

Desktop Configuration Tips

- Please ensure that all course material has been completed or the course will not record properly. For example, if the introductory module is incomplete, it will prevent the course from recording completion.
- For Java issues, particularly when Java is blocked, you may try adjusting the Java Exception Site List. Go to the Control Panel and select the Java icon. Click on the security tab. Add <https://elms.faa.gov> and <http://elmscontent.dot.gov> to the Exception Site list, and click OK.
- In IE 11, select Tools, Internet Options, and then the Security Tab. Select Trusted Sites and click on the Sites button. Add the two URLs listed above (separately), and click the Add button. Click Close, and then click OK on the Internet Options window. Close out IE and then restart IE.
- **Also, remember to keep your IE zoom setting at 100% only.**
- Also, some issues have been solved by:
 - Open Standard Client Tools
 - Change Internet Explorer Proxy Settings
 - Click AMC Proxy
 - Click Turn Proxy On
 - Restart IE
- For script error messages, go to Tools, Internet Options, and click on the Advanced Tab. Under Browsing, uncheck the "Display a notification about every script error" option.
- If a course will not advance past a particular slide or you are unable to click the next button (arrow), please ensure that all components of the slide are complete. Many courses require the user to read or open all hyperlinks in a particular slide before the next button (arrow) will be functional.
- Your Java Security settings may be set too high. Try adjusting the Java Security Settings:
 - In the Java Control Panel, click on the **Security** tab.
 - Select the desired Security level.
 - Click **Apply**.
 - Click **OK** to save changes made to the Java Control Panel.
- For help with clearing your cache, please follow the instructions below:

Open Internet Explorer.

IE 8: From the Tools menu choose Internet Options.

IE 9/11: In the upper right corner, click the small gear icon (to the right of the star icon) and choose Internet Options

On the General tab, under Browsing history, click Delete.

Un-check the Preserve Favorites website data box.

Check the Temporary Internet files, Cookies, and History boxes.

The Form data, Passwords, and inPrivate Filtering data boxes may be left un-checked. You can check them to delete this data if you so choose.

Click Delete.

When finished, click OK to return to your Internet Explorer window.

Close the Internet Explorer window and reopen.