

Myinfinitec.org Website Technical Bulletin

Bulletin

Number:

2014-02

Date:

November 7, 2013

Subject:

The myinfinitec.org Online Classroom will only play the Welcome presentation when using certain older versions of the Internet Explorer web browser.

Description:

Some users of Microsoft's Internet Explorer browser using Version 9 or earlier are reporting that no matter which presentation they select from the Online Classroom, the welcome presentation plays when the play button is clicked.

Issue:

In a recent update to some older version of Internet Explorer, Microsoft introduced something that is causing a conflict with the execution of JavaScript used within the Online Classroom. This conflict prohibits the presentation selected by the user from being properly queued up in the player. When the user clicks the play button, the default "Welcome to the Online Classroom" presentation is played.

Resolution:

Since the problem is occurring on older versions of Internet Explorer and does not occur in the most current version, we are not attempting to further diagnose or fix the problem. Instead we recommend one of the following two solutions to resolve the problem as well as a short-term work-around.

1. Upgrade your Internet Explorer browser to the most current version available from Microsoft, where the problem has not been observed.
2. Use a different browser. We have not seen this issue occur with other browsers.

If neither of those options are immediately feasible, you can work around the problem until one of those solutions can be implemented. To access the desired presentation, use the search box in the upper right corner of the browser window to search for the title of the presentation you wish to view. Click on the video in the search results and press play. This bypasses the part of the software that is causing the conflict.

If you have questions about this issue - Contact infinitecwebsupport@ucpnet.org or call 1-800-361-0270
If you need assistance implementing this resolution on your computer contact your district's tech support team