Optimizing Epicor Learning Center Playback

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Optimizing Epicor Learning Center Playback

If you are experiencing any sound or video issues with Epicor Learning Center (ELC) Training on Demand courses, check the following to ensure that you are optimizing playback performance.

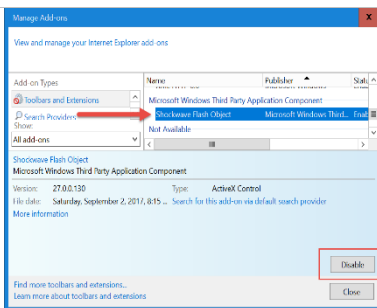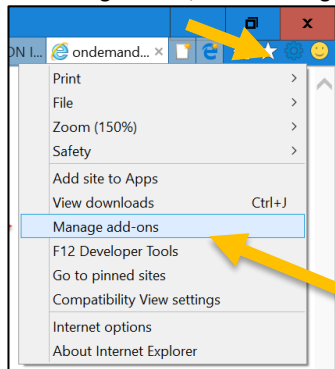**Checking browser version and updates:** Use this link to identify your browser and determine if it is up to date:
https://www.whatismybrowser.com/?ref=whatsmybrowser.com

Once you have scanned and completed any reqcommended updates, close all browser sessions, and then try the course again. If that does not allow the course to play properly, here are some things to check/change:

1. Enable Active X (IE) / Flash (Chrome)
2. Enable Cookies
3. Disable Popup Blockers
4. Update Trusted Site
5. Clear Browser History
6. Check Virus Software Conflicts

Enable / Update Flash Player

Internet Explorer	Chrome
From the gear icon, select Manage add-ons.	Click the ellipses in the upper right corner and select Settings from the menu.

In the pop-up dialog box, select Toolbars and Extensions.

In the list of add-ons, search for "Shockwave Flash Object" (another name for Flash Player).
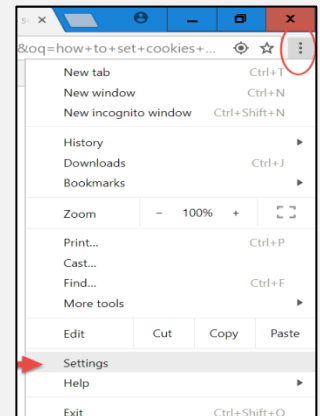
In the Status column, check to see if the Shockwave Flash Object option is disabled. If so, click on the corresponding row to highlight the object.

Click the Enable button in the lower right corner.
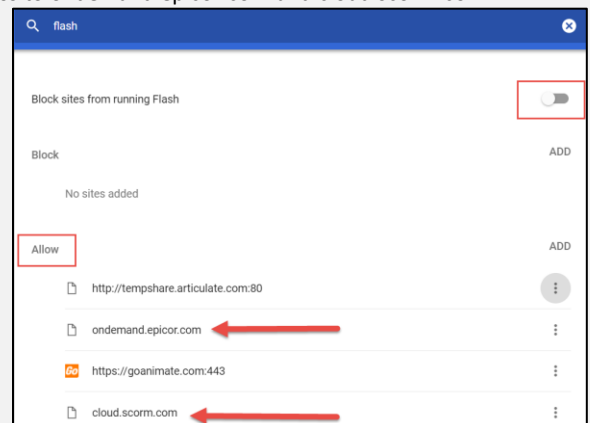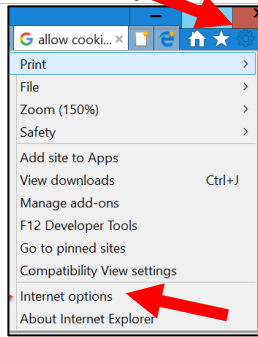
Close the Manage Add-ons dialog box.

Select the Advanced option and under the Content Settings Menu; select the scroll down arrow so you can see all options available for set up.

Locate Flash and open the menu to confirm that your settings allow access to ondemand.epicor.com and cloud.scorm.com
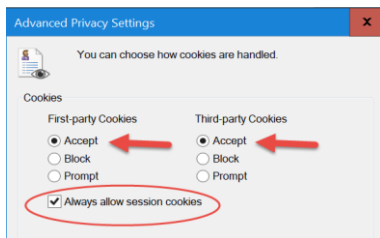
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Enable Cookies
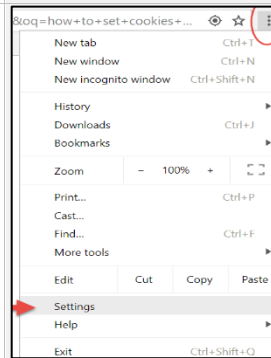
Internet Explorer

From the gear icon, select Internet options.

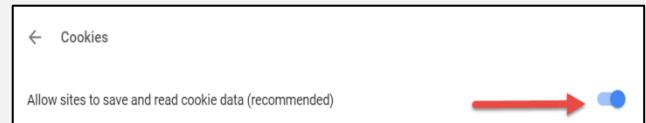Under the Privacy tab choose the Advanced option and verify your settings as follows:

Chrome

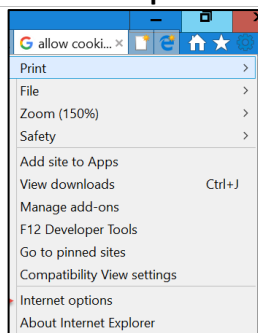Click the ellipses in the upper right corner and select Settings from the menu.

Select the Advanced option and under Content Settings Menu; select the scroll down arrow so you can see all the options available for set up.

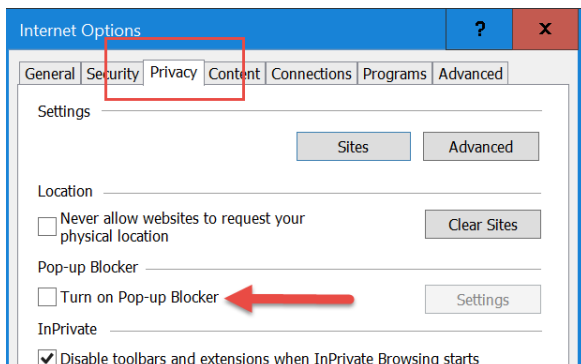Locate the Cookies menu and set Allow Sites to save and read cookie data.

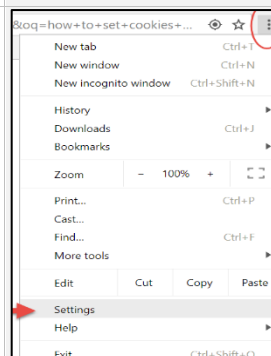## Disable PopUp Blockers

Internet Explorer

From the gear icon, select Internet options

Under the Privacy Menu make, sure Pop-up Blocker is **not** checked.

Chrome

Click the ellipses in the upper right corner and select Settings from the menu.

Select the Advanced option and under the Content Settings Menu select the scroll down arrow so you can see all the options available for set up.
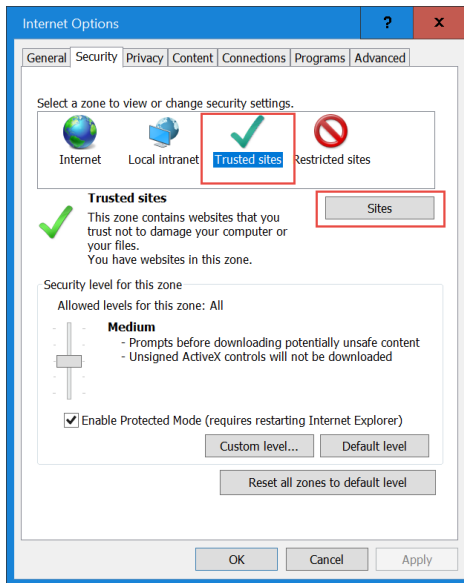
Locate Popups menu and Confirm that your settings allow access to ondemand.epicor.com
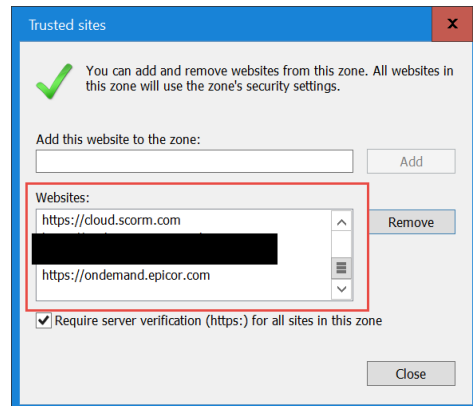
Add ELC Related Sites to Trusted Sites

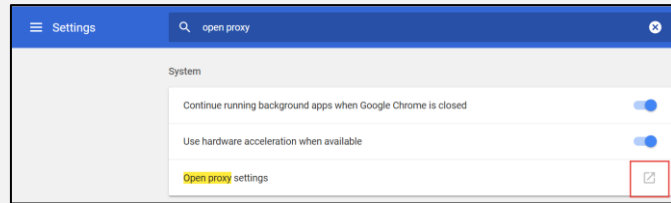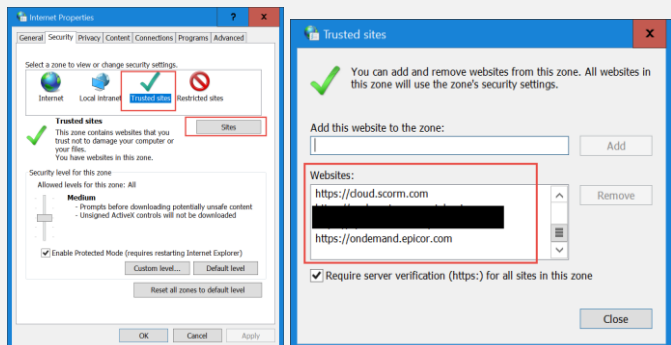| Internet Explorer	Chrome
Click the Tools icon in the upper right corner (the icon is shaped like a gear) From the Security tab, click the Trusted Sites icon and then click the Sites button.	Click the ellipses in the upper right corner and select Settings from the menu. Type 'Open Proxy Settings' in the search bar. Open Proxy Settings by clicking the box on the far right.

Add the following by entering the full addresses and clicking the Add button. Click Close and then OK to save.

https://ondemand.epicor.com
https://cloud.scorm.com

On the Security Tab select Trusted Sites and click the Sites button. Enter the full address and click the Add button; click Close and then OK to save.
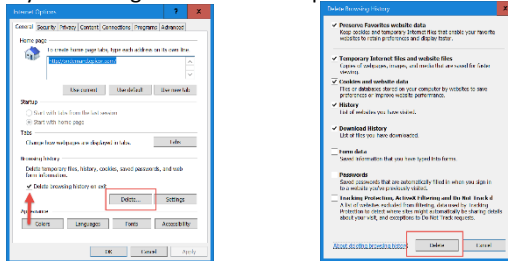
https://ondemand.epicor.com
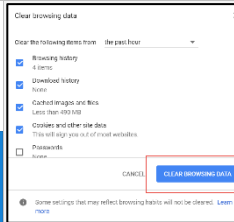**https://cloud.scorm.com**

Clear Browser History	
Internet Explorer	**Chrome**
From the gear icon, select Internet Options. From the General tab set your computer to Delete browsing history on exit **or** click the Delete button to see your settings and run the process manually.	Click the ellipses in the upper right corner and select Settings from the menu. Select the Advanced option and under Content Settings Menu select the scroll down arrow so you can see all the options available for set up. Locate Clear browsing data menu and select Browsing data.

Check for Virus Software Conflicts

PC utilization can peak due to other programs running either within the browser or on PC itself. For example if a Virus Software starts to run on the PC while user is engaged in a course will slow the PC and decrease its utilization.

We have one more thing you can check. After you have already reviewed that you are allowing Flash Player and you are not blocking cookies and the sites are listed as a trusted sites in your browser security settings and you continue to have issues. The problem may be that your Firewall is configured to block the video content from loading. We recommend working with your local IT team and review your firewall settings.

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