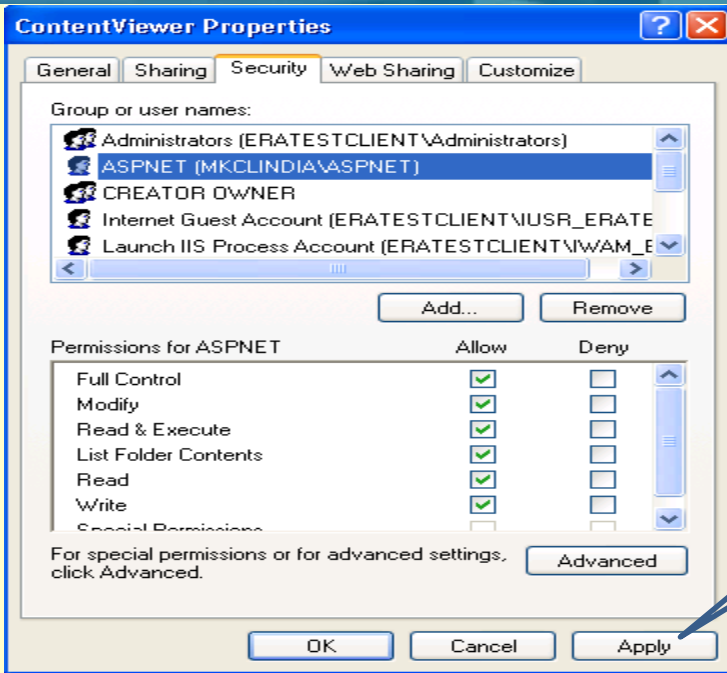
Select "Network Service"

Tick on all check boxes



Select "ASPNET"

Tick on all check boxes



Now open "**Leaner Page**" it will get open normally

Please do report/notify any other common ERA related issues you are facing that are not present in a Support FAQ or Support Blog by sending an email to us on erasupport@mkcl.org.