

ERA Support Bulletin

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Best Practices

How to use ERA Assistant effectively?

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 will consist of the 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.

Benefits of using ERA Assistant

1. Pop up for ERA Updates come automatically through ERA Assistant
2. Keeps database health in good condition
3. Helps to take database backup on external hard disk drive (client machine)
4. Helps in auto Data Upload
5. Helps in proper machine Shutdown

Common ERA Related Issues

More issues can be found at

ERA FAQ's

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

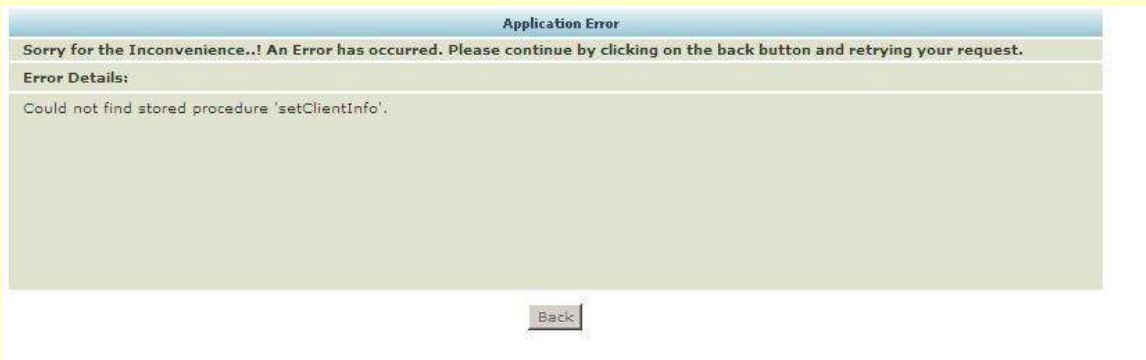
&

ERA Tech Support Blog

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

Issue 1 → ERA 6 LF/ Learner login problem

Above error comes while opening Learning Facilitator or Learner page



Solution:-

Please reinstall **ERA 6 SU2** update. To reinstall ERA 6 SU2 update, perform below steps:-

On ERA server machine go to below location

C:\inetpub\wwwroot\ERA6\

Delete the file UpgradeLog_Framework.xml

Now download & install ERA 6 SU 2 from below link

http://era.mkcl.org/era6/era_updates/ERA6%20SU2.exe

Now restart the system & check.

Issue 2 → ERA 6 LF/ Learner / Data Traveller problem

The screenshot shows a Windows Internet Explorer browser window displaying an error message. The error text is: "Error reason: Cannot open database 'ERAG' requested by the login. The login failed. Login failed for user 'sa'." Below the error message is a table with three columns: Utility, Description, and Steps to follow. The table lists several utilities such as Download New Learning eContent, Download New Assessment Materials, Upload Solved Assignment, Backup, and Restore. A dialog box titled "Data Traveller" is overlaid on the table, showing the same error message and buttons for "Details", "Continue", and "Quit".

Utility	Description	Steps to follow
Download New Learning eContent	This utility will download the new Learning eContent from the Central ERA Server. Once these additional Learning units are downloaded, this will be available in the Learning Section in Learner login for viewing.	<ol style="list-style-type: none"> 1. Make sure that you are connected to Internet 2. Enter your Center Password (Password used for accessing SOLAR login) 3. Download the new Learning Units
Download New Assessment Materials		<ol style="list-style-type: none"> 1. Make sure that you are connected to Internet 2. Enter your Center Password (Password used for accessing SOLAR login) 3. Download the new Assessment Materials
Upload Solved Assignment	Upload assignments of the Learners.	<ol style="list-style-type: none"> 2. Select the Assignment 3. Upload the assignment
Backup	You can take the Backup of the Learner Details along with their Learning and Assessment records. It is recommended to take the backup periodically so that you can use the same to retrieve your precious data in case of machine crash or other system malfunction.	<ol style="list-style-type: none"> 1. Enter your Center Code 2. Select the location to store your backup file 3. Give proper name to the backup file
Restore	This utility can be used to restore the data which you have already taken in Backup file. You have to use this utility only on emergency and also with utmost care as you will be losing all the data	<ol style="list-style-type: none"> 1. Enter your Center Code 2. Select the proper backup file 3. Restore the file.

Solution:-

1. Go to "Run" window
2. Type "services.msc" & click on OK
3. In the services window select SQL Server (ERA6)
4. Stop the service by clicking on Stop link. If service is already stopped then go to next step
5. Now go to location

C:\inetpub\wwwroot\ERA6\DBBackup

Copy files **master.mdf** & **mastlog.ldf**, **model.mdf**, **modellog.ldf**

6. Now go to below location on your machine

C:\Program Files\Microsoft SQL Server\MSSQL10_50.ERA6\MSSQL\DATA

Delete files **master.mdf**, **mastlog.ldf**, **model.mdf**, **modellog.ldf**

Now paste the copied files at this location

8. Go to "Run" window
9. Type "services.msc" & click on OK
10. In the services window, select **SQL Server (ERA6)**
11. **Start** SQL Server (ERA6) service by clicking on **Start** link.

If this solution does not work then **Please reinstall ERA 6 & restore previous database & install latest ERA updates**

Best Practices

Benefits of using ERA Assistant....

1. Pop up for ERA Updates come automatically through ERA Assistant.

If any ERA update is released by MKCL, you will always get a pop up for it as shown below. Click on OK



After some time another pop up appears. Always click on **YES** to install ERA updates

2. ERA Assistant helps to keeps database health in good condition

To ensure good health of ERA database, we suggest that you should do following activity every day at least once.

1. Open ERA Assistant & click on **Utilities**. Database health check-up will start.



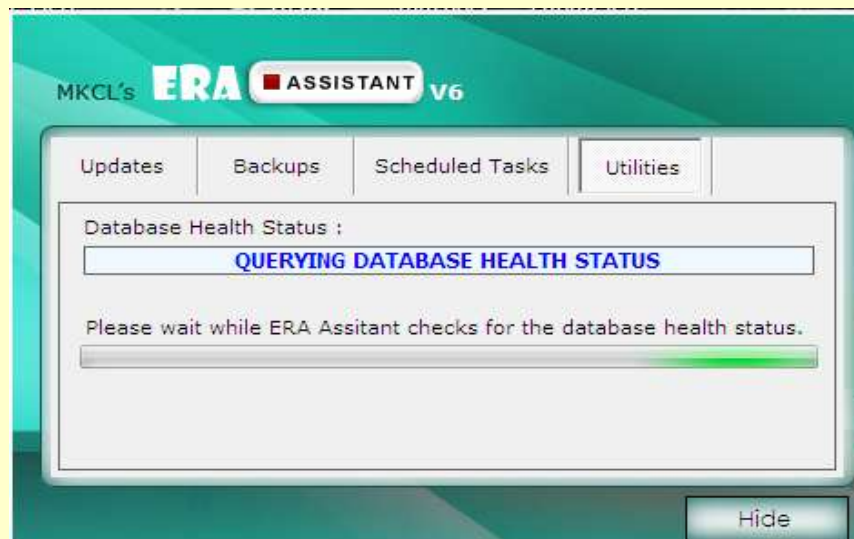
After the check-up gets complete, you will get below screen.



If "Database is Running Fine" message does not come, then click on "**Resolve Errors**" button as shown below.



Again database health check-up will get start



If still the repair is not successful, then do below steps to repair database:-

1. Go to "Run" window
2. Type "services.msc" & click on OK
3. In the services window select SQL Server (ERA6)
4. Stop the service by clicking on Stop link. If service is already stopped then go to next step
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If this solution does not work then **Please reinstall ERA 6 & restore previous database & install latest ERA updates**

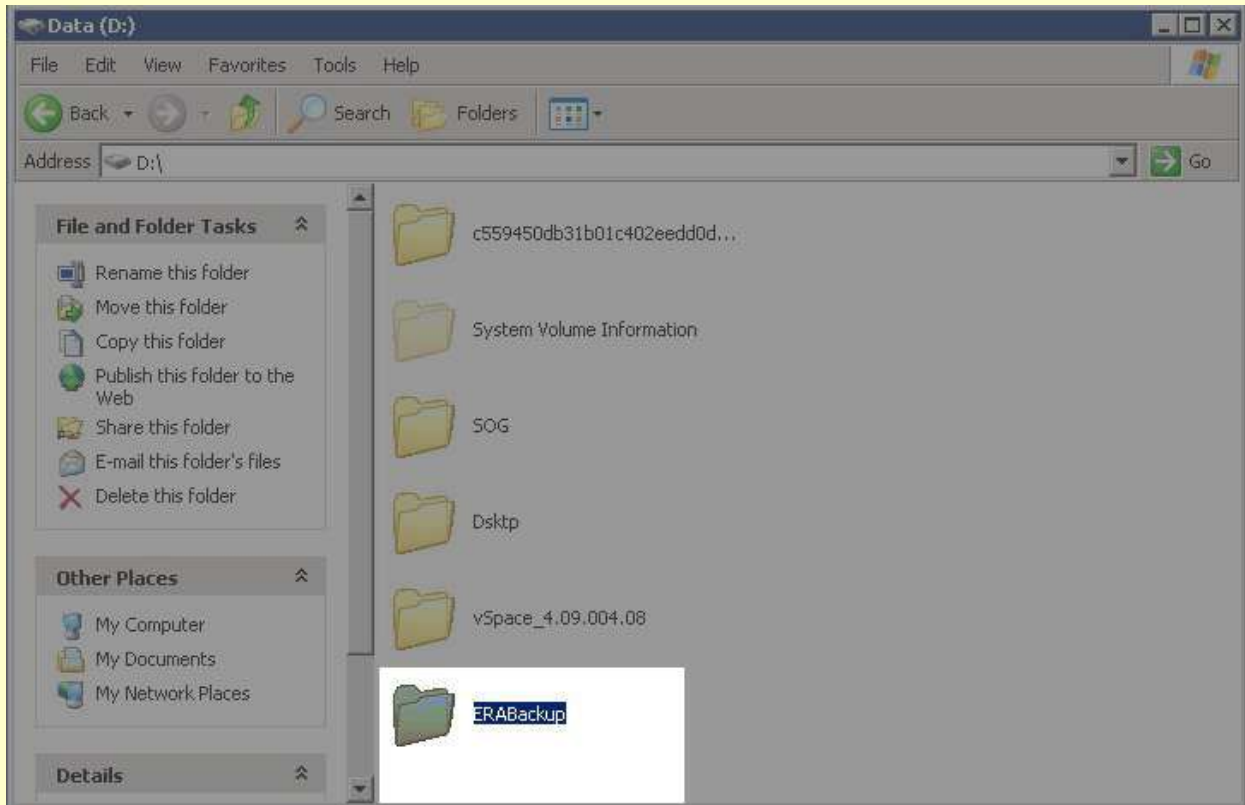
3. Setting up mapped drive on remote (client) machine in the same network helps to take database backup on external hard disk drive

Note: - Database Auto backup starts automatically at 5 PM every day. So always ensure that the client machine where you have mapped drive for database backup is always ON

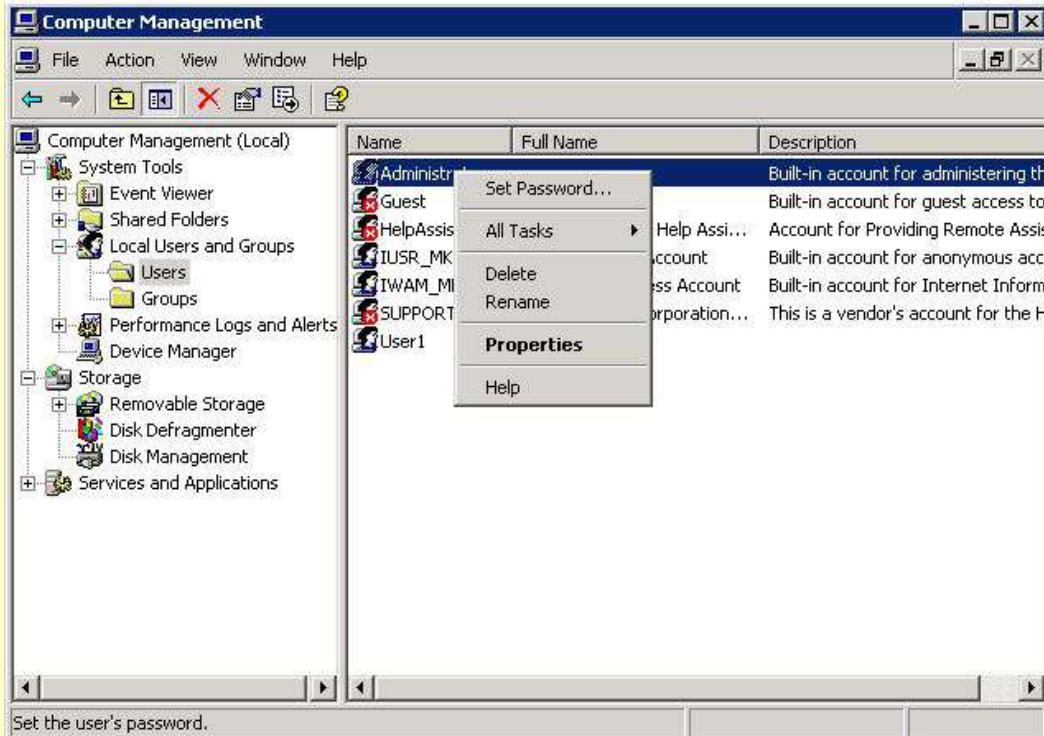
SETTING UP MAPPED DRIVE ON REMOTE (CLIENT) MACHINE IN THE SAME NETWORK

The steps to be followed for creating a network mapped drive are as follows –

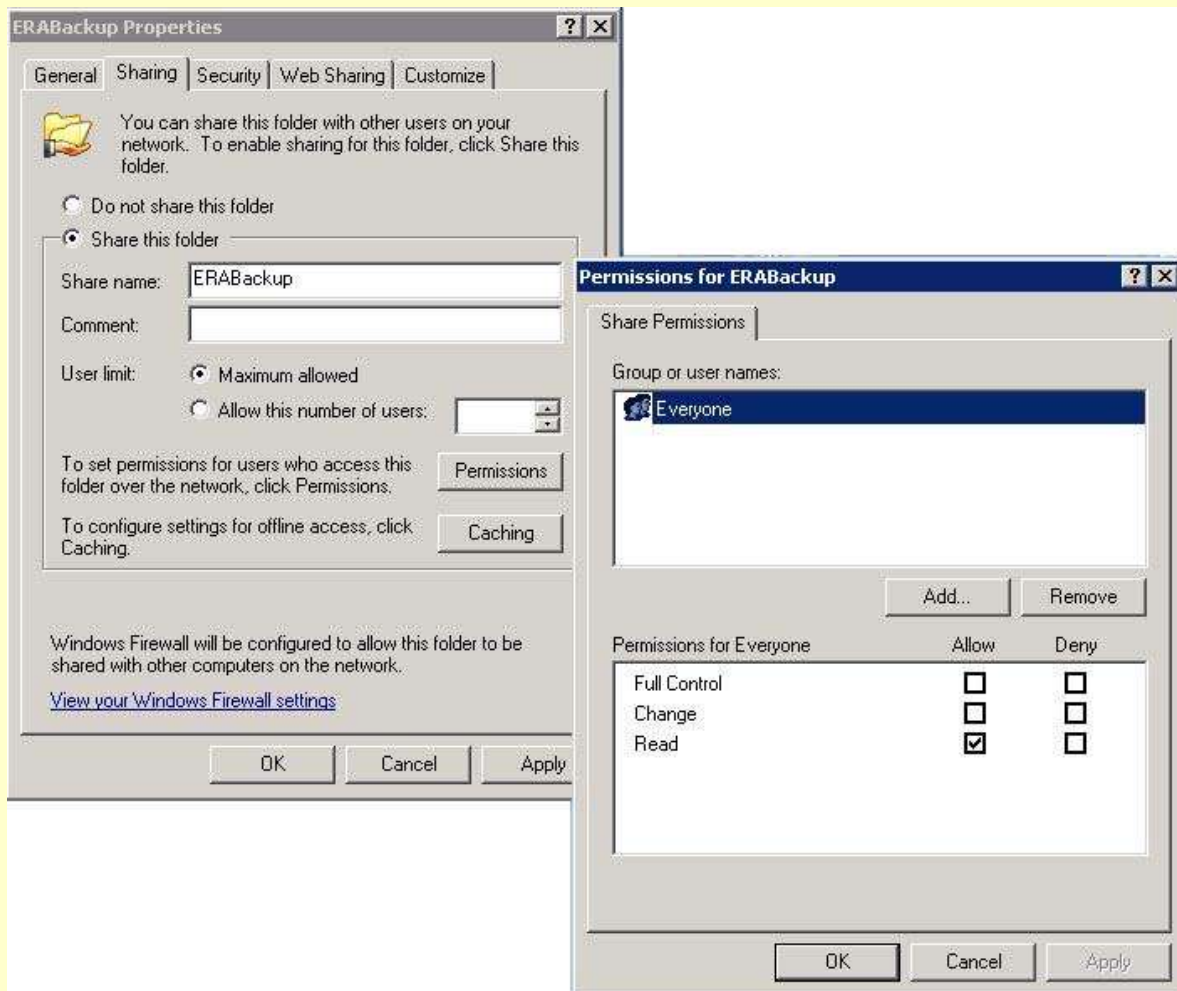
1. Choose a folder on the remote machine. For e.g. if there is a machine named comp1 in your network, please choose a folder in that machine which you will use for backup.



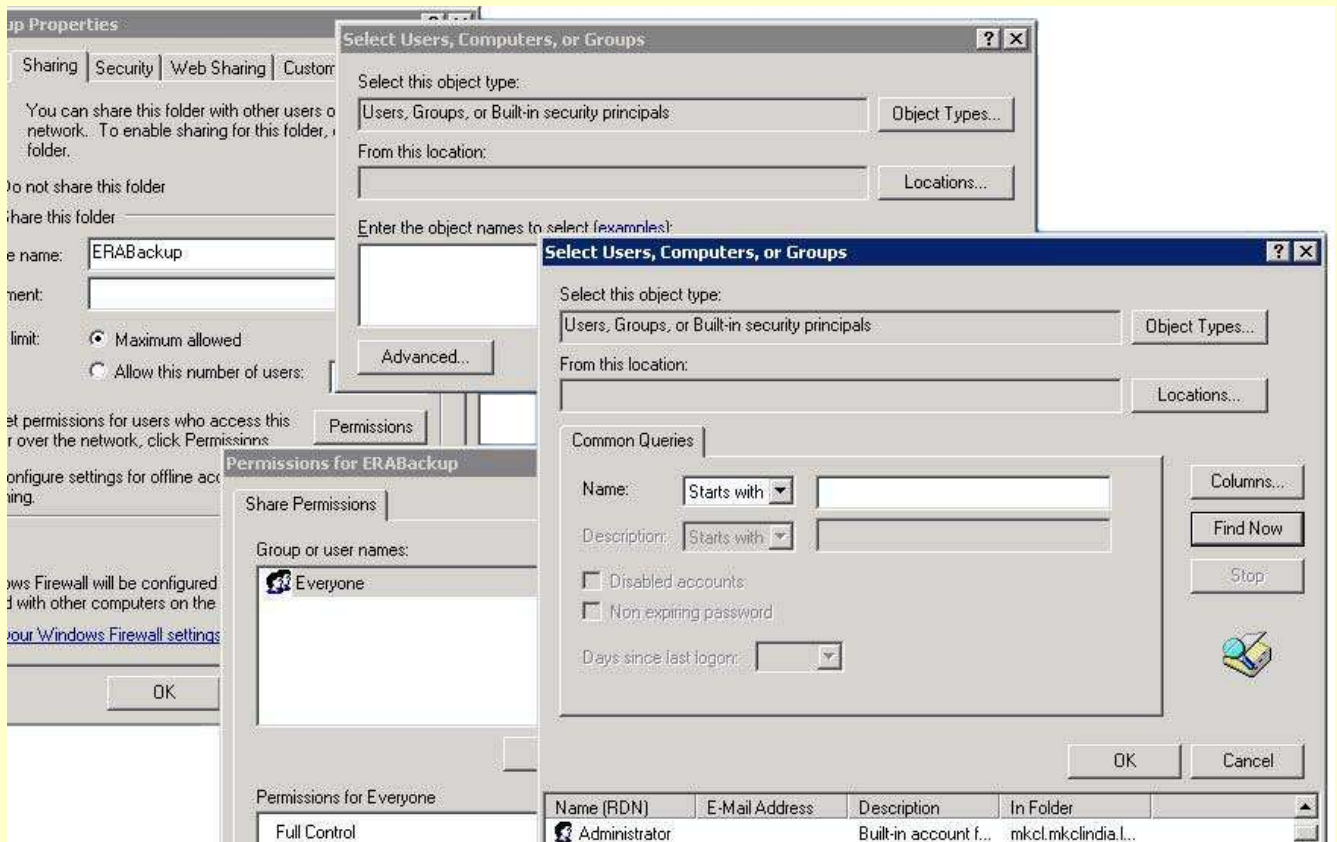
2. Make sure that the remote machine has a password to the Administrator account. If not, please assign a password using the following steps –
 - a. Right click on **My Computer** icon.
 - b. Click on **Manage**.
 - c. Under **System Tools**, click on **Users and Groups**.
 - d. Click on Users.
 - e. Right Click on **Administrator** (you might have used a different name).
 - f. Click on **Set Password** option.



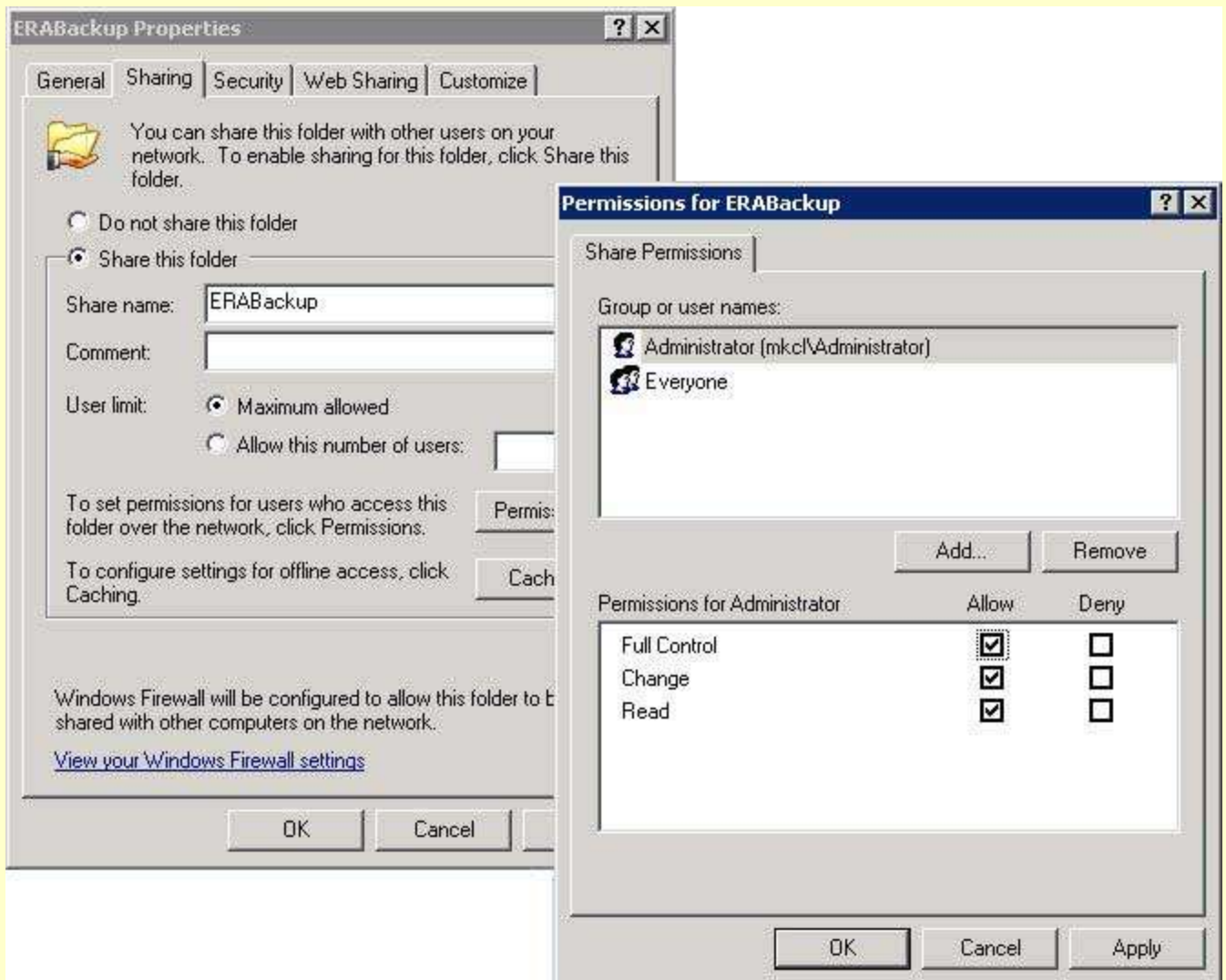
3. Now, we have to share the folder. Right click on the folder and select **Sharing and Security**.
4. Click on **Permissions** tab.
5. You will see **Everyone** being given the **Read** permission as follows –



6. Now, click on **Add** button.
7. **Select Users, Computers or Groups** window opens.
8. Click on **Advanced**.
9. Click on **Find Now**.
10. Select **Administrator** and **OK**.



11. Click on **OK** again and assign **Full Control** to **Administrator**.



12. Click **OK**.
13. Now, we go to the server machine.
14. Click on **Start → Run**.
15. Type the name of the remote client with double backslash as prefix.
E.g. **\\comp1**
16. Press enter.
17. If the configuration is done correctly, you will see the folder that you chose for backup.
18. Double click on that folder. The path that you see in the address bar is the path that is to be given for the mapped drive. Eg. **//comp1/erabackup**.
19. Enter that path whenever you are prompted for the network path.

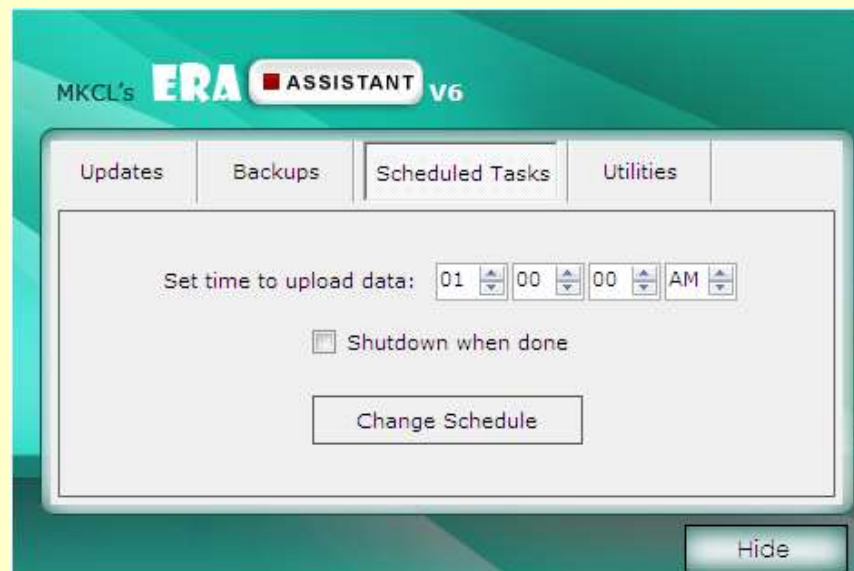
20. You will be asked for the username and password. Enter the username as **comp1\Administrator** (it may be different depending on the machine name and username. Format is **machinename\AdministratorName**) and password.
21. Any drive letter (J:/Y:/Z: etc) can be chosen.
22. The network drive will be mapped successfully.

PS: What sometimes happens is that the computer temporarily “forgets” that it still has connection to the network drive which is mapped and asks for it again.

Whenever you restart the computer, please click on the mapped drive and see whether it is still accessible. If it is, you will not be asked for the mapped drive location when you try to shut down the computer.

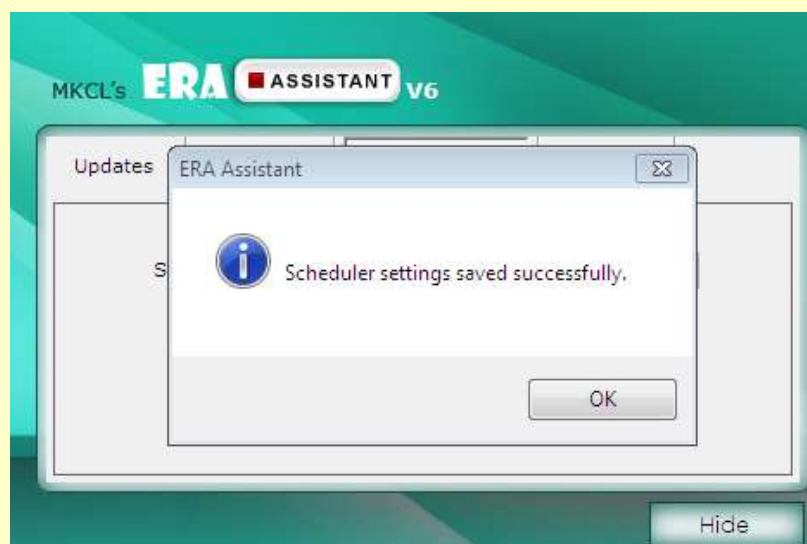
4. Data upload & machine shutdown through “Scheduled Tasks”

Once the backup is mapped, you can schedule automatic data upload & facilitate smooth shut down of ERA server machine without killing ERA Assistant from Task Manager at the time of shut down.



Please perform below steps for auto upload & shutdown:-

3. Open ERA Assistant, click on “**Scheduled Tasks**” tab.
4. Set your suitable time for data upload & check on shutdown when done & click on “**Change Schedule**”.
5. Below screen will appear after successful setting



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.

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