ERA Support Bulletin

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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/MSCIT/index.htm
&
ERA Tech Support Blog
http://mkclerasupport.wordpress.com/

1. " Violation of PRIMARY KEY constraint 'PK "

problem in learner login

Application Error
Sorry for the Inconvenience..! An Error has occurred. Please continue by clicking on the back button and retrying your request.
Error Details:
Violation of PRIMARY KEY constraint 'PK__

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Solution:

We have released an update **ERA6SU3_4** for ALC's facing this problem:

1. Some of the ALC's are facing the problem of **"Violation of PRIMARY KEY constraint 'PK "**   in learner login when learner clicks on the Course.

2. Only ALCs facing this problem should install this update.

3. Before installing ERA6SU3_4.exe on ERA server machine, please ensure that **SU3** is installed on ERA server machine.

4. ALCs can download the **ERA6SU3_4.exe** from below link
    http://elearning.mkcl.org/support/ERA6SU3_4.exe

2. ERA 6 - Recovery tool

Server Error in '/ERA6' Application.

The resource cannot be found.

Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.

Requested URL: ERA6/sys/index.aspx

Version Information: Microsoft .NET Framework Version:4.0.30319; ASP.NET Version:4.0.30319.272

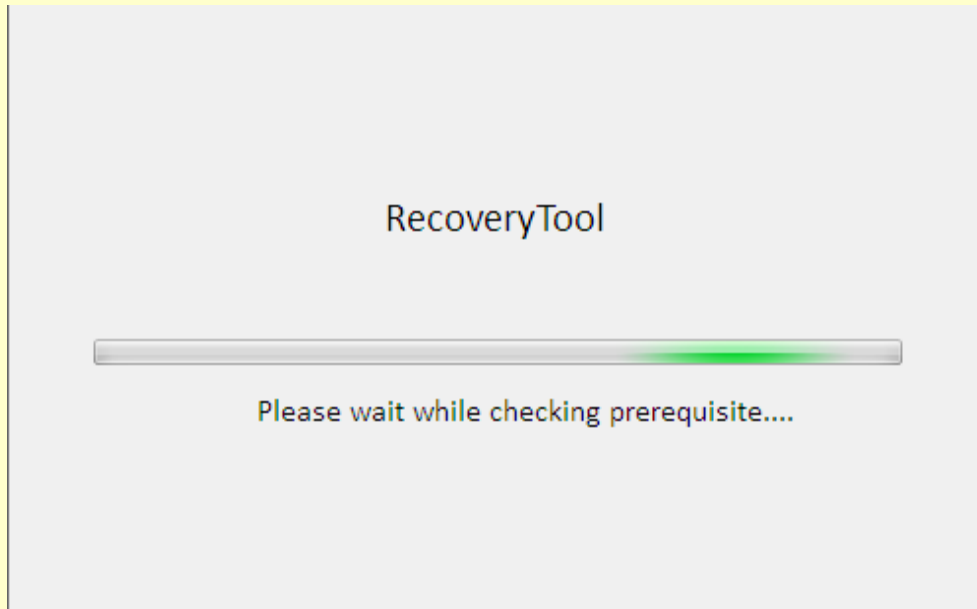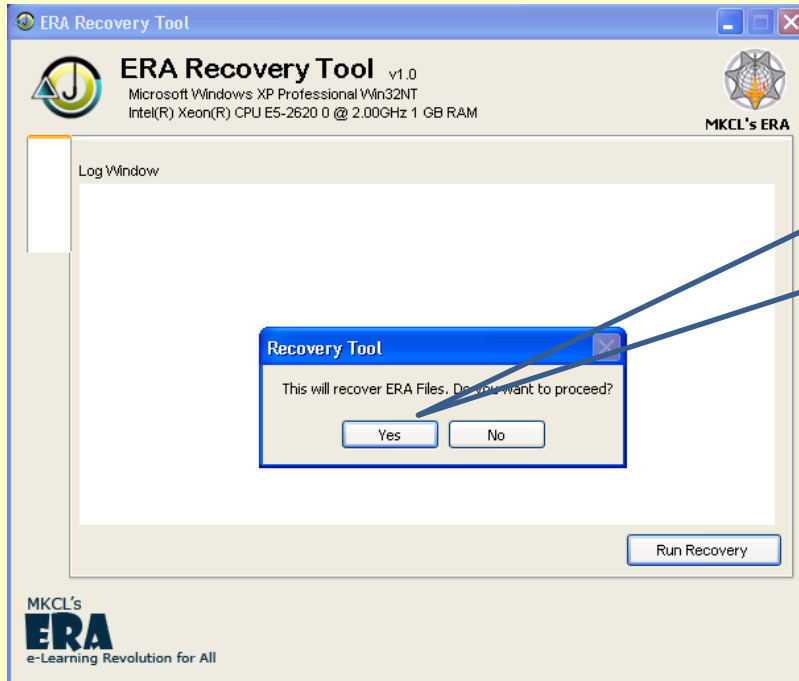**If you get above error while opening ERA page then try below solution**

Solution:

Some times ERA application files get deleted or changed & hence you get error as shown in above screenshots. In such situations, ERA 6 – Recovery tool comes to our help. ERA 6 – Recovery tool recovers the deleted files of ERA 6 so that ERA starts working normally.

Do below steps to recover the ERA application files using ERA 6 – Recovery tool :-

1. Go to **"Start → All Programs → ERA6 → ERA6-Recovery tool"**

    ERA6-Recover tool gets start.

RecoveryTool

Please wait while checking prerequisite....

ERA Recovery Tool

ERA Recovery Tool v1.0
Microsoft Windows XP Professional Win32NT
Intel(R) Xeon(R) CPU E5-2620 0 @ 2.00GHz 1 GB RAM

MKCL's ERA

Log Window

Click on Run Recovery

Run Recovery

MKCL's
ERA
e-Learning Revolution for All

Click on Yes

Recovery of files will get complete & ERA will start working properly.

In case it happens that after recovering files from Recover tool ERA does not work properly then please reinstall ERA.

3. Some useful ERA guides link

1. You can download Learner, Learning Facilitator, ERA Installation Guide from below link

   http://elearning.mkcl.org/support/MSCIT/Reference-docs.htm

2. You can download the ERA 6 SU3, CU1, ERA6 QOES setup, ERA 6 QOES User Guide, Sequential Content Distribution in ERA6 document, ERA 6 MS-CIT Marathi Introduction video from below link

   http://elearning.mkcl.org/support/MSCIT/updates.htm

ERA 6.0 Academic Pattern	Applicable for ERA 6.0	Release Date	Description
Sequential Content Distribution in ERA6	YES	1st Jan 2013	This document will show which all Content comes under Sequential Navigation
ERA6 MARATHI INTRODUCTION VIDEO	YES	1st Feb 2013	This video will guide learner about academics of MSCIT Course

ERA 6.0 System Updates (SU)	Applicable for ERA 6.0	Release Date	Description
ERA6 SU1	YES	1st Mar 2013	This update will resolve issue related to Data uploading, WAVE Assignment issues and issue related to date synchronization.
ERA6 SU2	YES	23rd May 2013	This general update is released to improve performance of ERA.
ERA6 SU3	YES	16th July 2013	This consolidated SU3 (includes SU1 and SU2) update introduces ePortfolio related reports in Learner as well as LF login along with some minor bug fixes in the ERA 6 framework.

ERA 6.0 QOES	Applicable for ERA 6.0	Release Date	Description
ERA6 QOES User Guide	YES	18th Mar 2013	ERA6 QOES user guide
ERA6 QOES	YES	18th Mar 2013	ERA6 QOES will make available the Practice tests for individual topics & Practice test for Final exam

ERA Course/Assignment Updates (CU)	Applicable for ERA 6.0	Release Date	Description
ERA6 CU1	YES	10th April 2013	This update will resolve issues related to Take a Challenge for MS-CIT Course
WAVE Assignments	YES	5th May 2013	Reference material for all WAVE course Assignments activities. Download and extract to path C:\Inetpub\wwwroot\era6\oef\ ReferenceMaterial
WAVE ePortfolio	YES	5th May 2013	Reference material for all WAVE course ePortfolio activities. Download and extract to path C:\Inetpub\wwwroot\era6\ e-Portfolio\ PortFolioContent

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.