

SHARP 8.9 Authorware CBT Trouble Shooting Tips

- The first time you use the CBT, the Authorware Webplayer Security dialogue box will display. Click on the Security Options button. On the Authorware Webplayer Security Options dialogue box, click on the "Trust All Locations" radio button, then click on the Save Settings button which will return you to the Authorware Webplayer Security dialogue box. Click on the OK button.
- When you click on an Authorware CBT,
 - A) If you get an "Access is Denied" error message, <http://www.da.ks.gov> will have to be added to your internet browser trusted sites:
 1. For Internet Explorer, go to the Trusted Site window using the path: **Tools > Internet Options > Security > Trusted sites > Sites.**
 2. Type <http://www.da.ks.gov> in the **Add this Web site to the zone** field, click off the **Require Server verification (https:) for all sites in this zone** check box, then click **OK** (or **Close**). Click **OK** to exit Internet Options.
 - B) If you only see the Macromedia logo, or the program is slow to respond, the browser cache files may need to be cleared. Depending on the browser, the procedures to clear the cache may vary. Generally for Internet Explorer, use the path: **Tools > Internet Options > General.** Click on the **Delete Files** (or **Delete**) button, then click **OK** (or **Close**) to confirm. Click **OK** to exit Internet Options.