

# ERA Support Bulletin

## Inside This Issue

1. **EContent Problem:**  
Content is not visible  
in ERA?

### 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/MSICIT/index.htm>

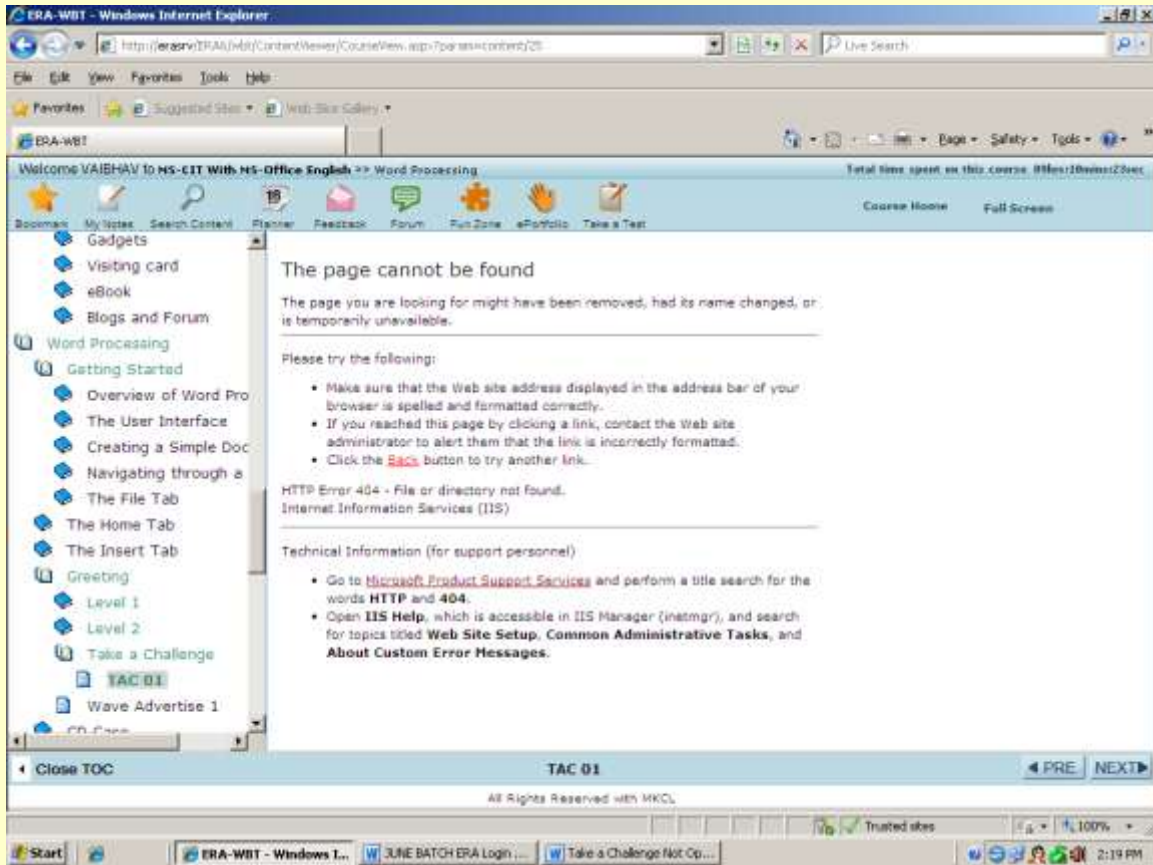
&

**ERA Tech Support Blog**

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

## 1. EContent Problem: Content is not visible in ERA?

Some times the content & its supporting files may get corrupt of a particular course in ERA due to some reasons. In such a situation content is not visible in ERA as shown in below screenshot.



Above screenshot depicts problem in **MS-CIT with MS-Office English** problem.

Now we will see the solution for **MS-CIT with MS-Office English** problem.

### 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.

Please do following steps on server machine:-

Go to below location

C:\inetpub\wwwroot\ERA6\wbt\repositorymanagement\Content\

Delete folder named "**25**"

Now insert MS-CIT with MS-Office English content DVD

Explore the DVD & inside folder "**content**", select folder named "**25**". Go to its folder properties & **note down the size of this folder.**

Now copy this folder "**25**"

Go to location

C:\inetpub\wwwroot\ERA6\wbt\repositorymanagement\Content\

Paste folder "**25**" at this location

Now go to the folder properties of this folder & make sure that **its size is same as noted earlier for folder "25" in the DVD.**

Now **reinstall** ERA 6 CU1 update. To reinstall ERA 6 CU1 update, perform below steps on ERA server machine

1. Go to the location

C:\inetpub\wwwroot\ERA6\

Delete file "**UpgradeLog\_Content.xml**"

2. Download & install ERA 6 CU1 on server machine from below link

<http://elearning.mkcl.org/support/MS-CIT/updates.htm>

Now do learner login & check the contents.

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Here “25” was the folder number for **MS-CIT with MS-Office English in Econtent DVD**. *Similarly there are different Folder Numbers for different courses in their respective Econtent DVD's.*

So by referring the **Folder Number's** shown in below table you can solve similar content related problem of different courses by following the steps as shown in the above problem.

The below table on next page shows which **Folder Number** is to be referred from the Econtent DVD's of respective courses so that you can copy them from the DVD's.

**Please see the table on the next page.**

Sr. No.	Folder No.	Course Name	DVD
1	25	MS-CIT with MS-Office English	MS-CIT with MS-Office English
2	26	MS-CIT with MS-Office Marathi	MS-CIT with MS-Office Marathi
3	27	MS-CIT with MS-Office Hindi	MS-CIT with MS-Office Hindi
4	28	MS-CIT with MS-Office Urdu	MS-CIT with MS-Office Urdu
5	29	MS-CIT with OpenOffice English	MS-CIT with MS-Office Hindi *
6	3	Diploma in Banking Financial Services and Insurance	WAVE DVD 1
7	4	Diploma in Customer Service Management	WAVE DVD 1
8	5	Diploma in Retail Management	WAVE DVD 1
9	6	Diploma in Selling Skills	WAVE DVD 1
10	7	MS-ACIT IT for Teachers	WAVE DVD 1
11	8	Personal Financial Management	WAVE DVD 1
12	39	Personal Financial Management (Marathi)	WAVE DVD 1
13	13	WAVE Certificate in Image Editing (Marathi)	WAVE DVD 2
14	15	WAVE Certificate in Financial Accounting with ERP (Marathi)	WAVE DVD 2
15	19	WAVE Certificate in Web Designing (Marathi)	WAVE DVD 2
16	21	WAVE Certificate in Desktop Publishing (Marathi)	WAVE DVD 2
17	22	WAVE Certificate in Desktop Publishing (Hindi)	WAVE DVD 2
18	40	WAVE Certificate in Content Illustration (Marathi)	WAVE DVD 2
19	41	WAVE Certificate in 2-D Animation (Marathi)	WAVE DVD 2
20	1	WAVE Certificate in C Programming	WAVE DVD 3
21	2	WAVE Certificate in C++ Programming	WAVE DVD 3
22	10	WAVE Certificate in 2D Animation	WAVE DVD 3
23	11	WAVE Certificate in Video Editing	WAVE DVD 3
24	12	WAVE Certificate in Image Editing	WAVE DVD 3
25	14	WAVE Certificate in Financial Accounting with ERP	WAVE DVD 3
26	17	WAVE Certificate in Web Designing	WAVE DVD 3
27	20	WAVE Certificate in Desktop Publishing	WAVE DVD 3
28	23	WAVE Certificate in Content Illustration	WAVE DVD 3

\* EContent of both MS-CIT with MS-Office Hindi & MS-CIT with OpenOffice English are included MS-CIT with MS-Office Hindi DVD

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](mailto:erasupport@mkcl.org).