

ICI

Technical Support FAQ

Diagnostic Wizard

The eSun application has a Diagnostics Wizard built in. The diagnostic wizard is intended to be a troubleshooting/preparation guide. First time users are highly recommended to complete the diagnostic wizard in full before attempting to navigate the eSun application.

Japanese Language Packs

The eSun site uses Japanese fonts to display Japanese text. Standard English versions of Windows do not have the Japanese fonts installed by default.

Flash

Flash Player version 7,0,19,0+ is required to run the eSun application properly. Audio recording, and other learning tools within the site are heavily reliant on Flash. To check what version of Flash a browser has installed go to this site:

<http://www.macromedia.com/software/flash/about/>

Possible symptoms of a non-compliant plug-in are:

- Flash movies will not load.

- Flash audio will not play.

- Flash audio recording will not work.

Login

Users often forget, or mistype their user logins. The ICI site is **CASE SENSATIVE!**

Bandwidth

The eSun application is very multimedia intensive. Users will most likely need a high-speed Internet connection for normal use. The Diagnostic Wizard has a built-in bandwidth tester (step 6). This can be used to diagnose claims that the site is running slowly. If the user has a slow Internet connection the problem is likely on their end.

Firewall

The Flash audio recording tool requires port 1935 to be open for recording to function properly. The Flash diagnostics wizard has a tool for testing streaming connectivity (step 3).

Possible symptoms of a user without port 1935 open.
Flash audio recording will not work.

The eSun product also implements MP3 technology for audio playback. Some firewalls (mostly schools) block MP3s.

Possible symptoms of a user with MP3 downloading disabled.
ESun audio will not play.

Browser

The eSun application has been tested on, and is compliant with the following browsers. Users without a required browser are encouraged to download install one of the browsers listed below:

Windows

Operating System: Windows 2000 or greater

Browser: Internet Explorer 6.0.2800.1106 or greater

Flash Version: Flash Player 7,0,19,0

Macintosh

Operating System: OS X or greater

Browser: Safari 1.0.3 or greater

Flash Version: Flash Player 7,0,24,0

Headphones

Audio playback and recording are required features in the eSun application. Users often have trouble installing headsets.

Possible symptoms of a headset not being correctly installed are:

Audio playback does not work.

Audio recording does not work.