

# Intel® Learning Network

## Training on Demand Controls/Adobe Play Bar, Help and Troubleshooting Job Aid

### System Requirements

At a minimum, ensure your system has [Internet Explorer\\* 8.0](#) (or higher) or [Firefox\\*](#) (Chrome\* and Safari\* are non-supported browsers and should not be used to access ILN) and the latest version of [Flash](#) installed.

### Adobe play bar and outline section navigation

The screenshot displays a video player interface. The main slide area is blue with the title "Change Control for Fab Materials" in white. Below the title, it says "Change Control For Fab Materials 00019139 (Rev 4) 3/16/2013" and "Fab Materials Training Intel Confidential – Supplier Version". The video player controls at the bottom include a play/pause button, a back button, a forward button, a slide counter showing "Slide 1 / 45 | Stopped", and a progress bar showing "00:01 / 00:06".

On the right side, there is an "Outline" panel titled "Change Control for FMO" with a "9 Outline" indicator. It contains a table of slide titles and durations:

Slide Title	Duration
▶ Change Control for Fab...	00:06
▶ Contents	00:36
▶ Target Audience	00:29
▶ Course Objectives	01:04
▶ Acronyms and Definitio...	01:39
▶ Section 1: What is Ch...	00:14
▶ What Constitutes a Cha...	01:03
▶ What Is Not a Change?	01:24
▶ What are Some Common C	00:18
▶ Objectives of Change M...	01:18
▶ Why Does Intel Expect ...	00:54
▶ Section 2: change cla...	00:11
▶ White Paper (WP)	01:05
▶ Change Classifications...	00:41
▶ Section 3: FMO change...	00:25
▶ Why is Change Control ...	01:35
▶ What Does "Copy Exactl...	00:52
▶ CE! Philosophy	01:03
▶ "Copy Exactly!" (CE) ...	01:02

At the bottom of the outline panel, it shows "10 47 Minutes 22 Seconds Remaining".

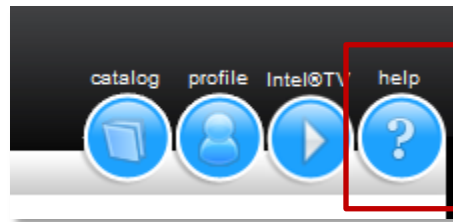
Below the video player, there are ten numbered red boxes corresponding to the legend below:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

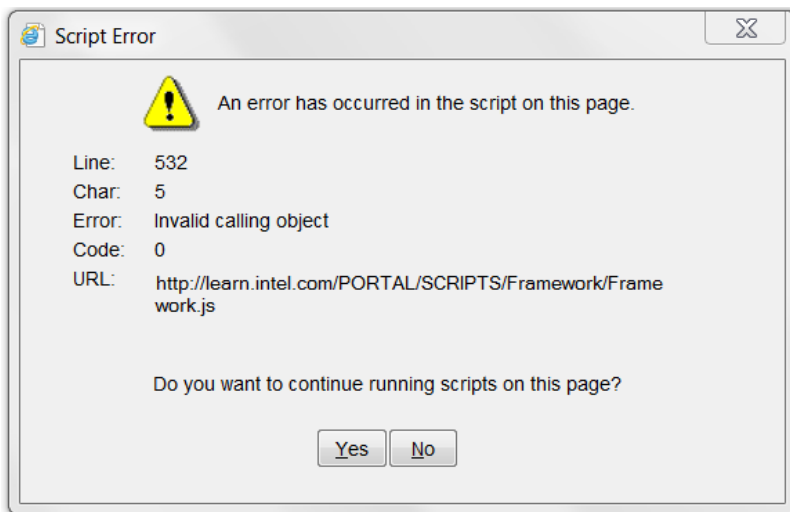
1. Play/Pause
2. Back
3. Forward
4. Slide Counter
5. Slide length
6. Audio control
7. Attachments
8. Collapse outline
9. Outline
10. Total course time

## Help

If you require technical assistance with the course, click the “help” button at the upper right corner of the course, review common issues and solutions below or email ILN for technical assistance at [ILN@intel.com](mailto:ILN@intel.com).



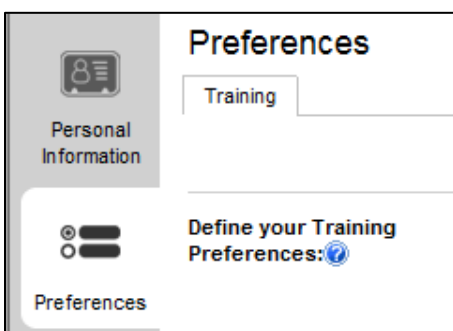
## Script error



**Solution:** Turn on or off compatibility mode: <http://www.sevenforums.com/tutorials/1196-internet-explorer-compatibility-view-turn-off.html>



## Preferences tab is blank



### Solution:

- Internet explorer version 8 or above (do not use Safari or Chrome): <http://www.microsoft.com/en-us/download/ie.aspx?q=internet+explorer>
- Compatibility mode may need to be turned on: <http://www.sevenforums.com/tutorials/1196-internet-explorer-compatibility-view-turn-off.html>
- Update your flash player to the most recent version: <http://get.adobe.com/flashplayer/?promoid=ISMRZ>

After applying the above, clear your cache and close your browser. Launch a new browser and log back in to ILN to see if the issue has been fixed.

## Unexpected Error Upon Log In

### **An unexpected error has occurred.**

The Intel® Learning Network has encountered an unusual condition. If you were performing a transaction when this error occurred, the system may not have completed your last transaction. Click the back button in your browser to attempt to reload the system.

We apologize for any inconvenience.

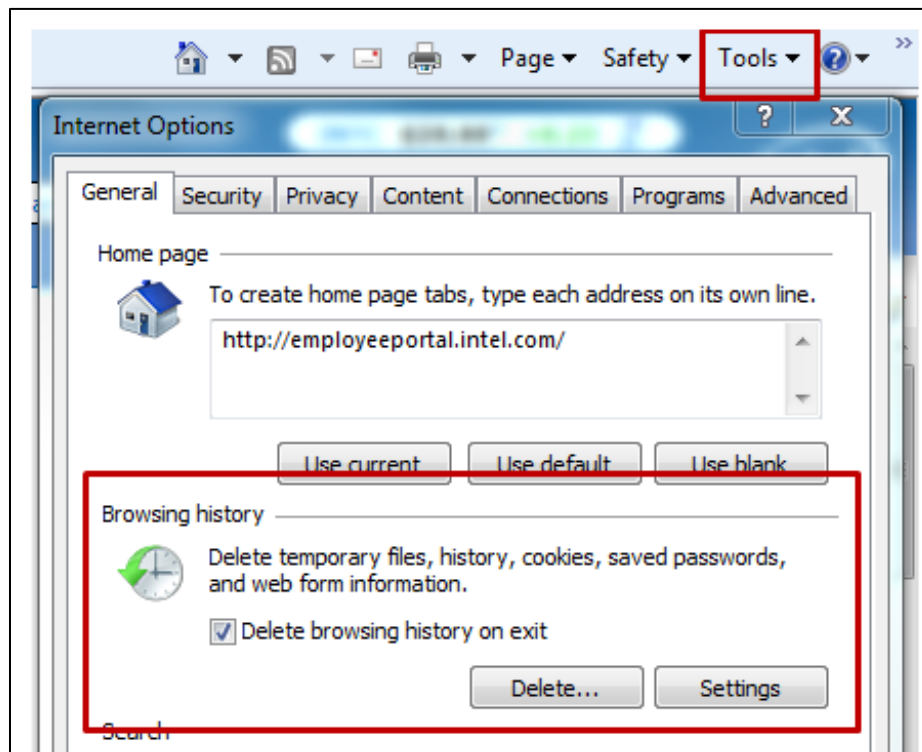
If you are still unable to use the system successfully. Please notify us at [iln@intel.com](mailto:iln@intel.com) so that we may further assist you.

You may also refer to the [Frequently Asked Questions](#) for solutions to your common problems.

If you have any further information about this error, such as the actions you were attempting prior to seeing this message, we appreciate this helpful information. Please notify us at [iln@intel.com](mailto:iln@intel.com) with the details and time of this error.

Thank you.

**Solution:** Clear cache in your browser (Internet Explorer view below), Tools > Internet Options > Browsing history > Delete... button.



After clearing cache, close browser and reopen new browser and start log in process. If problem persists, engage ILN.

## Error Code after Submitting Test or Evaluation



**Solution:** Update to latest version of flash <http://get.adobe.com/flashplayer/?promoid=ISMRZ>