

# ERA Support Bulletin

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**If you have not installed ERA 6 SU1 & ERA 6 CU1 on ERA 6 server machine then please install the same from below link <http://elearning.mkcl.org/support/MSICIT/updates.htm>**

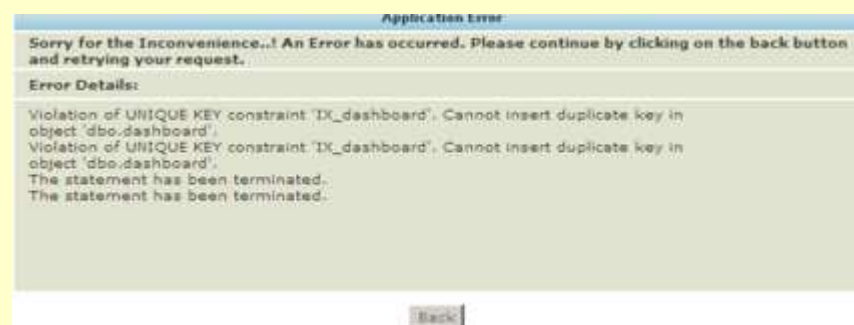
## Purpose of ERA Bulletin

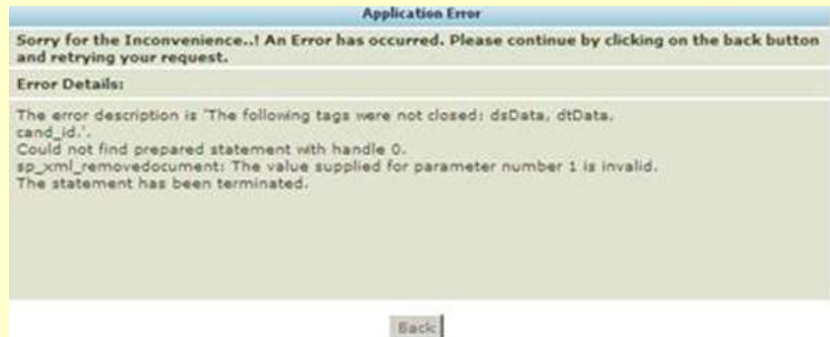
The purpose of this bulletin to keep all MKCL's Network Partners updated regarding ERA 6 updates/ news / issues. The Bulletin will be released every week and can be expected to arrive in your inbox every Monday.

The bulletin will consist of the top 4-5 era related issues that were encountered in the last week 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.

## Issue1 → LF/ Learner Login or Data Uploading Problem





### 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/>

### **Solution:**

**If you are getting the error messages as shown in the screenshots above in Learning Facilitator or Learner login or while uploading data or viewing content then please perform following steps on ERA Server Machine:-**

1. Please install ERA 6 SU1 update on your server machine. You can download the same from below link  
<http://elearning.mkcl.org/support/MSCT/updates.htm>  
**Even if ERA 6 SU1 is already installed then please install ERA 6 SU1 update again to solve this problem.**

On server machine do the following steps:-

- Open Internet Explorer. Delete temporary internet files and cookies and browsing history
- Go to the location
  - C:\inetpub\wwwroot\ERA6\
  - Delete "**UpgradeLog\_Framework.xml**"
- Download & install ERA 6 SU1 patch from below link:

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

**Your problem will be solved**

## Issue 2 → ERA6 QOES

**Solution:**

New updated version of ERA 6 QOES can be downloaded from below link  
<http://elearning.mkcl.org/support/ERA6QOES.zip>

If you are facing any problem then only install this new version. It is an optional activity.

Kindly uninstall previous ERA 6 QOES from both client & Server machine.

Uninstallation guide is attached with this email.

ERA 6 QOES installation Guide can be obtained from below link

<http://era.mkcl.org/support/MSGIT/updates.htm>

## Issue 3 → Xtenda Problem: Internet Explorer Stopped Working

**Solution:**

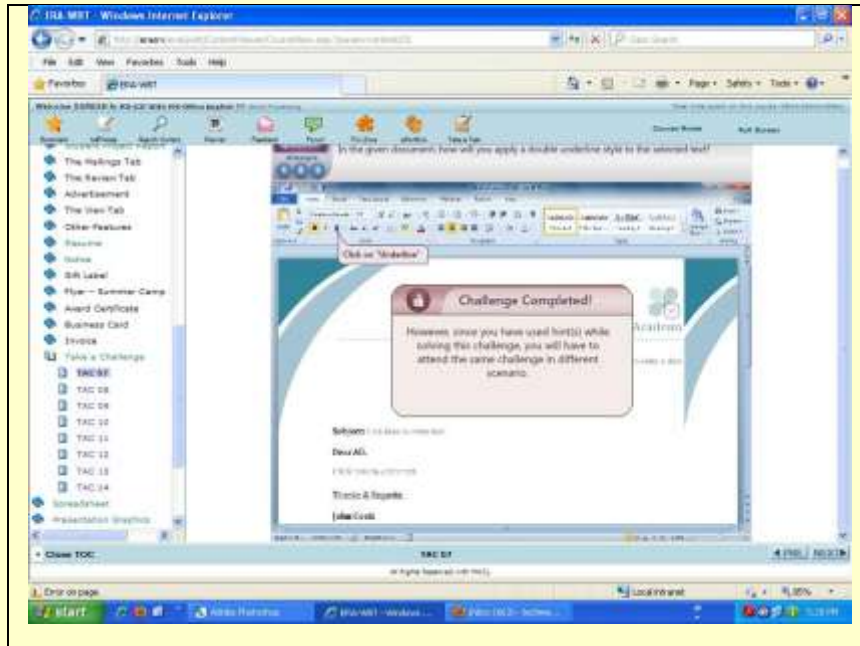
Check the recorded team viewer session where similar issue is been resolved. Teamviewer should be running while opening .tvs file and download the flash utilities require to resolve the issue.

Teamviewer recorded session:-

[http://fileservr.mkcl.org/era/Extenda\\_IE\\_Flash\\_issue.tvs](http://fileservr.mkcl.org/era/Extenda_IE_Flash_issue.tvs)

Flash Utilities:- [http://fileservr.mkcl.org/era/flash\\_Uilities.rar](http://fileservr.mkcl.org/era/flash_Uilities.rar)

## Issue 4 → TAC Completed - Flash Player/ Audio Driver Related



### **Solution:**

Please check and update the Flash player version to the latest version

or

The Motherboard - Onboard Audio drivers or External Audio Drivers needs to be installed.

**Please do report/notify any other common ERA related issues you are facing that are not present in a Support FAQ or Support Blog and according to you should be added there by emailing us at [erasupport@mkcl.org](mailto:erasupport@mkcl.org).**

**Kindly communicate the same to all the centers under your jurisdiction.**