

SuccessNet Plus

Installation & Troubleshooting Guide for IT and Lab Administrators

- Audience** This document is intended for school IT and lab administrators, field support personnel, and others responsible for installing and supporting any of **Pearson’s SuccessNet Plus products**. It covers a wide range of possibilities, and institutions will vary in terms of how many of the following items will need to be addressed.
- Overview** The document details system and plug-in requirements and other key information for ensuring optimal course performance for initial SuccessNet Plus course installation and when application updates occur.

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INTRODUCTION

The SuccessNet Plus product architecture consists of a server environment that houses the Web pages. A user logs in to the SuccessNet Plus server through a browser and works with web pages to organize, administer, activate or launch specific content. Often, security settings on your network or browser may impact users' ability to effectively work in their course.

INSTALLATION CHECKLIST

Pearson recommends that you complete the steps outlined in this guide prior to having any students log in to a course. You should also review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission. Details are provided in this document, and a check list is provided below for you reference:

- 1) Confirm that your computer meets the system requirements.
- 2) Run the browser tune-up to verify you have the appropriate plug-ins installed and enabled.
- 3) Set the browser to look for new Web pages automatically
- 4) Manage pop-up blockers (both browser and third-party blockers)
- 5) Enable Java
- 6) If you are using Internet Explorer:
 - 6a) Add trusted sites and set the security level.
 - 6b) Add privacy sites.
 - 6c) Add content advisor sites.
- 7) Ensure that your firewall is not blocking access to your course.

"DEEP FREEZE" CONSIDERATIONS (IF APPLICABLE)

If you have any type of "sweep" or "deep freeze" software on your computers:

- Be sure to complete all of the recommended procedures provided in this document and verify all required files are in place below the sweep threshold or prior to "freezing" the computer.
- If you make any changes to your browser settings, cache, or firewall **after** you capture the image your changes will not be included in the image.
- You should reimage the master image to include any new files or settings that you may have updated.

A technical whitepaper that contains guidelines for retaining user data in a lab environment that uses a reboot or restore application is provided here for your reference:

http://www.faronics.com/whitepapers/DF_RetainUserData.pdf

Note: *If you do not image plug-ins and/or changes, students and teachers will need to install them each time they log in.*

INSTALLATION SETUP AND CONFIGURATION

SYSTEM REQUIREMENTS

Any computer running a product on SuccessNet Plus must meet the minimum system requirements to successfully take advantage of the program.

To find a list of the most up-to-date system requirements, go to www.successnetplus.com and click *System Requirements* at the bottom of the page.

Plug-ins and Players

To use all of the system and product capabilities, the following software is needed:

- Java 1.5 or 1.6
- Macromedia® Flash™ player version 10 or higher
- Macromedia Shockwave® versions 7 through 10
- Adobe® Acrobat® Reader version 8 or higher

32-bit and 64 bit Operating Systems

SuccessNet Plus requires a 32-bit browser. Most 64-bit operating systems use a 64-bit browser by default, which can cause problems when using SuccessNet Plus. If you know that you do not have a 64-bit operating system you can skip this procedure.

To determine if you have a 32 or 64 bit processor (OS):

Operating System	Instructions
Windows Vista Windows 7	<ol style="list-style-type: none"> 1. Click Start. 2. Right-click Computer, and then click Properties. 3. Under System, you can view the system type.
Windows XP	<ol style="list-style-type: none"> 1. Click Start. 2. Right-click My Computer, and then click Properties. If you do not see "x64 Edition" listed it means you are running the 32-bit version of Windows XP. If "x64 Edition" is listed under System it means you are running the 64-bit version of Windows XP.

Operating System	Instructions																		
MAC	<ol style="list-style-type: none"> 1. Choose About This Mac from the Apple menu and then click More Info. 2. Open the Hardware section. 3. Locate the Processor Name and use the following table to determine which type of processor you have. <table border="1" data-bbox="487 562 893 852"> <tbody> <tr> <td data-bbox="487 562 617 594">32 bit</td> <td data-bbox="617 562 893 594">Intel Core Solo</td> </tr> <tr> <td data-bbox="487 594 617 625"></td> <td data-bbox="617 594 893 625">Intel Core Duo</td> </tr> <tr> <td data-bbox="487 625 617 657">64 bit</td> <td data-bbox="617 625 893 657">Intel Core 2 Duo</td> </tr> <tr> <td data-bbox="487 657 617 688"></td> <td data-bbox="617 657 893 688">Intel Quad-Core</td> </tr> <tr> <td data-bbox="487 688 617 720"></td> <td data-bbox="617 688 893 720">Xeon</td> </tr> <tr> <td data-bbox="487 720 617 751"></td> <td data-bbox="617 720 893 751">Dual-Core Intel</td> </tr> <tr> <td data-bbox="487 751 617 783"></td> <td data-bbox="617 751 893 783">Xeon</td> </tr> <tr> <td data-bbox="487 783 617 814"></td> <td data-bbox="617 783 893 814">Quad-Core Intel</td> </tr> <tr> <td data-bbox="487 814 617 846"></td> <td data-bbox="617 814 893 846">Xeon</td> </tr> </tbody> </table> 	32 bit	Intel Core Solo		Intel Core Duo	64 bit	Intel Core 2 Duo		Intel Quad-Core		Xeon		Dual-Core Intel		Xeon		Quad-Core Intel		Xeon
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	Quad-Core Intel																		
	Xeon																		

If you have a 64-bit processor, to determine if your browser is running in 32-bit mode or to switch to the 32-bit browser:

Operating System	Instructions
Windows	<p>In 64-bit versions of Windows, you can determine whether you are using a 32 or 64-bit browser in the Task Manager:</p> <ol style="list-style-type: none"> 1. Press Alt + Ctrl + Alt + Delete at the same time. 2. Click Task Manager. 3. Click the Processes tab. <p>The number that appears after the process for your browser indicates the version you are using (32 or 64).</p> 4. If the version is 64, you will need to switch to the 32-bit browser. If you are using Windows 7: <ol style="list-style-type: none"> a. Go to Start > Computer > Local Disk > Program Files (x86) > Internet Explorer. b. Double-click the file ieexplore.exe. <p>Details on how to do this for other Versions of Windows and IE are provided in Answer 7883 on the Pearson Customer Technical Support website.</p>

Operating System	Instructions
Mac OS X	<ol style="list-style-type: none">1. Choose About This Mac from the Apple menu.2. Click More Info.3. Select Software from the Contents pane.4. Look for "64-bit Kernel and Extensions: Yes (or No)" under the System Software Overview heading.5. If it indicates "Yes," you will need to switch to the 32-bit browser.<ol style="list-style-type: none">a. Close all programsb. Click Go > Applicationsc. While holding down the Ctrl key, click Safarid. Click Get Infoe. Place a check in the box for Open in 32-bit modeThe next time you open Safari, it will run in 32-bit mode.

Browser Tune-up

Complete the browser tune-up for all computers. The tune-up will verify you have the correct plug-ins installed, or display the link from which you can download the appropriate versions of the plug-ins you need to install or update.

1. To start the tune-up, go to <http://www.successnetplus.com/gettingstarted> and click **Check Your Computer's Settings**.
2. After the analysis is complete, you will see something similar to the following:

The screenshot displays a 'Required Settings' section with the following items:

- Operating System:** Your detected Operating System is XXXX. Error: Your detected Operating System is not supported. Button: View Options
- Browser:** You are using XXXX Browser. Error: Your browser is not supported. Button: View Options
- Pop Up Blockers:** Your pop up blockers are active. Error: You must change this setting manually. Turn off the pop-up blocker in your internet browser under preferences.
- Screen Resolution:** Your screen resolution is 0000 x 0000. Error: You must change this setting manually. Adjust your screen resolution within your computer system preferences.
- Flash:** Your browser is running Flash XXX. Error: This version of Flash is not supported. Button: Update Now
- Acrobat Reader:** You do not have this required plugin. Error: You must download this plugin. Button: Update Now
- JavaScript:** Javascript is not enabled. Error: You must enable Javascript in your internet browser under security settings. Button: View Options
- Active X:** Active X is disabled. Error: You must change this setting manually. Enable Active X in your internet browser under security settings.

Below this is a 'Product Specific Settings' section with the following item:

- Wimba:** If you use "Speak and Record" activities, run the Wimba diagnostic tool to check for correct settings and complete installation. Products: Realidades, AP French, and Allons au-delà. Button: Run Diagnostic

At the bottom, there are two buttons: 'Back to Log In' and 'Proceed to Registration'. A link 'View a complete list of system requirements >' is also present.

3. Click the appropriate buttons on the far right (in this example, **View Options** or **Update Now**) for each setting to implement the necessary changes to your system. If a button is not shown, follow the directions provided after the red circle (✘).
4. To end the tune-up, click **Proceed to Registration** or **Back to Log In**.

Note: When troubleshooting, you should run the browser tune-up first to verify you have all of the correct plug-ins. Having the incorrect plug-ins is the most common cause of reported issues.

WEB BROWSER CONFIGURATION

Certain browser options and security settings can disable or interfere with SuccessNet Plus functionality. To ensure that browser-level options or policies do not affect your products, Pearson recommends the following settings.

Set Browser to Look for New Web Pages Automatically

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Browsing History section, click Settings. 3. Select Automatically, and click OK.
Safari	You will need to clear your cache to see any updated pages (see the section on clearing cache).

Manage Pop-Up Blockers

As pop-up blockers may interfere with the installation of plug-ins and players used in your course, depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

Allow Pop-ups from Specific Sites

Browser	Instructions
Internet Explorer	<p>When you see the "Information Bar" at the top of the web page about a pop-up being blocked, click the bar and select Always allow pop-ups from this site, and click Yes to confirm.</p> <p>–or–</p> <ol style="list-style-type: none"> 1. From the browser Tools menu, select Pop-up Blocker, then Pop-up Blocker Settings. 2. Add *.pearsoned.com, *.pearsoncmg.com, and *.successnetplus.com as allowed sites. 3. Click Close.
Safari	In Safari you can either enable or disable the pop-up blocker. There is no per-site control. See next section for details on how to disable pop-up blocker.

Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer	From the browser Tools menu, select Pop-up Blocker , then Turn off Pop-up Blocker .
Safari	From the Safari menu, clear the checkmark for Block pop-up windows .

Third-party Pop-Up Blockers (Google, AOL, Yahoo, and others)

While using your course you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer 7.x	To permanently disable third-party toolbar pop-up blockers: 1. From the browser View menu, select Toolbars . 2. If any entries are checked between Links and Lock the Toolbars , remove the checkmark for that entry. If you have more than one entry you must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.
Internet Explorer 8.x, 9.x	To permanently disable third-party toolbar pop-up blockers: 1. From the browser View menu, select Toolbars . 2. If any entries are checked between Status Bar and Lock the Toolbars , remove the checkmark for that entry. If you have more than one entry you must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.
<i>Note: To temporarily disable many third-party pop-up blockers you can click the program's icon in either the Windows System Tray or in the browser itself.</i>	

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the Settings, Preferences, or Options portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

Tips for managing pop-up blockers:

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear whether a pop-up blocker is being used.
- Many pop-up blockers let you use the "Ctrl" key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the "Ctrl" key when clicking the "Install" or "Detect" buttons on the Installation Wizard.
- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer, the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker that you will have to disable separately.
- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Alternately, during the installation process you can clear the option to install the new toolbar.

Enable Java

Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. Click the Security tab and then click Custom Level. 3. Scroll down to locate the Scripting section, and under Active Scripting, click Enable. 4. Click OK.
Safari	<ol style="list-style-type: none"> 1. From the browser Safari menu, click Preferences. 2. Select Security and check to Enable JavaScript and close the dialog box.

Trusted Site Settings

If you are using Internet Explorer you can define various security levels to protect your computer from harmful programs and to still allow the appropriate SuccessNet Plus functionality.

Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Security tab, click Trusted Sites. 3. Drag the slider to set the security level to Medium-low or Low (the slider is only available if you are using Default Level settings). 4. If you are using Windows Vista, uncheck Enable Protected Mode. 5. Click Sites. 6. Uncheck Require server verification for all sites in this zone. 7. Add *.pearsoned.com, *.pearsoncmg.com, and *.successnetplus.com as allowed sites. 8. Click Close.

Add Privacy Sites (if applicable)

If you are using Privacy settings in IE to manage cookies on a per-site basis, you will need to add the Pearson SuccessNet Plus sites to this list as noted below.

Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Privacy tab, click Sites. 3. Add *.pearsoned.com, *.pearsoncmg.com, *.successnetplus.com as allowed sites. 4. Click OK.

Add Content Advisor Sites (if applicable)

If you are using Content Advisor in IE, which lets you specify a list of sites users can access on the Web, you will need to add the Pearson SuccessNet Plus sites to this list as noted below. If the sites are not added to your Content Advisor list, this feature will prevent users from being able to access the course.

Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Content tab, click Enable. 3. Click the Approved Sites tab, and add *.pearsoned.com, *.pearsoncmg.com, and *.successnetplus.com as allowed sites. 4. Click OK. 5. When the window asking you to Create a Supervisor Password opens, click Cancel.

Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your MAC OS, you will need to add the Pearson SuccessNet Plus sites as noted below.

Browser	Instructions
Safari	<ol style="list-style-type: none"> 1. From Apple menu, click System Preferences. 2. Click Parental Controls. 3. Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password. 4. Select the managed account and click Content. 5. Select Allow access only to these websites and add *.pearsoned.com, *.pearsoncmg.com, and *.successnetplus.com as allowed sites. 6. Close the window.

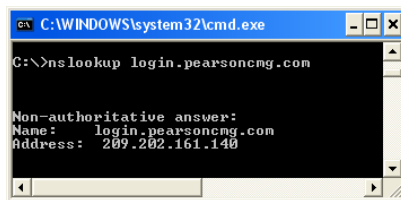
FIREWALL SETTINGS

If you are using a firewall such as McAfee, ZoneAlarm, or Norton on your computer, you may need to change some settings to ensure your course runs correctly. Usually firewall users can “allow” permitted applications to transfer data. If you have a firewall that displays a “block or allow” type question at any time while you are accessing course content, choose the option that allows the firewall to access the site permanently and your firewall will set the ports and other parameters appropriately.

Note that your course communicates via the HTTP protocol via Port 80, so workstations that are accessing any SuccessNet Plus course must be able to communicate via this port. The full domain name and IP addresses associate with SuccessNet Plus are:

Wimba	Name: pearsonvt.wimba.com Address: 67.202.208.201	Name: pronto.wimba.com Address: 67.202.208.172
Pearson Media Server	Name: media.pearsoncmg.com Address: 209.202.161.170	
Pearson Registration	Name: register.mypearson.com Address: 206.31.248.15	
Pearson Support	Name: support.pearsonschool.com Address: 159.182.30.153	

Note that the domains and IP addresses listed above are subject to change. To verify you have the most current IP address you can contact Technical Support (contact information provided at the end of this document) or use the NSLookup function to return the current IP Address (you can search to find a web page that provides this function or from the command prompt, type `nslookup <domain name>` and press ENTER. For example:



```

C:\WINDOWS\system32\cmd.exe
C:\>nslookup login.pearsoncmg.com

Non-authoritative answer:
Name:    login.pearsoncmg.com
Address: 209.202.161.140
  
```

Ask your IT/Network staff to make sure access to the SuccessNet Plus and Pearson IP addresses are not blocked, and if possible, have your IT/Network staff raise the priority of these IP addresses. This will increase overall performance if traffic shaping (or packet shaping) is used to control computer network traffic in your class.

TROUBLESHOOTING

General Troubleshooting


Run the SuccessNet Plus browser tune-up. Most issues are quickly and easily addressed by running the browser tune-up.

Clear Browser Cache after SuccessNet Plus Updates

SuccessNet Plus uses your browser cache to store application-related Java files, which support specific application functionality. Occasionally, after an application update you may experience usability issues because the files stored in your browser cache are out of date. For example, when you click on a link from a page, nothing happens or an error is displayed. This is because your web browser has cached (stored) the page on your hard drive and rather than going over the network to load the page, it has loaded the cached copy. Therefore, we recommend that if your course begins to exhibit unexpected behavior you should clear your browser cache to see if that resolves the error.

Note: Pearson announces system updates on the SuccessNet Plus home page, where both students and teachers can see it.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser. If you are using Profiles on the machine, each individual user will have to follow these steps to clear their browser cache.

Browser	Instructions
Internet Explorer 7.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Browsing history section, click Delete. 3. In the Temporary Internet Files section, click Delete files. 4. To confirm the deletion, click Yes.
Internet Explorer 8.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Browsing history section, click Delete. 3. Check Temporary Internet Files and click Delete.
Internet Explorer 9.x	<ol style="list-style-type: none"> 1. From the top right of the browser window, click the  icon and select Internet Options. 2. Under Browsing History click Delete. 3. Check Temporary Internet Files and click Delete. 4. Click Delete. 5. Click OK.
Safari	<ol style="list-style-type: none"> 1. From browser Safari menu, click Empty Cache. 2. To confirm the deletion, click Empty.

Check Proxy Server Settings

If your network is using a proxy server you will also have to ensure that server has the appropriate permissions. Ask your network administrator to clear the cache on the proxy server, and allow the server to download the appropriate files types for your course.

To determine if you are using a Proxy server, follow the directions provided for your specific browser.

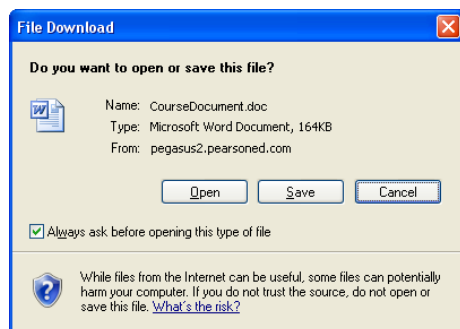
Browser	Instructions
Internet Explorer	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Connections tab, click LAN Settings. 3. In the Local Area Network (LAN) Settings window you can see if any Proxy servers are listed.
Safari	<ol style="list-style-type: none"> 1. From the Apple Menu, select System Preferences. 2. Click Network. 3. From the Network window, click the Advanced button and select Proxies to see if any proxy servers are listed.

Additional Troubleshooting Considerations

Ensure Web Files Open in the Browser

If you are using Windows, ensure that Web documents are set to open in the browser and not download automatically.

When a user clicks to open a course file, the following dialog should appear:



If a user clears the “Always ask before opening this type of file” option, the next time a user tries to open a course file, they may not be able to locate the file on the machine. To reset this option to ensure the file opens in their course:

OS	Instructions
Windows XP	<ol style="list-style-type: none"> 1. From the Start menu, click Run, type Control Folders, and click OK. 2. Click the File Types tab, and select the file type or extension from the list (for example DOC). 3. Click Advanced, and click the confirm open after download option. 4. Click OK. 5. Repeat for each file type or extension (Word, Excel, PowerPoint, Access, and PDF).
Windows Vista & Windows 7	<ol style="list-style-type: none"> 1. To open the Registry Editor, type regedit in the Start Search bar, and press Enter. 2. Navigate to the following registry key, which is for the IE application object: HKEY_CURRENT_USER\Software\Microsoft\Windows\Shell\AttachmentExecute\{0002DF01-0000-0000-C000-000000000046} 3. For this registry key, there is a list of value data on the right that corresponds to all the file types for which the “Always ask before opening this type of file” option has been cleared. 4. Delete any registry values for the following file types or extensions: Word, Excel, PowerPoint, Access, and PDF.

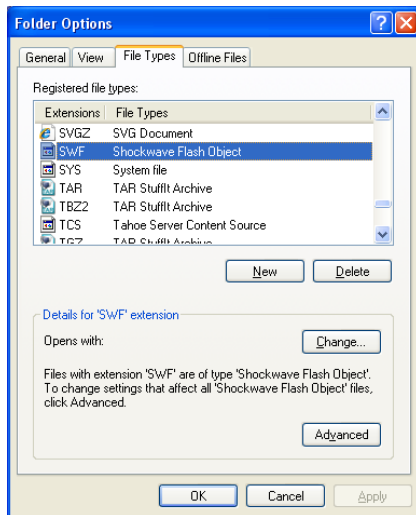
Ensure Flash Files Open in Flash/Shockwave

Make sure that Flash, not QuickTime, is associated with .swf file types.

For PC users:

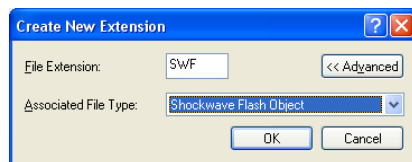
1. On your desktop, double-click the My Computer icon.
2. From the menu bar, click **Tools** and select **Folder Options**.
3. Click the **File Types** tab.
4. In the **Registered file types** list, scroll to locate the **SWF** extension.

5. Ensure the SWF extension is associated with the file type: **Shockwave Flash Object**.



If you cannot locate the SWF extension:

- a. Click **New**.
- b. Enter **SWF** and click **Advanced**, and select **Shockwave Flash Object** for the **Associated File type**.



If any other File Type appears other than **Shockwave Flash Object**:

- a. Highlight SWF in the Registered file types list.
- b. Click Delete and click Yes to confirm you want to remove the extension.
- c. Confirm you have installed Adobe Shockwave (or reinstall the plug-in) and follow the steps above.

TECHNICAL SUPPORT

Technical Support via the web, email, online chat, or phone is available for lab administrators, faculty, staff and students utilizing or working with Pearson products.

For details visit the SuccessNet Plus support page (<http://www.successnetplus.com/support>).