

PWLN: "Click here to continue without waiting..."; test won't unlock, zero time on task and tries reported

PRODUCTS AFFECTED

- PLATO Web Learning Network (PWLN)
- Client-Hosted PLATO Web Learning Network (CHPWLN)

SYMPTOMS

After you complete an assignment, you see the following:

- The usually green ball changes to yellow, then to red.
- The message *Click here to continue without waiting for your results to be updated* displays.
- The student report shows that a student has started or completed activities, but the time on task and number of tries appears as **zero**.
- The student exits a completed tutorial, but the mastery test does **not unlock**.

CAUSE

This can happen if:

- The browser or operating system you are using is not supported
- A program (popup blocker, anti-spyware or other application) is blocking the JavaScript command that performs the lesson termination. Depending on your screen resolution, the lesson termination is sometimes visible as a "Reporting your results" window in the lower right corner of the screen.

This should normally appear briefly when you exit a lesson:



The Yahoo Toolbar and the EarthLink Toolbar each include a pop-up blocker that has been found to cause this problem even if the PWLN URL is added to the "allowed sites" list.

PCTools Browser Monitor, a component of PCTools SpyWare Doctor, has also been found to cause this problem.

- You click the "Click here when your lesson or test is complete" link without first exiting the lesson.
- You exit courseware improperly.
- You have another courseware window open.

SOLUTION

Once you see the "click here" message, do not wait for your results to update -- it will most likely not occur if it hasn't already done so. The time on task and number of tries will not be updated for that activity. Changes to mastery or completion information for that activity may or may not be retained.

Click the link to continue. You may be forced off the system and required to log out and log in again.

Preventive measures

Try the following to keep this from happening in the future:

1. Turn off any pop-up blockers. Choosing the "allow pop-ups from this URL" option may not be enough to resolve the problem. You may need to disable the popup blocker completely, especially the Yahoo or Earthlink Toobar pop-up blockers.
2. To disable PCTools Browser Monitor: If you are running Internet Explorer, click **Tools > Manage Add-ons** . If PCTools Browser Monitor is on the list, click it and select Disable. You will need to restart your browser after making the change.
3. Make sure you are using a supported operating system and web browser.

Review the [system requirements](#) for your product.

4. When you exit your courseware lesson, do NOT click the "X" in the upper right corner of the courseware window. **Always** click the "**Exit**" button in the courseware window instead.
5. Make sure you do not have another courseware window open.

If the problem continues to occur despite taking these preventive measures, contact PLATO Support for more help:

PLATO Support Services

E-mail: <http://support.plato.com/email>

Voice: 800.869.2200