

FAQ – Frequently asked questions about technicalities

This FAQ can be of use both for Readiness tests and for the course in Natural Resources Management. Below when referring to "start-geo-sd-660", the hints also apply to "Start Readiness Test" and "start-geo-sd-330". Ideally when entering the course, you should have solved your technical problems when going through the tests in the readiness program. You can download the readiness program from

Macintosh: <http://sddownloads.uib.no/macintosh/readiness.zip>

Windows PCs: <http://sddownloads.uib.no/windows/readiness.zip>

If the readiness program works well, however, you have problems with "start-geo-sd-660" program. You may download the Chat program and ask questions under Messages With Classmates if the FAQ does not help you. Download from:

Macintosh: <http://sddownloads.uib.no/macintosh/chat.zip>

Windows PCs: <http://sddownloads.uib.no/windows/chat.zip>

Here are answers to questions some of you may come to ask:

1. I am not able to download the file "start-geo-sd-660", it is immediately rejected by my security program (for instance Norton Security).

1.1. You should temporarily turn the security off (and close programs that connect to Internet), download the start file, then turn the security back on.

2. I am able to download the file "start-geo-sd-660", however, it will not open when I double-click on it.

2.1. First suggestion is to right-click on the icon.

2.2. Second suggestion is to disconnect from the Internet, temporarily turn the security off, double-click or right-click on the icon, then turn the security back on.

3. After double clicking the "start-geo-sd-660" program, I get the message "Trying to connect to the internet":

3.1. This typically means that you are not connected to the Internet.

3.2 It could also be that you are connected to a very unstable Internet. Such instability or repeated interruptions could be caused by other programs; on your machine or on other computers using the same wireless network. Microsoft Outlook is one possible candidate that you may have to close.

3.3 Sometimes it helps to reset or restart the wireless network.

3.4 It may also help to turn off and on the wireless on your computer or to restart your computer.

4. After double clicking the "start-geo-sd-660", I am not able to connect to the server.

4.1. Connecting from your work or school computer. If you have problems accessing our server, there is a good chance that you are hindered by firewall settings. Particularly school computer firewalls are likely to be restrictive. The following ports in the firewall may need to be opened:

22 (ssh), 80 (http), 443 (https), and most likely 3306 (mysql).

Contact the IT-department at your workplace and ask them to open these ports. Most likely it is only the 3306 port that causes problems, so start with that one. For security reasons, IT-personnel tend to be restrictive and are not willing to open up ports to the entire world. If so, ask the IT-personnel to open up ports only to our server. For that reason you need our server's IP address, which is: 129.177.13.125.

4.2. Connecting from your home computer. You may have to contact your Internet provider and ask about opening ports as mentioned in 2.1.

4.3. Connecting from networks where you cannot influence port settings. Find another network.

5. I am able to access the server, however, after clicking on a button, I only see the message "One moment please...". That "moment" seems to last for ever.

5.1. If you are using a wireless connection (WiFi) and you get "one moment please" for more than 30 seconds (or a little longer), quit and try again. You will not lose any progress information.

5.2. This problem tends to occur after some time of inactivity; similar to problems with internet connections also for certain other programs. One solution can be to force quit the "start-geo-sd-660" program. If this does not work you may also try to restart the computer.

5.3. Sometimes there may be maintenance work on our server the first Saturday of the month. This does not happen every first Saturday of the month and it usually does not take much time.

6. I am not able to download pdf-files and simulation models from the drop down menus.

6.1. The files end up on your desktop, silently behind open windows. Move windows away and look carefully. A useful hint is to clean up your desktop and organize pdf-files and models in separate folders on your computer after downloading. (Due to different standards for different computers we are not able to automatically download to specific folders on your computer).

6.2. If files do not download to your desktop, check that you are still connected to the main course, try downloading several times, both models and pdf-files, and if it still does not work, post a message in the chat program (Message with instructors).

7. I have problems watching video. The video may not start playing while downloading, they may be interrupted and stop playing etc.

7.1. When you click on a video button, it opens your computer's default browser. You can set the default to be a different browser in your computer's "settings" or "preferences". And within each browser, you can set the preferences for which media player you want that browser to use. The video debriefings have been produced in the Quick Time format with the .mov

extension. You may download a Quick Time plugin for your browser at: <http://www.apple.com/quicktime/download/>. This page is also available from the Go To... dropdown menu. Media Player Classic (MPC) with proper codecs is another alternative. There may also be settings that ensure that the video starts playing before the entire video is downloaded to your computer.

7.2. If you cannot, or do not want, to change default settings, you may do the following: After clicking on a video button, you can see its URL (Internet address) in the top line of your browser (the URL address line). Copy that address and paste it into another browser or media player.

7.3. We have tried to find a reasonable compromise between video quality and file size. If you have a slow Internet connection, you should create routines for yourself such that you find something else to do while the video downloads.

8. After having answered questions in a task, I am not able to access the next page.

8.1. Your screen may be too small to see all buttons at the bottom of pages, buttons that are needed to move on. The easiest solution is to reduce the size of the window by clicking repeatedly on CTRL - . Similarly you may increase the window by clicking CTRL + . If by reducing the size the text becomes too small, you may use arrow keys to move the window up, down, to the right, and to the left. Another solution is to use a computer with a larger screen.

8.2. The problem may be that you have lost your connection with the server. **Note the following:** If the program stops before you have finished a section, you will always have to restart from the beginning of that section. However, to save time, you do not have to answering the best you can the second time you answer the questions that you have already answered. Your second time answers are not replacing your first time answers. When you come to the task where you lost the connection, you must start answering the best you can again. After you have watched the debriefing video at the end of a section, make sure that you click the button for the next section before you quit the program. Then you will be ready to start the next section when you restart. Also recall the advice to take notes as you work with the different tasks, both remaining questions and new insights.

8.3. If you quit the program or use the Go To... option before finishing a section, you have to start over again from the beginning of that section. The solution is the same as in section 6.2. You can download models, articles, and see videos while working within a section, just make sure that you do not quit the program while doing that.

9. None of the above solves my problem.

9.1. You may post a message in the chat program (Message with classmates or Message with instructors).