

Knowledge Exchange Troubleshooting

Frequently Asked Questions

1. How do I sign up for a Knowledge Exchange account?
2. I've received this error message: Username or password unknown.
3. I cannot play the videos.
4. I cannot hear sound.
5. I can't remember my password. How can I retrieve it?
6. Is there a curriculum for Knowledge Exchange?
7. How do I obtain a PDH certificate from Knowledge Exchange?
8. I received this error message: "Internet Explorer cannot display the webpage"
9. After I enter my login information, I am brought back to the main Knowledge Exchange page. What do I do?
10. I can log into the Knowledge Exchange and navigate the site, but can't view the videos. The page keeps re-loading even though the Status bar says "done".

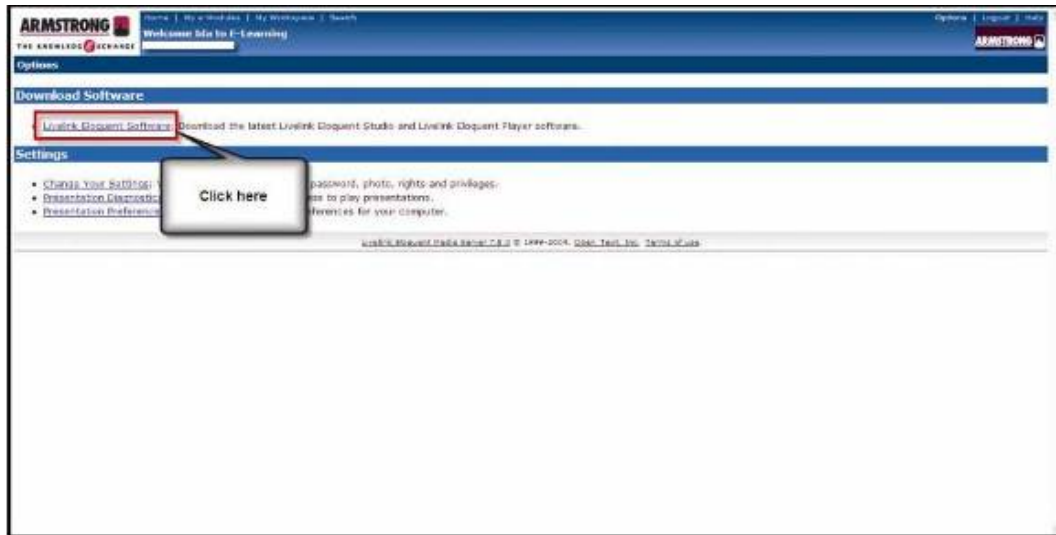
Answers:

1. To request a Knowledge Exchange account:
 1. Go to www.armlink.com
 2. Click on Knowledge Exchange.
 3. Click on the "Create Account" link at the top right-hand corner and fill in the online form. You will receive an email with login information within 24 hours of the request.
2. First check to see if the username and password have been typed in correctly. Second, please ensure the domain field displays the correct name. For all users, the domain field should display ARMLINK.
3. If you are experiencing problems playing the video modules, you may need to install the necessary software. To do this, you will require administrator privileges on your computer. If you are using a company computer, please consult your company's IT department. To install the software, click on "Options" in the top right-hand corner of the page.



You will see two sections, one is titled "Download Software". Select "Livelihood Eloquent Software".

This link will bring you to a page with three sections. Under “Livelihood Eloquent Player Software” (header 2), download both “Livelihood Eloquent Media Control for Microsoft



Internet Explorer”, “Microsoft Windows 95B or higher” and “Livelihood Eloquent Offline



Control”. Under “Microsoft Software”, download “Microsoft .NET Framework for Microsoft Windows” and “Windows Media Encoder Series 9 for Microsoft Windows”.

You must install these programs on your computer. If you choose to run the programs, you will have to go through this process every time you use Knowledge Exchange. Please note that you may receive messages that indicate the software is not registered. You should click on accept or continue.

4. If you are able to view the video and PowerPoint presentations, but cannot hear the presenter speaking, check the volume control in the window the video is playing in. Make sure the volume is not turned down low or on mute. Next check the volume control on your computer. Make sure the sound has not been muted or turned down really low. If you are using speakers, make sure the speakers are plugged in, turned on and set to an acceptable level. If you are using a company computer or on a company network, please consult your company’s IT department.

5. If you cannot remember your password, please email ITAccounts@armlink.com with the following information: name, company, telephone number and email address. You will receive a new password in 24 hours.
6. The curriculum for Knowledge Exchange is located in the main menu. Download or view the appropriate MS Excel file from the folder entitled "Knowledge Exchange Curriculum".
7. If you would like to obtain a PDH certificate from Knowledge Exchange, please email Ulyana Fedyna at ufedyna@armlink.com with your name, company name, telephone number and email address. PDH certificates are granted once a user successfully passes the required quiz (70% of higher) and has spent more than an hour on Knowledge Exchange. It is up to the individual user to ensure the PDH certificate is accepted by his/her own governing engineering board.
8. At this time, Knowledge Exchange can only be used in Internet Explorer (IE). Mozilla Firefox and Mac's Safari are not compatible with Knowledge Exchange.
9. If the login page keeps re-loading after you try to sign in, your computer does not have Java software installed. Download and install Java free of charge from www.java.com.
10. We recently upgraded our Knowledge Exchange System that has had an unexpected impact on playing the online video presentations. It seems that any Java update above version 21 is incompatible and needs to be downgraded for viewing Knowledge Exchange presentations.

Please follow the steps below to configure Java for compatibility with Knowledge Exchange. If you require Java 22 or higher for other applications or web sites, please contact us at: aceonlinesupport@armlink.com.

We have brought this issue forward to Open Text, the web application provider, regarding this conflict with Java. We will continue to monitor the situation until we can once again allow Java to automatically update.

Uninstall Java version 22 or higher

1. Close Internet Explorer
2. From the Start menu, select the Control Panel.
3. Open 'Programs & Features' or 'Add/Remove Programs'.
4. Select Java Update # (above 21)
5. Click "uninstall". If there are multiple versions of Java higher than 21 listed, repeat steps 1-6 for all. You may have to restart your computer to make the changes effective.

Install Java version 21

1. Download the recommended Java version from the following site:
<http://e-learn.armlink.com/ecs/ecsSupport/javaRE/jre-6u21-windows-i586.exe>
NOTE: This will work for 95% of users. If you get an error message preventing you from installing (i.e. if you have a 64-bit Operating System) follow the instructions for "Other Operating Systems" below.
2. Click Run and/or Install.
3. Once installed, go back to the Start menu and open the Control Panel.
4. Double-click Java (may be under Programs folder).
5. Click the Update tab.
6. Uncheck the 'Check for Updates Automatically' box. You may receive a message indicating that this is not recommended. Confirm the never update selection.
7. Close Control Panel and any other windows.
8. Login back into Knowledge Exchange and run a presentation.

Install Java version 21: Other Operating Systems (as mentioned above)

<http://www.oracle.com/technetwork/java/archive-139210.html>

Java Platform
Standard Edition
(Java SE)

JDK/JRE - 6

6 Update 21



JRE 6u21 includes:

The J2SE Runtime 1

[Download JRE](#)

