# Simple Troubleshooting for LAMS 2.x

LAMS will only function properly if any popup window blockers have been disabled. Popup window blockers may affect the functionality of the Learner, Author, Monitor and Administration interfaces, and in particular will not allow Preview to operate in the Authoring Environment.

According to your operating system, browser or antivirus software, there are different steps you can take to disable popup blocking functionality.

## *Microsoft Windows Explorer 7.x*

IE7 has a built-in popup blocker that is easily disabled through one of two ways:

1. Select the **Tools** menu.
2. Click **Pop-up Blocker**
3. If the Pop-up Blocker is **Enabled**, either:
   a. Select **Pop-up Blocker Settings**
   b. Type the URL of your LAMS server into **Address of website to allow**. Leave of the http:// prefix, for example, type in demo.lamscommunity.org if you wanted to allow pop-ups from the LAMS demo site.
4. Alternatively, you can just select **Turn Off Pop-up blocker**.

## *Mozilla Firefox v2.0x*

Firefox blocks pop-up windows from most websites by default.

1. On the Firefox menu, click **Tools**.
2. Select **Options.**
3. Select the **Content** tab.
4. Either disable the checkbox marked **Block popup windows**, or
   a. Click **Exceptions**
   b. Type the URL of your LAMS server into **Address of website to allow**. Leave off the **http://** prefix, for example, type in **demo.lamscommunity.org** if you wanted to allow pop-ups from the LAMS demo site.

### ⚠ Window Layering in Firefox

In LAMS 2.1 onwards you can have multiple tool windows opening in authoring. For example, if I have a Noticeboard window open and I open a Forum window, the Noticeboard window stays open. (This was different to 2.0).

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If you click again on the icon for a window that is open (so you double click on the Noticeboard activity again) then that window should be brought to the front.

But in Firefox it may not come to the front, due to Firefox's default settings.
Select the **Tools** Menu then select **Options** (Windows) or open the **Preferences Dialog** (Mac OSX). Select the **Content** tab (See above.)
Click the '**Advanced**' button and click the check box for '**Raise or lower Windows**'.

## Safari 3.x

Safari is a browser found on Apple Macintosh computers.
To disable Safari's popup blocker:
1. Select **Edit.**
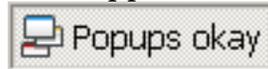2. Clear the check mark next to **Block Pop-up windows.**

> **You may also need to disable any popup blockers that are installed as part of a TOOLBAR installed in your browser…**

## Google Search Toolbar

1. Navigate to your LAMS homepage, eg: http://demo.lamscommunity.org/
2. Click the **Popup Blocker** Icon on the Google Toolbar:



The exclamation point will disappear and be replaced with this message:



### Yahoo Search Toolbar

1. Navigate to your LAMS homepage, eg: http://demo.lamscommunity.org/
2. Click the **Popup Blocker** Icon on the Yahoo Toolbar:



3. Click **Always Allow Pop-Ups from…**
4. Enter the LAMS URL in the specified box.

> **There are many other Search Toolbars which include pop-up blocking features.**
> **Typically there will be some sort of icon or notification to inform you that a popup has been detected and blocked. In most cases, the software will prompt you whether or not you want to view the popup.**

# LAMS
### Learning Activity Management System

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## Disabling Popup-Blocking in Antivirus Programs

> ⓘ  **Once you have disabled the pop-up blocker in your browser and toolbars, see if that solves the problem.  If not, you may need to change some options in your antivirus software…**

### *Norton Internet Security 2007*

1. Click **Start > Programs > Norton Internet Security > Norton Internet Security.**
2. In the task pane on the Left hand side of the screen, select **Norton Antispam,** then click **Status and Settings.**
3. Click **Pop-up Blocking**.
4. Click **Turn Off.**  (You may also click **Configure** and add the URL of your LAMS server to the 'Safe List.')

### *McAfee Internet Security and McAfee AntiSpyware*

The popup blocker for McAfee products can be temporarily disabled by holding down the **CTRL** key while clicking on a URL link. This will override the popup blocker while opening new windows, participating in online chat rooms and any other Internet service that requires a popup window.