

SuccessNet Plus

Installation & Troubleshooting Guide for Parents & Students

TROUBLESHOOTING CHECKLIST

You should review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission.

- Does your computer meet the minimum system requirements? (See below)
- Did you run the Browser Tune-up? (See pages 2)
- Is your browser set to look for new Web pages automatically? (See page 2)
- Have you set your browser to allow pop-ups from Pearson (IE)? Have you set your to disable pop-up blockers for all sites? (See page 3)
- Do you have any third-party pop-up blockers (Google, AOL, Yahoo, etc.) plug-in activated in your browser? You must disable them or set them to allow pop-ups from Pearson. (See page 3-4)
- Has Java been enabled in your browser? (See page 4)
- Have you been alerted that there was a SuccessNet Plus Update? You may need to clear your cache if you're experiencing any issues. (See pages 5)

For IE Explorer Users, you may need to:

- Add Trusted Sites and Security Level (See page 6)
- Add Privacy Sites (See page 6)
- Add Content Advisor Sites (See page 7)
- Modify Parental Controls of Managed Accounts (See page 7)

TECHNICAL SUPPORT

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

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

MINIMUM SYSTEM REQUIREMENTS

To find a list of the most up-to-date, minimum system requirements, go to www.successnetplus.com, scroll to the bottom of the page and on the right-hand side, and click **System Requirements**.

Note: SuccessNet Plus requires a 32-bit browser. Most 64-bit operating systems (such as the newest 10.6 version of Mac OS) use a 64-bit browser by default, which can cause problems when using SuccessNet Plus. [Click here for information on how to determine if you have a 64-bit operating system.](#)

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:

- 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 is a link: [View a complete list of system requirements >](#) and two buttons: **Back to Log In** and **Proceed to Registration**.

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.

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 (7, 8 or 9)	<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 5	You will need to clear your cache to see any updated pages (see the section on clearing cache). (See page 5)

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.

Option 1: Allow Pop-ups from Specific Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	<ol style="list-style-type: none"> 1. From the browser, click Tools and 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 5	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.

Option 2: Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	From the browser, click Tools , select Pop-up Blocker , and then Turn off Pop-up Blocker .
Safari 5	From the Safari menu, clear the checkmark for Block pop-up windows .

THIRD-PARTY POP-UP BLOCKERS (GOOGLE, AOL, YAHOO, ETC.)

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, 8 or 9)	To permanently disable third-party toolbar pop-up blockers: <ol style="list-style-type: none"> 1. From the browser, click View and 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 use must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.

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 6.0 (with Service Pack 2), 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 (7, 8 or 9)	<ol style="list-style-type: none"> 1. From the browser, click Tools, and then select 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 5	<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.

CLEARING YOUR CACHE AFTER PLATFORM UPDATE

SuccessNet Plus uses your browser cache to store application-related JavaScript 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. Therefore, we recommend that if your course begins to exhibit unexpected behavior you should clear your browser cache to see if that resolves the issue before you contact Customer Technical Support.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser.

Browser	To clear cache...
Internet Explorer 7	<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	<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. Make sure Preserve Favorite Website data and Temporary Internet Files are checked. All other items should be unchecked. Click Delete.

Internet Explorer 9	<ol style="list-style-type: none">1. From the browser, click the Tool icon, and select Internet Options,2. Click the Delete button.3. Select the check box next to Temporary Internet Files. Be sure that you have only checked the files you want to delete, as clearing Cookies deletes any saved passwords you may have.4. Click the Delete button.
Safari 5	<ol style="list-style-type: none">1. From browser Safari menu, click Empty Cache.2. To confirm the deletion, click Empty.

FOR INTERNET EXPLORER USERS

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 (7, 8 or 9)	<ol style="list-style-type: none"> 1. From the browser, click Tools, and select Internet Options. 2. On the Security tab, click Trusted Sites. 3. Drag the slider to set the security level to Medium-low or Low. 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 (7, 8 or 9)	<ol style="list-style-type: none"> 1. From the browser, click Tools, and select Internet Options. 2. On the Privacy tab, click Sites. 3. Add *.pearsoned.com, *.pearsoncmg.com and *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 (7, 8 or 9)	<ol style="list-style-type: none"> 1. From the browser, click Tools, and then select 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 5	<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.