

# SuccessNet Plus

## Installation & Troubleshooting Guide for Teachers

### TROUBLESHOOTING CHECKLIST

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

- Does the computer meet the minimum system requirements? (See below)
- Was the Browser Tune-up completed? (See pages 2)
- Is the browser set to look for new Web pages automatically? (See page 2)
- Is the browser set to allow pop-ups from Pearson (IE)? Have pop-up blockers for all sites been disabled? (See page 3)
- Are any third-party pop-up blockers (Google, AOL, Yahoo, etc.) plug-ins activated in the browser? They must be disabled or set to allow pop-ups from Pearson. (See page 3-4)
- Has Java been enabled in the browser? (See page 4)
- Was there a SuccessNet Plus Update? You may need to clear the cache if users are 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 teachers and students utilizing or working with Pearson products.

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

### MINIMUM SYSTEM REQUIREMENTS

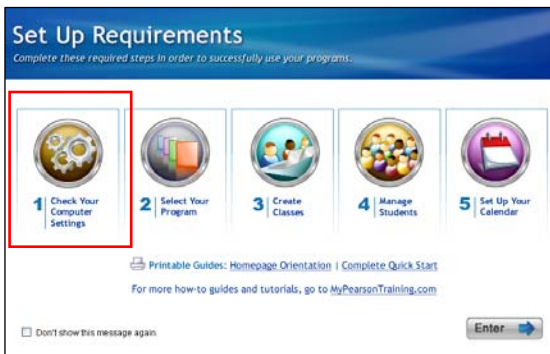
To find a list of the most up-to-date, minimum system requirements, go to [www.successnetplus.com](http://www.successnetplus.com), scroll to the bottom of the page and on the right-hand side, and click **System Requirements**.

**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.](#)

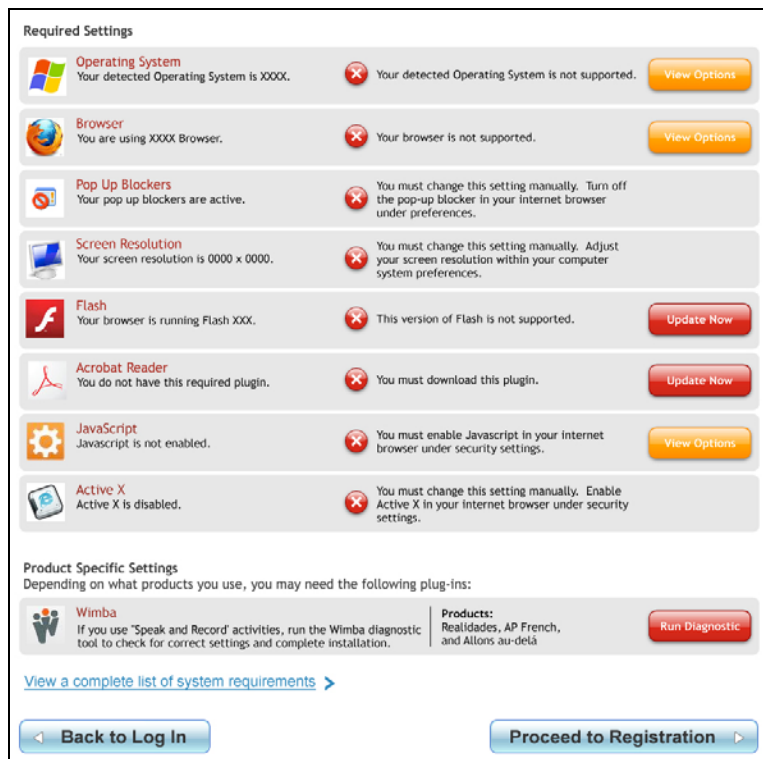
## Browser Tune-up

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 you can either:
  - Go to <http://www.successnetplus.com/gettingstarted> and click **Check Your Computer's Settings**.
  - or-
  - After you sign in to your product, click **Check Your Computer's Settings** on the welcome message (shown below).



2. After the analysis is complete, you will see something similar to the following:



- 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 (❌).
- 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 the 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"> <li>From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>On the <b>General</b> tab, in the <b>Browsing History</b> section, click <b>Settings</b>.</li> <li>Select <b>Automatically</b>, and click <b>OK</b>.</li> </ol> |
| 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"> <li>From the browser, click <b>Tools</b> and select <b>Pop-up Blocker</b>, then <b>Pop-up Blocker Settings</b>.</li> <li>Add *.pearsoned.com, *.pearsoncmg.com, and *.successnetplus.com as allowed sites.</li> <li>Click <b>Close</b>.</li> </ol> |
| 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 <b>Tools</b> , select <b>Pop-up Blocker</b> , and then <b>Turn off Pop-up Blocker</b> . |

|          |  |
|----------|--|
| Safari 5 | From the <b>Safari</b> menu, clear the checkmark for <b>Block pop-up windows</b> . |
|----------|--|

## 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 the 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:<br>1. From the browser, click <b>View</b> and select <b>Toolbars</b> .<br>2. If any entries are checked between <b>Links</b> and <b>Lock the Toolbars</b> , 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 the specific pop-up blocker being used.

### 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"> <li>1. From the browser, click <b>Tools</b>, and then select <b>Internet Options</b>.</li> <li>2. Click the <b>Security</b> tab and then click <b>Custom Level</b>.</li> <li>3. Scroll down to locate the <b>Scripting</b> section, and under <b>Active Scripting</b>, click <b>Enable</b>.</li> <li>4. Click <b>OK</b>.</li> </ol> |
| Safari 5                      | <ol style="list-style-type: none"> <li>1. From the browser <b>Safari</b> menu, click <b>Preferences</b>.</li> <li>2. Select <b>Security</b> and check to <b>Enable JavaScript</b> and close the dialog box.</li> </ol>   |

## CLEARING YOUR CACHE AFTER PLATFORM UPDATE

SuccessNet Plus uses the browser cache to store application-related JavaScript files, which support specific application functionality. Occasionally, after an application update users may experience usability issues because the files stored in the browser cache are out of date. Therefore, we recommend that if your course begins to exhibit unexpected behavior you clear the browser cache to see if that resolves the issue before you contact Customer Technical Support.

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

| Browser             | To clear cache...  |
|---------------------|--|
| Internet Explorer 7 | <ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>General</b> tab, in the <b>Browsing history</b> section, click <b>Delete</b>.</li> <li>3. In the <b>Temporary Internet Files</b> section, click <b>Delete files</b>.</li> <li>4. To confirm the deletion, click <b>Yes</b>.</li> </ol>                          |
| Internet Explorer 8 | <ol style="list-style-type: none"> <li>1. From the browser <b>Tools</b> menu, click <b>Internet Options</b>.</li> <li>2. On the <b>General</b> tab, in the <b>Browsing history</b> section, click <b>Delete</b>.</li> <li>3. Make sure <b>Preserve Favorite Website data</b> and <b>Temporary Internet Files</b> are checked. All other items should be unchecked. Click <b>Delete</b>.</li> </ol> |

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

## 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"> <li>1. From the browser, click <b>Tools</b>, and select <b>Internet Options</b>.</li> <li>2. On the <b>Security</b> tab, click <b>Trusted Sites</b>.</li> <li>3. Drag the slider to set the security level to Medium-low or Low.</li> <li>4. If you are using Windows Vista, uncheck <b>Enable Protected Mode</b>.</li> <li>5. Click <b>Sites</b>.</li> <li>6. Uncheck <b>Require server verification for all sites in this zone</b>.</li> <li>7. Add *.pearsoned.com, *.pearsoncmg.com, and *successnetplus.com as allowed sites.</li> <li>8. Click <b>Close</b>.</li> </ol> |

### 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"> <li>1. From the browser, click <b>Tools</b>, and select <b>Internet Options</b>.</li> <li>2. On the <b>Privacy</b> tab, click <b>Sites</b>.</li> <li>3. Add *.pearsoned.com, *.pearsoncmg.com and *successnetplus.com) as allowed sites.</li> <li>4. Click <b>OK</b>.</li> </ol> |

## 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"> <li>1. From the browser, click <b>Tools</b>, and then select <b>Internet Options</b>.</li> <li>2. On the <b>Content</b> tab, click <b>Enable</b>.</li> <li>3. Click the <b>Approved Sites</b> tab, and add *.pearsoned.com, *.pearsoncmg.com and *successnetplus.com, as allowed sites.</li> <li>4. Click <b>OK</b>.</li> <li>5. When the window asking you to Create a Supervisor Password opens, click <b>Cancel</b>.</li> </ol> |

## 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"> <li>1. From <b>Apple</b> menu, click <b>System Preferences</b>.</li> <li>2. Click <b>Parental Controls</b>.</li> <li>3. Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password.</li> <li>4. Select the managed account and click <b>Content</b>.</li> <li>5. Select <b>Allow access only to these websites</b> and add *.pearsoned.com, *.pearsoncmg.com and *successnetplus.com, as allowed sites.</li> <li>6. Close the window.</li> </ol> |