

ERA Support Bulletin

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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 2-3 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 → Xtenda Problem: Audio breaks while listening to ERA Content

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/MSKIT/updates.htm>

The recommended Ncomputing VSpace version needs to be installed

Please perform the following steps on your Xtenda machine:-

- 1) Go to Control Panel → Add/ Remove Programs
- 2) Remove the VSpace software.
- 3) Now restart the machine
- 4) Go to the below location and download the file.

http://dl.dropbox.com/u/22702788/vSpace_X-6.2.5.4_setup.exe

Install this downloaded file now

- 5) Restart the machine again

Your issue will get resolved.

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.