

Adaptive Curriculum wants to assure that you have the best experience while using our products. This Technical Troubleshooting Guide will help you answer the most common questions.

## 1.1 Recommended System Requirements

### Internet Connection:

- ✓ Broadband (DSL, Cable, T1+) connection highly recommended (Minimum 256k connection)
- ✓ Caching and/or Proxy server highly recommended

### Officially Supported Web Browsers:

- ✓ Internet Explorer 6.0 or later (Windows)
  - ✓ Apple Safari 5.0 or later (Mac OS X)
  - ✓ Mozilla Firefox 3.6 or later (All System)
  - ✓ Google Chrome 11 or later (All System)
- JavaScript and cookies must be enabled in browser  
Browser updates are highly recommended

### Hardware Requirements (minimum):

- ✓ 2 GHz 32-bit processor
- ✓ 1 GB of system memory
- ✓ 64 MB of graphics memory

### Required Application:

- ✓ Adobe Reader version 9.0 or later

### Required Plug-ins:

- ✓ Macromedia Flash™ plug-in, version 9.0 or later
- ✓ Unity Web Player

### Operating System:

- ✓ Windows XP, Windows Vista, Windows 7
- ✓ Mac OS X 10.4 or later
- ✓ Service Pack and other updates are highly recommended

### Multimedia Requirements:

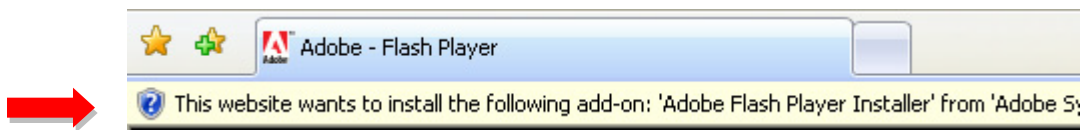
- ✓ Display unit at 1024x768 resolution (minimum)
- ✓ Speakers or headphones (required for Activity Objects)
- ✓ Printer (required for printing Experiment Reports and Activity Sheets)

Adaptive Curriculum provides access to a rich library of Math and Science Adaptive Curriculum Activities. You must have Flash Player installed to view Adaptive Curriculum Activities. To install the Flash Player follow the steps below.

## 1.2 Flash Player Installation

### Installing Flash Player (Windows – Internet Explorer)

- To install the latest free version of Flash Player for your PC, go to [www.adobe.com](http://www.adobe.com) and click on the button **Get Adobe Flash Player**.
1. If Flash Player is not installed, you may see a message asking to Install ActiveX control. Click **the box** (shown by red arrow) and click **Install ActiveX**.



2. If a browser **Security Warning** dialog box appears like the one below, you will need to click **Install** to begin installation.



- 3.
4. When the installation is complete, you will see the Adobe Flash Player logo and text on your Desktop.
5. Your computer may require a reboot after auto-installation of the Flash Player ActiveX control, if the Flash Player is already in use during the installation process.

### Installing Flash Player (Mac OS X – Safari / Firefox)

- To install the latest free version of Flash Player for your Mac, go to **www.adobe.com** and click on the button **Get Adobe Flash Player**.
1. From the dropdown menu choose **Intel-based Macs**.
  2. Click the **Agree and install now** Button to begin installation.
  3. Click the **download** link to begin installation. If a dialog box appears, follow the instructions to save the installer to your desktop.
  4. Save the Installer to your desktop and wait for it to download completely.
  5. Read and click through the dialog boxes. You will be prompted to close all open browser windows to continue with the installation.
  6. When the Install button appears, click it to install Adobe Flash Player into your browser's plug-ins folder.

Windows XP Service Pack 2 has a pop-up blocker enabled by default for Internet Explorer. Follow the steps below to adjust the settings within your pop-up blocker.

### 1.3 Unity Web Player

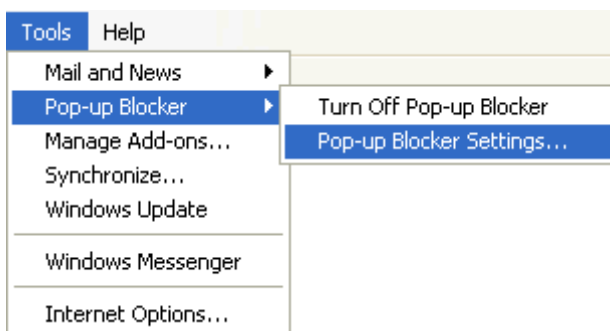
Unity Web Player plug-in is only required for Interactive 3D Model Objects.  
**Unity Web Player can be downloaded at <http://unity3d.com/webplayer/>**

## 1.4 Pop-up Blocker

### Windows XP SP2 and Internet Explorer 7.0

#### Changing Pop-up Blocker Settings

1. Open Internet Explorer.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.



#### Internet Explorer Tools Menu

If you want to see pop-up windows from a specific Web site, type the address (or URL) of the site in the **Address of Web site to allow** box, and then click **Add**.

#### Add the following:

<https://adaptivecurriculum.com>

<http://adaptivecurriculum.com>

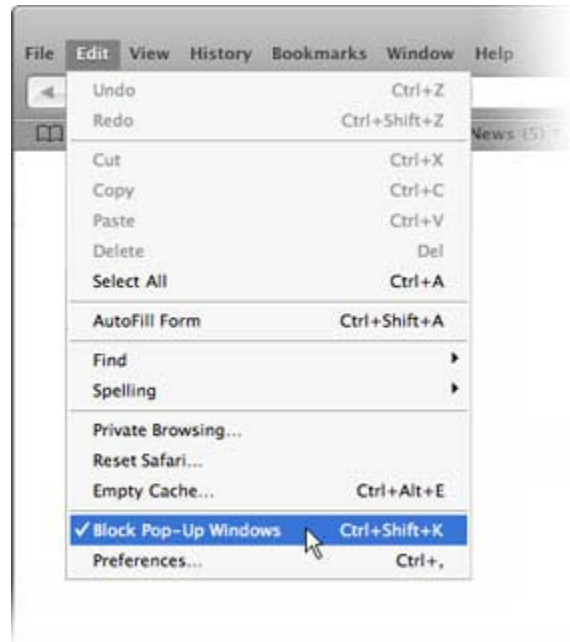


## Mac OS X - Safari / Firefox

### Using Safari

By default, Safari blocks all unprompted new windows. You can open new windows when you click links, but you'll get no surprises from unexpected, unwanted pop-ups. To disable the Pop-up Blocker follow the steps below.

1. Open the Safari menu.
2. Here you should see the **Block Pop-up Windows** option checked. **Click** to uncheck.



### Using Firefox

To access the Pop-up Blocker Options/Preferences, go to **Tools > Options/Edit > Preferences Firefox > Preferences** and click on the **Content panel**.

From there, you can do the following things:

- ✓ **Block pop-up windows:** Deselect this Options/Preferences to disable the pop-up blocker altogether.
- ✓ **Exceptions dialog:** This is a list of sites that you want to allow to display pop-ups. The dialog has the following choices:
  - **Allow:** Click this to add a web site to the exceptions list.
  - **Remove Site:** Click this to remove a web site from the exceptions list.
  - **Remove All Sites:** Click this to remove all of the web sites in the exceptions list.

### Third Party Pop-up Blocker (Yahoo! Toolbar)



If Pop-Up Blocker is blocking something you want to see, there are three different ways you can override the Yahoo! Pop-Up Blocker built into Yahoo! Toolbar for Internet Explorer.


**Option 1:** Add the source of the pop-up window to your Allowed List by doing the following:

1. Click the **Pop-Up Blocker** menu.
2. Select **Always Allow Pop-Ups From**.
3. Select the site from the **Sources of Recently Blocked Pop-Ups** list.
4. Click **Allow**.

This allows all pop-ups from this web site to appear without further action.

**Option 2:** Press and hold the **CTRL** key while **clicking a link**.

This overrides Pop-Up Blocker for just that one click and allows any pop-up windows resulting from the click to appear. You have to hold down the **CTRL** key before **clicking the link** every time you click a link that's currently being blocked.

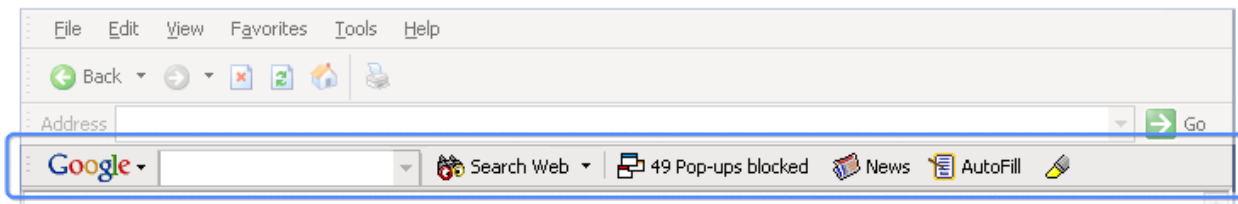
**Option 3:** Turn off Pop-Up Blocker by clicking the **Pop-Up Blocker** menu  and unchecking **Enable Pop-Up Blocker**.



This allows all pop-up windows to appear. If you've done this and the pop-up is still being blocked, it's not being blocked by Pop-up Blocker. Check the settings on the other pop-up blockers installed on your system. You can turn the Pop-Up Blocker back on by selecting **Enable Pop-Up Blocker** again so that it has a checkmark.

### Other Programs

**Note:** *If you've tried the three methods listed above and the pop-up you want is still being blocked, the window is **NOT** being blocked by Yahoo! Pop-up Blocker. It's being blocked by some other pop-up blocker, such as another toolbar you've installed, the blocker built into Windows XP service pack 2, or some other program such as an Internet security program or firewall. Due to the wide variety of programs that may be blocking the pop-up it's impossible to list them all here. Please look for some indication on your system when the window is blocked, such as an icon or sound, to determine what's blocking the window from appearing. Check the **View Toolbars** menu in Internet Explorer to make sure all your installed toolbars are present so you see any indicators they may be presenting. Then check all your applications listed in the **Programs** menu of the **Start** button to see if any of them include a pop-up blocker that may be blocking your window from appearing.*

### Third Party Pop-up Blocker (Google Toolbar)



The pop-up blocker in the Toolbar Options menu prevents new windows from automatically opening when you visit a web site. Often times, these new windows display advertising that can interfere with your ability to see the content on the page you're trying to read. When the pop-up blocker intercepts an incoming ad, your cursor changes briefly to look like this: . The pop-up blocker button displays this icon:  along with a count of the number of pop-ups blocked since the last Toolbar installation.

To let a pop-up through on a one-time basis, press and hold the **CTRL** key as you **click on a link** to navigate to a new page.

Sometimes sites communicate useful information via pop-up windows. The pop-up blocker can be told to remember these sites so pop-up windows are allowed to launch. This information is stored on your computer in what's known as a "whitelist" (as opposed to a "blacklist"). The pop-up blocker uses the whitelist to turn itself off when you visit sites whose pop-ups you don't mind viewing.

As you find sites that have pop-ups you want to see, click the pop-up blocker button to add that site to your whitelist. (The whitelist is never actually displayed.) Repeat this process as you find websites where you want to see pop-ups.

If you'd like to remove a site from the pop-up blocker whitelist, simply visit that page and click the pop-up blocker button. The button text will change from "Site popups allowed" to the count of your blocked ads. This indicates that the pop-up blocker has been re-activated on this site.

To set the pop-up blocker count back to zero, hold down the 'Shift' and 'Alt' keys while clicking on the pop-up blocker button. You can also hide the pop-up count entirely by opening the Options window, selecting the More tab, and checking the box next to the setting "Hide popup blocker count."

To completely disable the pop-up blocker, open the Toolbar Options window and clear the checkbox next to pop-up blocker in the Accessories section.

The pop-up blocker is available only for Internet Explorer version 5.5 and later.


**NOTE:** Other common popup blockers can be found at the links below.

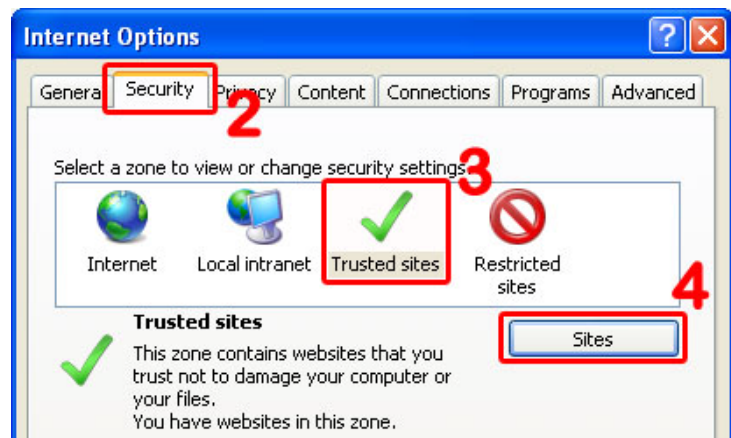
- [MSN Search Toolbar](#)
- [Norton Internet Security](#)

## 1.5 Adding Trusted Sites

### Windows – Internet Explorer 7.0

Internet Explorer 7.0 provides four different zones for which you can establish different security settings. Using separate settings for your trusted sites and the rest of the Internet can allow you to view all the content on trusted sites, while limiting the vulnerabilities other sites could potentially exploit. Follow these instructions to add sites to the trusted sites zone in Internet Explorer 7.0.

1. Click on **Internet Options** in the **Tools** menu. The Tools menu has a gear icon  on it.
2. Click on the **Security** tab.
3. Click on **Trusted Sites**.
4. Click on the **Sites** button.
5. Type **\*.adaptivecurriculum.com** into the textbox and click the **Add** button.
6. **Do not** uncheck the **Require server verification (https://)** box.
7. Click the **Close** button to exit the **Trusted Sites** dialog box.
8. Click **OK** to exit the **Internet Options** dialog box.



### Windows – Firefox

1. Open Firefox and select **Options** from the **Tools** menu.
2. Click the **Content** tab, and then click on **Exceptions**.
3. Type **\*.adaptivecurriculum.com** in the address bar and click **Allow**.

### Mac OS X – Safari / Firefox

1. Open Safari or Firefox; select **Preferences** from the **Safari** or **Firefox** menu.
2. Click the **Content** tab, and then click on **Exceptions**.
3. Type **\*.adaptivecurriculum.com** in the address bar and click **Allow**.

Adaptive Curriculum uses multiple addresses — **www.adaptivecurriculum.com** & **my.adaptivecurriculum.com**. Adding **\*.adaptivecurriculum.com** to trusted sites list will allow both addresses.

## 1.6 Browser Cookies

Web sites send small text files known as cookies to your web browser in order to store information about your connection to their server, including authentication information, details about your online session, and any preferences you may have saved. Cookies are particularly useful when you want a web site to auto-sign you into a web service.

### Browser Cache

In order to speed up web browsing, browsers are designed to download web pages and store them on your computer in an area called the cache. When you visit the same page for a second time, the browser speeds up the display time by loading the pages locally from the cache instead of downloading everything again.

Over time, this process may actually begin to slow down your browser as large amounts of data are saved to your hard drive. Clearing your cache can significantly improve the speed and performance of your browser and ensures that anyone who uses the same computer and browser after you (particularly on public computers) will not see your private information. It's a good habit to clear your cache from time to time.

## 1.7 Clearing the Cache & Cookies

### Internet Explorer 7.0 (Windows)

1. Open **Internet Explorer**, and select **Internet Options** from the **Tools** Menu.
2. Under **General** Tab, under the **Browsing History** section, click on the **Delete** button.
3. In the **Delete Browsing History** dialog, click the **Delete files** button in the **Temporary Internet Files** section. Also click the buttons to **Delete cookies** and **Delete history**. If you are asked if you are sure you want to delete the files or cookies, select **Yes**.
4. Click the **Close** button and then click **OK**.

### Internet Explorer 8.0 (Windows)

1. **Select** Tools > Internet Options.
2. Click on the **General** tab and then the **Delete...** button.
3. Make sure to uncheck **Preserve Favorites website data** and check both **Temporary Internet Files** and **Cookies** then click **Delete**.

### Firefox 3.6 (Windows)

1. Click on **Tools > Clear Recent History...**
2. Click on the drop down box to the right of **Time range to clear** and select **Everything**. Then, click on **Details** and check both **Cookies** and **Cache**. Click on **Clear Now**.
3. Click on **Clear Now** button.

### Firefox – Older Version (Windows)

1. Open Firefox and select **Internet Options** from the **Tools** menu.
2. Click the **Privacy** Tab and then the **Settings** Tab.
3. Make sure the **Cache and Cookies boxes** are checked and click **OK**.

### Firefox 3.6 (Mac)

1. Click on **Tools > Clear Recent History...**
2. Click on the drop down box to the right of **Time range to clear** and select **Everything**. Then, click on **Details** and check both **Cookies** and **Cache**. Click on **Clear Now**.

### Safari 5 (Mac)

1. Click on **Safari > Reset Safari...**
2. Check both **Empty the cache** and **Remove all cookies**, then click on the **Reset** button.

## 1.8 Privacy Setting Set Too High

### Internet Explorer 7.0 or later (Windows)

1. Open Internet Explorer, and select **Internet Options** from the **Tools** Menu.
2. Click the **Security** tab, and then click **Default Level** in the **Security level for this zone** area.
3. Click the **Privacy** tab, and then click the **Default** button in the **Settings** area.
4. Click **OK** to save and exit Internet Options.