Internet Explorer Log in Error

When using Internet Explorer 8 or 9 (IE8 or IE9), an instructor or student might be presented with an error message that states “You entered an invalid school ID” as illustrated in the picture below:

This could be due to the browser running in compatibility mode.

Compatibility mode can be checked by running the system requirements tool and if it is turned on, you would get a message in the results that states “caution” and it will provide details in the next column that would read something like: “You have IE 9.0,8112,16421 on Windows 7, but Compatibility View is ON.”
Please turn Compatibility View off by clicking the icon in your address bar or your Tools menu:

![Compatibility View icon](image)

**NOTE** that for Carnegie Learning software to launch, Compatibility View or mode must be off.

In some instances, a teacher will be allowed to enter their login credentials for Teachers Toolkit and the program will display a “Loading-Please wait” message but will not go any farther. See the illustration below: Again, compatibility mode would need to be turned off.

![Loading message](image)
FireFox Troubleshooting

Older versions of Java do not run automatically in Firefox
When launching an applet (MATHia, Cognitive Tutor Prime) in Firefox, Java may not start automatically. Here is how you can diagnose the issue and work around it.

Diagnostic steps:

1. Run the System Requirements Tool.
2. Check that Java is enabled in the web browser.
3. If you are told that Java is disabled or not installed, go to Firefox or Tools and click Add-ons. On the left-hand side, click Plugins. Find Java in the list (there should be two).
4. If either or both Java plug-ins are disabled, enable them.
5. If there is a red message above either plug-in, Firefox is probably blocking your version of Java.

Solution:

1. Launch the software.
2. Immediately after the software window opens, check the left-hand side of the address bar (at the top of this window) for a red icon.
3. Click the red icon.
4. In the message window that appears, allow Java to run.
You will have to do this every time you launch the software in Firefox, unless you are able to update to a version of Java not blocked by Firefox.

Java Security Warnings

In some cases, users will be presented with security messages stating that an application may be unsecure. If the application is identified as “TutorApplet” or “TTSApplet”, the user should not block the application or the Cognitive Tutor/ MATHia will not launch:
By changing the Java Control Panel settings on the Advanced tab and under the Security>Mixed code to “Enable-hide warning and run with protections” it will prevent the user from seeing these warnings.
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