

**GALILEO 360° LEARNING**

**TROUBLESHOOTING GUIDE**

**Galileo 360° Learning  
Troubleshooting Guide**



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## Contents

Introduction .....	2
Hardware and Software Requirements .....	2
Required Internet Access Speed .....	2
Computer Settings Checklist.....	3
Allow cookies from the Galileo.com/360° Learning website.....	3
Disable all pop-up blockers.....	3
Make Java VM your primary Java system. ....	3
Firewalls.....	8
Your Learning Transcript .....	9
The Registration Page .....	10
What If I See the Registration Page a Second Time?.....	10
Using the Exit Button.....	12
Frequently Asked Questions.....	13

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## Galileo 360° Learning Troubleshooting Guide Introduction

This document addresses some of the requirements and settings needed to ensure a successful learning experience using Galileo 360° Learning.

You access Galileo 360° Learning through the internet. Because every computer and the network on which it resides are slightly different, there is a list of requirements every PC *must* have in place before it can effectively run the Galileo 360° courses. Those requirements are detailed in this document.

### Hardware and Software Requirements

Because Galileo 360° Learning is accessed through the Internet, the hardware requirements are minimal. You should have a PC with:

- Internet access (cable modem, DSL, or network connectivity)
- Pentium processor, 333 MHz processor or higher
- 128 MB RAM memory, or higher
- VGA-compatible monitor, with a 1024x768 display or higher
- Microsoft Windows 98, ME, NT 4.0 SP6a, 2000 SP2, or XP.

#### Notes:

- Windows 95 is *not* supported. Your computer must be on Windows 98 or higher.

- Loading Windows XP SP2 may adversely affect the performance of the Galileo 360° Learning lessons. Please check with your administrator on how to best integrate Galileo 360° Learning with your agency's Windows configuration.

- Internet Explorer 4.01, IE 5.02, ID 5.5, IE 6.0 or Netscape 4.x versions above 4.79
- Java Virtual Machine (Build 3802 or 3805)
- Plug-ins required – Adobe Acrobat reader and Macromedia Flash player

Please check with your network administrator to determine your compliance with the above requirements.

### Required Internet Access Speed

Galileo 360° Learning runs effectively on a 56K modem or higher.

However, as with all Internet access, a cable modem, DSL or network connectivity will provide optimum performance.

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## Computer Settings Checklist

The following settings must be active to properly view Galileo 360° Learning. *Before changing any settings, be sure to check with your network administrator to verify your agency's software and security policies.*

Your PC must be set to:

√ **Allow cookies from the Galileo.com/360° Learning website.**

A cookie is a unique identifier sent to a user's computer during a visit to a web site. The exchange of cookies allows Galileo 360° Learning to create your personalized learning transcript and validate that you are an Apollo® customer. Cookies must be enabled for Galileo 360° Learning to operate properly.

Most browsers can be configured to accept cookies from a particular website, such as [www.galileo.com/360](http://www.galileo.com/360) but decline them from other sites.

Please check with your system administrator before enabling cookies, or consult the makers of your browser for further assistance on how to enable specific cookies.

√ **Disable all pop-up blockers.**

A pop-up is a small browser window that pops up over the browser window being displayed. The new window allows the system to show something different or display new information.

Galileo 360° Learning uses pop-up windows to display courses. If a pop-up blocker is active, the courses cannot be displayed. When you attempt to display a course, and a pop-up blocker is active, you may see an error message or possibly a blank screen.

There are many different pop-up blockers, and each one functions differently. Most blockers can be set to accept pop-ups from a particular website, such as [www.galileo.com/360](http://www.galileo.com/360). Please check with your system administrator before turning off any pop-up blocker, or consult the makers of your pop-up blocker for further assistance on how to enable pop-up windows from specific websites.

√ **Make Java VM your primary Java system.**

Java is a computer programming language. Java programs called "applets" allow web pages to include animations, calculators, scrolling text, sound effects and games.

Galileo 360° Learning uses a specific Java, Microsoft Java VM. However, other programs may install Sun Java on your PC. You should make sure Java VM is your primary Java supplier. Please check with your system administrator before reassigning Java, or consult the makers of your browser for further assistance on how to make Java VM your primary Java program.

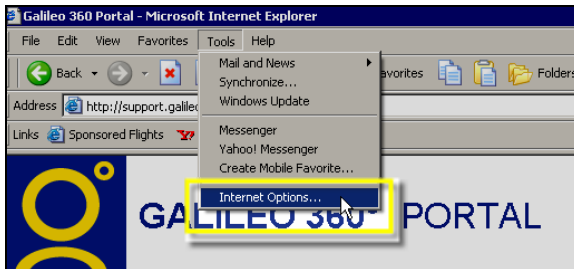
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## Make Java VM your primary Java system (*continued*)

If you are using Internet Explorer, you can do the following steps to ensure that Java VM is your primary Java:

1. From the Tools menu, select Internet Options.

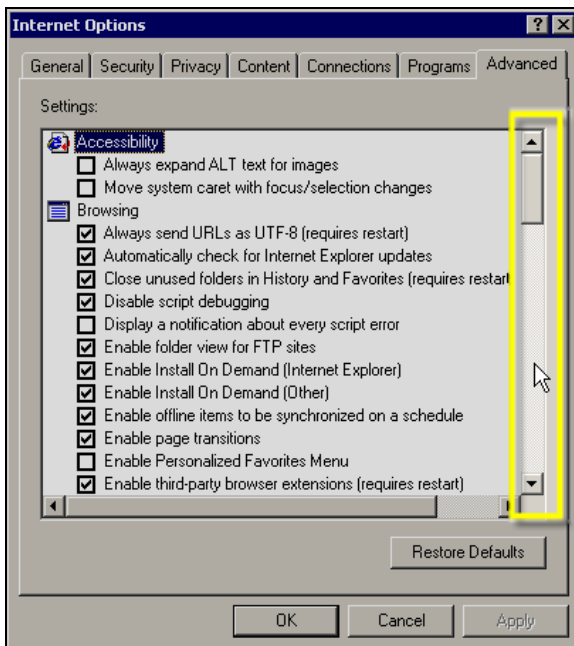


The Internet Options menu appears.

2. Click the Advanced tab.



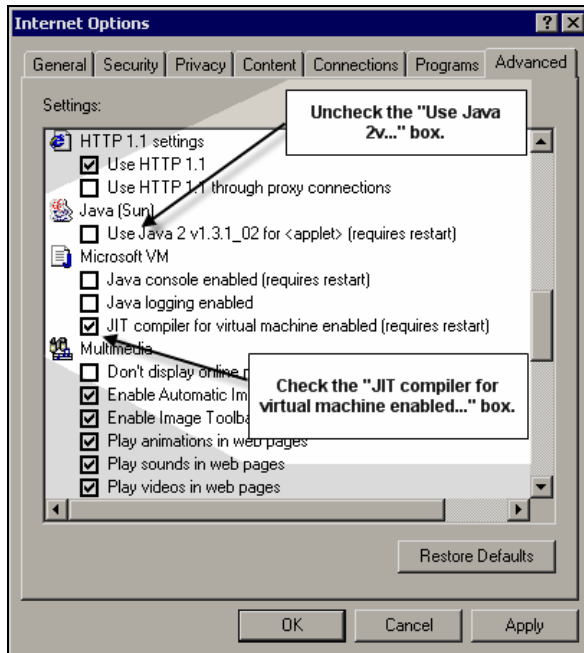
3. Use the scroll bar to find the Java area of the menu.



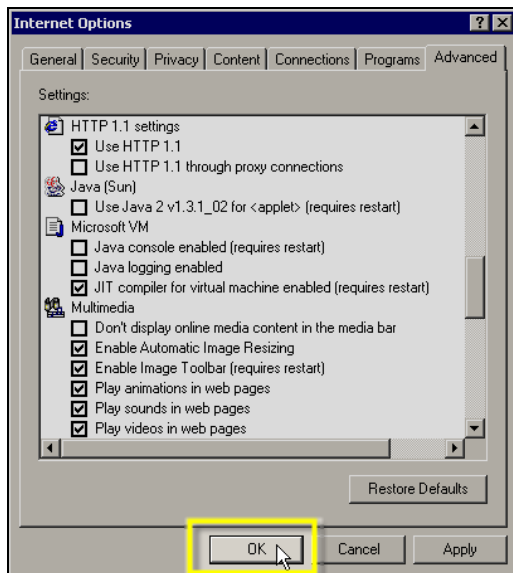
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## Make Java VM your primary Java system (continued)

4. Uncheck the box under the Java (Sun) header that says “Use Java 2v...” (This number could vary based on the version of Sun Java that is loaded.)



5. Check the box under the Microsoft VM header that says “JIT compiler for virtual machine enabled (requires restart)”. If the box was unchecked, you will have to restart your machine after checking the box and exiting the program.
6. Click the OK button.



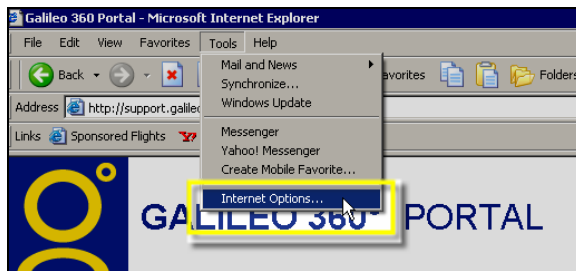
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√ **Clear your cache periodically.**

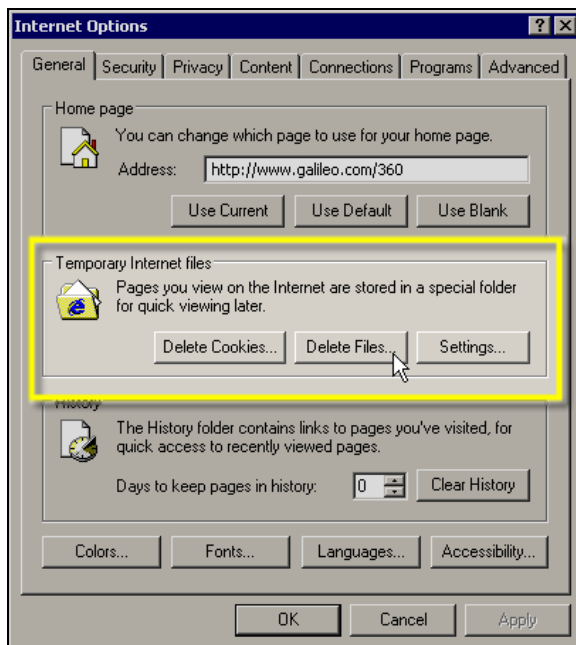
Cache (pronounced “cash”) is a temporary storage area for data. When you return to a web page, the browser pulls the page from the cache. This is much quicker than loading it again from the Internet. However, the cache can fill up. You should try to get into the habit of clearing your cache every one-to-three weeks, depending on how much you use the Internet.

To clear your cache in Internet Explorer:

1. From Internet Explorer (IE), select Tools, then Internet Options.



2. Click the General tab if it's not selected, then find the Temporary Internet Files section of the screen.

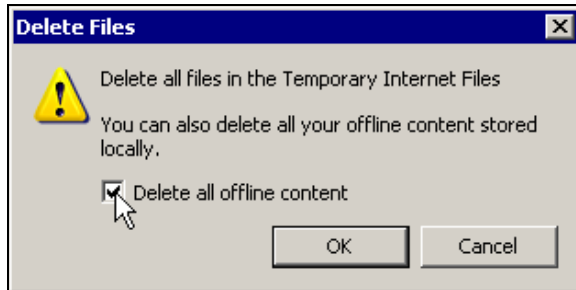


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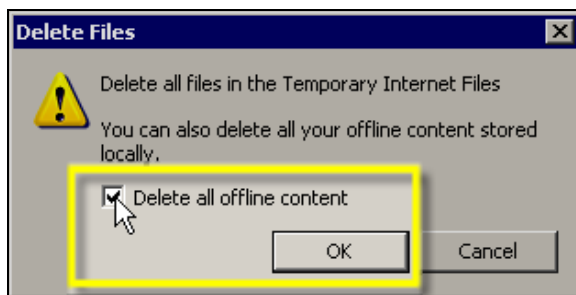
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### ***Clear your cache periodically (continued)***

3. Click the Delete Files button.  
The Delete files dialog box appears.



4. Click the “Delete All Offline Content” check box. Then click OK.



**Note:** If a temporary internet files folder contains a significant amount of web page content, the process may take several minutes.

5. Click OK when complete to close the window.
6. Press F5 to refresh your screen.

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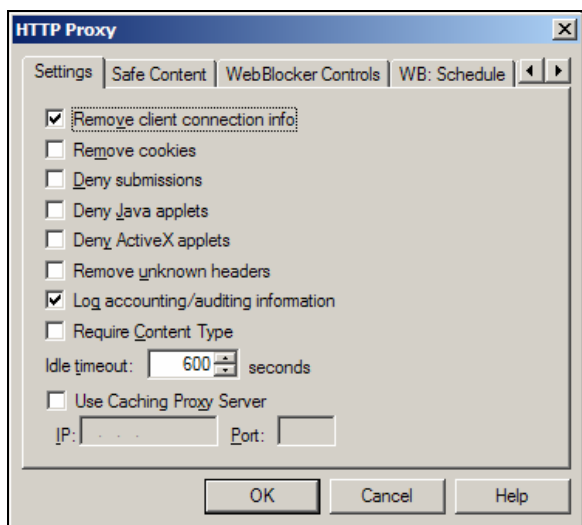
## Firewalls

A firewall is a very important network feature that protects the computers on the network from unauthorized access, especially via the Internet. If your agency has a firewall, it most likely has specific security requirements that are controlled by that firewall. Because you access Galileo 360° Learning from the Internet, if your agency has a firewall the settings can sometimes affect how Galileo 360° Learning interacts with your PC. Firewall settings are most likely configured and maintained by your network administrator.

Each network and its firewall are unique. Because of the number of firewalls available, and the multiple security settings each one can have, we cannot troubleshoot every firewall in this document. We recommend that you read these guidelines, then research your particular firewall to ensure you have it set for optimal performance with Galileo 360° Learning.

One thing all firewalls must allow is for the referring URL to be included in the header for Galileo 360° Learning. When the referring URL is stripped from the HTTP header, the Galileo 360° Learning server is not able to authenticate that you are a Galileo subscriber and therefore inhibits access to the system. The Galileo 360° server requires that the referring URL HTTP header include Galileo 360° to authenticate the end user. Our server will only allow in-coming access via the Galileo 360° portal.

Some firewalls have a default setting inside the HTTP proxy to "Remove client connection info". This checkbox must be cleared and the new configuration sent out to the portal to interact properly with Galileo 360° Learning. This is an example how this message is displayed in a Watchguard® firewall HTTP proxy window. Yours may look different.



In addition, port 80 (for http) and port 21 (for ftp) must be open in the firewall for Galileo 360° Learning to send information back and forth.

**Note:** Before changing any firewall settings, be sure to check with your network administrator to verify your agency's software and security policies, or consult with the maker of your particular brand of firewall for additional information on how to change settings. Galileo does **not** recommend disabling your firewall.

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## Your Learning Transcript

Here are some helpful hints that will help you better manage the information on your learning transcript. Your transcript shows all of courses you've taken as a Galileo 360° learner. Refer to the *Galileo 360° Learning Quick Reference* for more information on transcripts.

It is important to know that *information cannot be moved from one transcript to another*. If you accidentally sign in to Galileo 360° Learning:

- using a different pseudo city or PIN
- using a different Apollo sign on, or
- using the same pseudo city, but use different initials

and complete a class, that class record will go to the transcript associated to that pseudo city and user name, *and cannot be moved*.

As an example, if you register as "RC" under pseudo city 1B1A and take 4 courses, then forget your sign in and re-register as "RMC" in the same pseudo, *you will have two transcripts: one for RC and one for RMC*. These transcripts *cannot* be merged.

Using the same pseudo and sign in ensures you get credit for all courses you take. Make sure when you register to take courses for the first time, make a note of your:

- pseudo city/PIN
- sign in
- initials

and *always* sign in using the same information. If your agency has multiple pseudo cities, you can sign in at a different location, but use your original Galileo 360° Learning logon information. You may want to use your main office pseudo city, no matter where or when you decide to take lessons.

If you already registered to take courses, and have taken all or part of any course, and you receive the registration page again when you try to sign in, you are *not* using the same information you used the last time you took a course.

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## The Registration Page

You must only complete the registration page *once*. The registration page collects your name, email address, and any other information you wish to provide. If you see the registration page a second time, you are *not* signing in the same way you did the last time you took a course.

**Welcome to Galileo/Bienvenue!**

**Instructions:** This screen will help you to create a user account in Galileo's Learning Management System. While not all fields are mandatory, you should make an effort to complete as many input fields as possible. All fields marked with an \* are mandatory and must be completed. Please be very careful to ensure that the data you input is correct. When you're finished entering all relevant data, please click the submit button.

Employee ID: IB1A\_1VEQUEU

\*First Name/Prénom:

\*Last Name/Nom de Famille:

Middle Initial/Deuxième prénom (initiale):

Title/Titre (Mr. Ms. Mme., etc.):

Suffix (Jr. Sr. III, etc.):

\*Email Address/Adresse électronique:

Work Address 1/Adresse ligne 1:

Work Address 2/Adresse ligne 2:

City/Ville:

State/Province/Etat:

Zip/Postal Code:

Work Phone/Tél (bur.):

*This is the registration page.*

## What If I See the Registration Page a Second Time?

If you see the registration page again, either the wrong pseudo city and PIN was used to sign in, or the incorrect initials were used on the Galileo 360° Learning screen.

If your office has multiple pseudo cities, and you think you may have used the wrong pseudo city when you first entered the Galileo 360° portal, close the browser and return to sign in screen at [www.galileo.com/360](http://www.galileo.com/360). Enter the pseudo city you used last time, and sign in again.

**GALILEO 360° PORTAL** GALILEO.

**Pseudo-code Apollo:**   
(3 or 4 characters)

**PIN:**   
(used when calling support)

[Help](#)

Access to this and subsequent sites may time out after 20 minutes of inactivity. If this occurs, you may be asked to re-enter your Pseudo and PIN. We apologize in advance for any inconvenience.

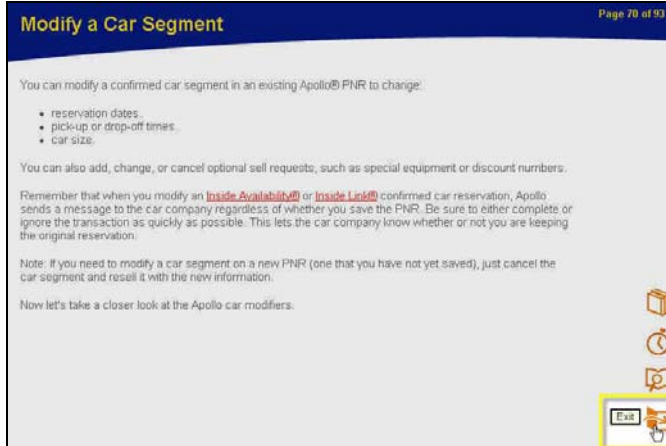
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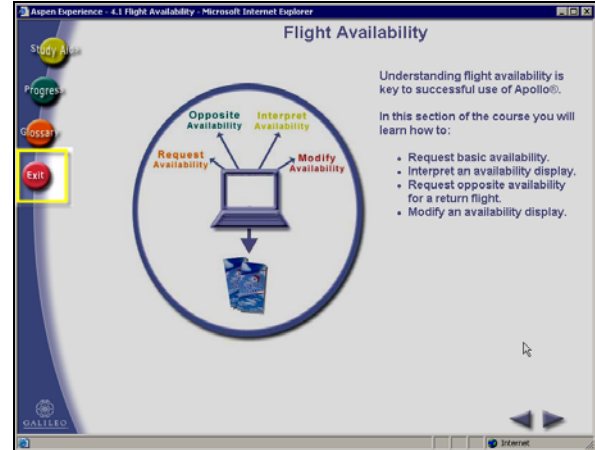


## Using the Exit Button

Always use the Exit button when leaving a Galileo 360° Learning lesson. The exit button is located at the bottom right corner of the Galileo 360° Learning pop-up window:



The new display shows the Exit button in the bottom right hand corner.



The older display shows the button on the left hand side of the screen.

When you use the Exit button, Galileo 360° Learning bookmarks your page number, so you can easily continue where you left off in a lesson. It also sends all the information about the classes you just completed back to the main server, so your transcript is always accurate.

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## Frequently Asked Questions

**Question:** I tried to launch a course in Galileo 360° Learning but nothing appeared. I signed in correctly, and it allowed me to register for the course. What's wrong?

**Answer:** You probably have a pop-up blocker turned on. Pop-up blockers inhibit the lessons from appearing. If you have registered properly and attempt to launch a course, but receive a blank screen or a lesson won't play, check to see if you have pop-up blockers on. See page 3 of this document for more information on pop-up blockers.

**Question:** Why are the practice sessions of the course loading so slowly?

**Answer:** Because you access Galileo 360° Learning through the internet, the speed of your computer processor and internet connection play a role in the speed of course delivery. Please consult the recommendations for computers (page 2) and internet speeds (page 2) in this document. Also, if you experience ongoing issues you may want to consult your network administrator for advice on how to optimize your network settings.

**Question:** Why do I have to register multiple times to take Galileo 360° courses?

**Answer:** You only have to register *once* to take Galileo 360° courses. If you already registered, and you receive the registration screen again it means you are using a different sign on or a different pseudo city than you used last time you signed in. This affects your transcript and how you receive credit for courses. See page 10 of this guide for more information on sign in and transcripts.

**Question:** I know I finished a Galileo 360° course but now I don't see it on my transcript. Where is it?

**Answer:** If your transcript does not show a course you know that you completed, you may have registered multiple times under different sign ons or in different pseudos. To get that transcript, you will have to sign in under that learner name or pseudo city to collect the different transcript. See page 9 of this guide for more information on sign in and transcripts.

**Question:** I accidentally signed in twice, now I have two different transcripts. How can I merge them?

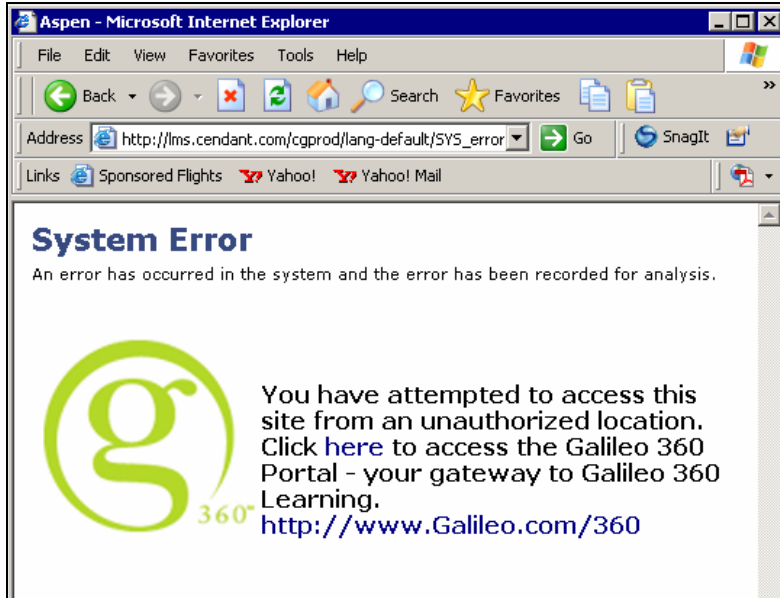
**Answer:** Unfortunately, information cannot be moved from one transcript to another. A transcript is associated to a specific pseudo city and user name, and information in it cannot be merged. For example, if you register as "RC" in pseudo city 1B1A and take 4 courses, then register in pseudo city B7M as "RC" *you will still have two transcripts: one for RC in 1B1A and one for RC in B7M.* This also applies if you change your initials within the same pseudo city. Using the same pseudo and sign in consistently ensures you get credit for all courses you take. See page 9 of this guide for more information on sign in and transcripts.

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## Frequently Asked Questions (*continued*)

**Question:** I get this error message when I try to sign in to Galileo 360° Learning:



What does it mean?

**Answer:** Check with your network administrator. Usually this error means that something in the firewall needs to be opened to allow Galileo 360° Learning access. Each network and firewall configuration is unique. Please see page 8 of this guide for information on setting up a firewall for optimum performance with Galileo 360° Learning. . *Before changing any settings, be sure to check with your network administrator to verify your agency's software and security policies.*

**Question:** I accessed the course, but now I keep getting a small box that displays an error message in my pop-up window. How do I get rid of it?

**Answer:** Your cache may be full. Many times the cache fills up with temporary data. See page 6 of this guide for more information on how to clear the cache.

*Acknowledgement: This quick reference was developed by Galileo International, Training and Development. For questions or comments, please send a message to [training.development@galileo.com](mailto:training.development@galileo.com)*

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