

Troubleshooting the Duke LMS

Security Warning

If you get a security warning when trying to access the Saba LMS web page...don't panic! All is well... To disable this warning:

1. Go to **Tools**, then **Internet Options**.
2. Select the **Security** tab.
3. Select the **Trusted Sites** icon.
4. Click the **Sites** button.
5. Add the LMS web site listed above as a "Trusted Site."
6. Click **Close**.
7. While in the Trusted Sites zone, click the **Custom Level** button.
8. Under **Miscellaneous**, change Display mixed content to **Enable**.
9. Under **Authentication**, set Logon to **Automatic logon with current username and password**.
10. Click **OK**.
11. Select the **Internet** Icon.
12. Click the **Custom Level** button.
13. Under **Miscellaneous**, change Display mixed content to Enable.
14. Click **OK**.

The next time that you log into the LMS, you will not see the security warning box. If you do not have "administrator" rights to your workstation, you may have to contact your administrator for assistance. For these issues, contact your Help Desk or local LAN Administrator.

The Bookmark Doesn't Work

If you create a bookmark from the page after logging into the Duke LMS, when you use the bookmark it will direct to the wrong page. You will see a green page and your login credentials will not work. Edit your bookmark to use: <https://lms.duhs.duke.edu/Saba/Web/Cloud>

The Content Module Doesn't Launch

When the content module doesn't launch, the individual user's machine set up is most often the problem. In order to appropriately view online content the following system specifications are recommended:

- Use Internet Explorer 7.0 or above. Other browsers such as Chrome or Firefox may work; however, they are not approved by the vendor.
- Allow pop-ups. The online content is displayed in a pop-up window.
- Use a current version of the Java Environment/Virtual Machine (JRE)
- Use a current version of the Flash Player

Sometimes, the user has viewed online content previously; however, the user's machine was updated and a setting changed in the update.

Go to <http://www.healthstream.com/BrowserCheck/>. The results from this check will indicate what browser you are using and if the pop-ups are blocked or enabled.

To repair the possible specifications issues:

- Turn your web browser pop-up blocker off. For Internet Explorer, click **Tools, Pop-up Blocker**, then **Turn Off Pop-up Blocker** or select **Pop-up Blocker Settings**, and then **Add** the LMS web site listed above.
- Ensure that you have the Java Runtime Environment installed. It is a free download from <http://www.java.com/en/download/index.jsp>.
- Ensure that you have or install the latest Flash Player. Note that iPads do not use Flash Players, so you cannot complete your training on an iPad or iPhone. You can find and install the Flash Player from <http://get.adobe.com/flashplayer/>

I Get a Repeated Error Message...

Sometimes, Internet Explorer gets “stuck” at an error message and doesn’t appear to try to find the page again.

Select **Tools>Internet Options**. In the **Browsing History** section, click the **Delete** button. Be sure that the following are checked:

- Temporary Internet files
- Cookies

Then, click **Delete**. Click **OK**.

Trouble Shooting – problems viewing courses in the LMS

Do you have all pop-up blockers turned off? (Also Remote use issue)

This can cause content to fail and not launch, since the blocker treats content opening in a new window as a pop-up. From your Web browser (Internet Explorer) menu click Tools, select Pop-up Blocker, choose Turn off Pop-up Blocker, or select Pop-up Blocker Settings and Add the LMS Web site.

Remote use: Do you have the Java Runtime Environment installed? This causes content not to open when an item in the course outline is clicked. Java is a free download from <http://www.java.com/en/download/index.jsp> .

Do you have the Flash Player Plugin installed on your computer? Most of the content created for courses in a Learning Management System (LMS) uses the Flash format, and the local computer must have the Flash Player in order to access the content. Flash Player can be installed on your personal computer/laptop at <http://get.adobe.com/flashplayer/> .

NOTE: If you do not have rights to install plug-ins on your computer, contact your local IT support for assistance. You can also contact the DHTS Service Desk at 919-684-2243 for assistance.