



ev360 System Configuration Instructions

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Uninstall Java Programs

1. Go to your Control Panel

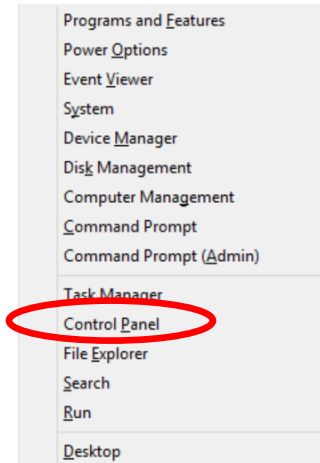
Windows 8

- a. Press  + X on your keyboard
[that's the Windows icon + X]
- b. Select "Control Panel"

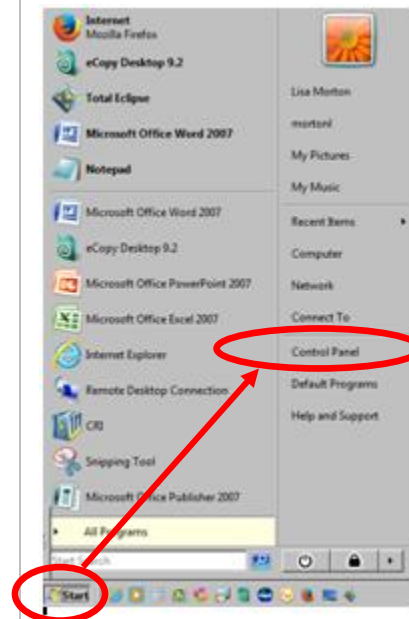
Other

- a. Press the Start button
- b. Select "Control Panel"

Windows 8

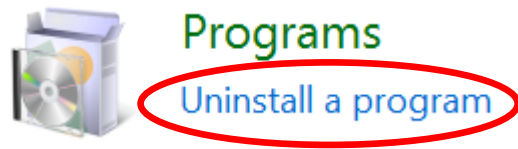


Other



2. Select "Uninstall a program"

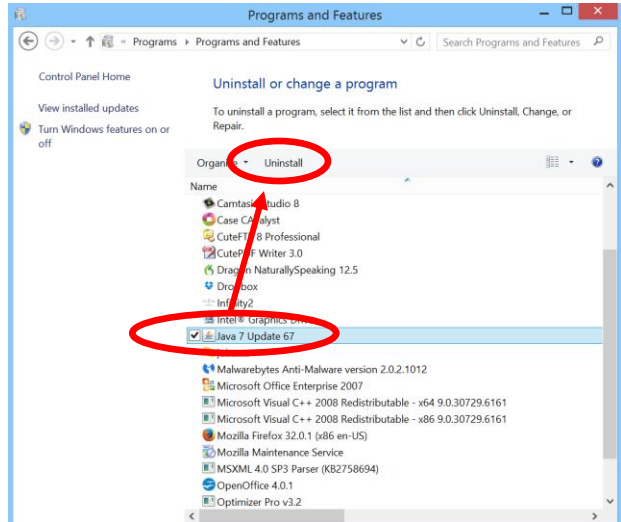
NOTE: Depending on your computer's setup, you might need to go to "Programs" or "Control Panel Home" to get to "Uninstall a program."



3. Select "Java" and "Uninstall"

NOTE: If you have more than one version of Java, uninstall all of them.

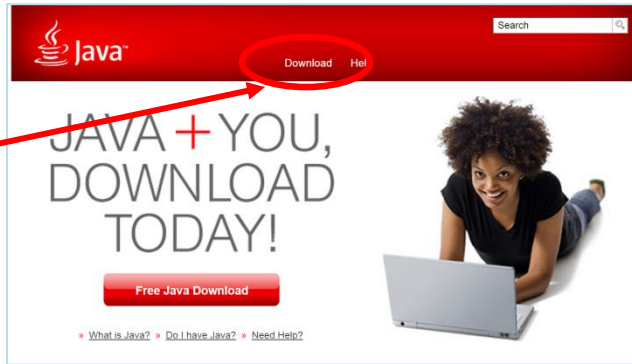
Also, if you are prompted, click "yes"; continue to follow the prompts to uninstall.



4. Close the Control Panel

Install Java

1. Open your browser
2. In the address bar, type www.java.com.
3. Click **"Download"** link along the top.

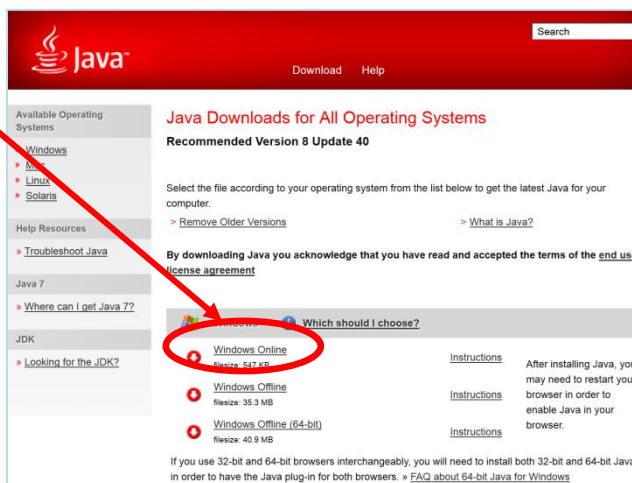


4. Select **"See all Java downloads"**



5. Select **"Windows Online"**

NOTE: You may need to save the file (most computers save to the "Downloads" folder); if you are unsure where it is downloading, save it to your Desktop.



6. When the download is complete, close the browser

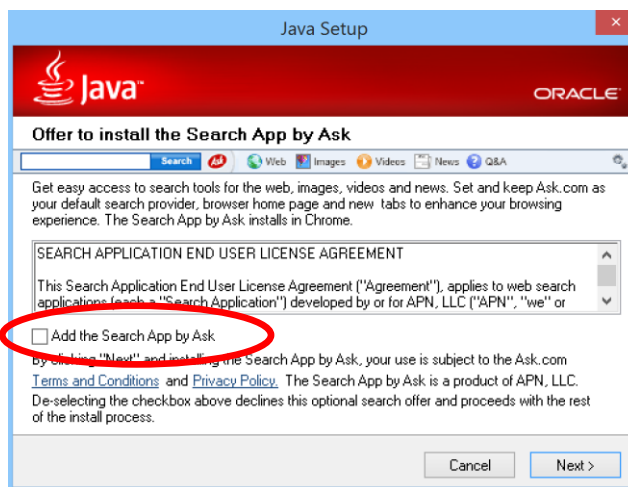
7. Open the Java installer (saved in your Downloads folder or on your Desktop)
8. Select "Install"

NOTE: If Java asks to install other 3rd party software, **uncheck all of them** then click "**Next**" so you don't install other software or toolbars. *Typically, other software includes MacAfee security or browser tool bars that you do NOT need.*

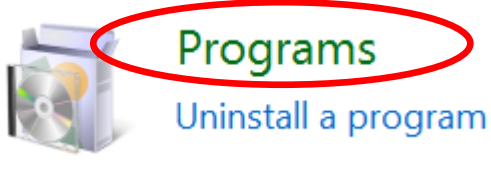
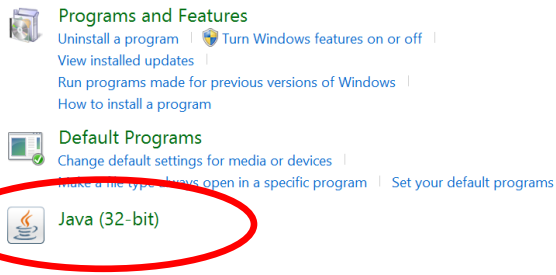
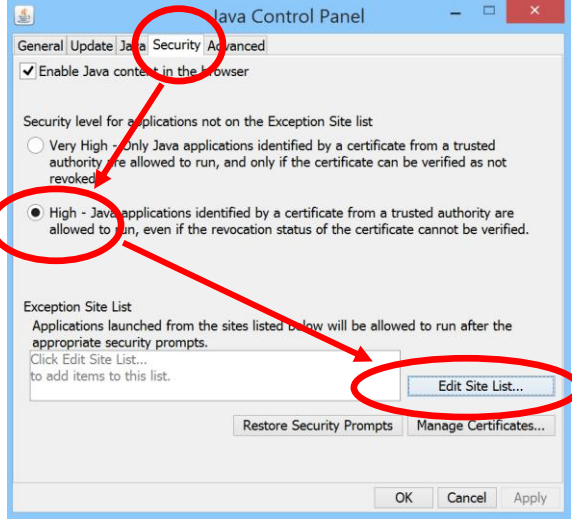
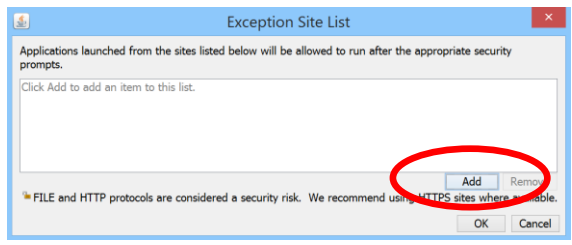
Also, **unselect the "restore JAVA security prompts"** if it asks and click "**Next.**"

9. When the installation is complete, close your browser

If your browser opens into the Java Web site, click the agree and continue, "Do not show this again," and "Run."



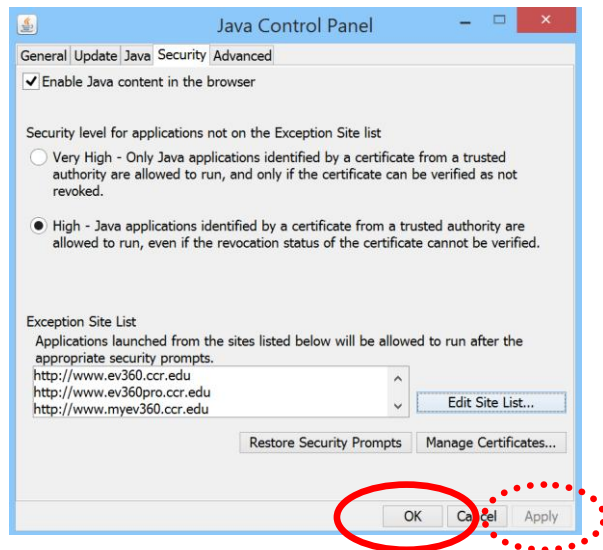
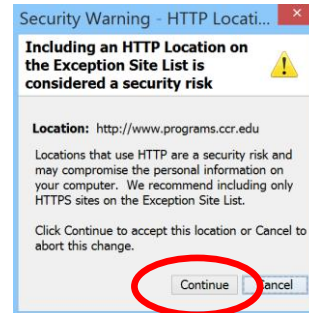
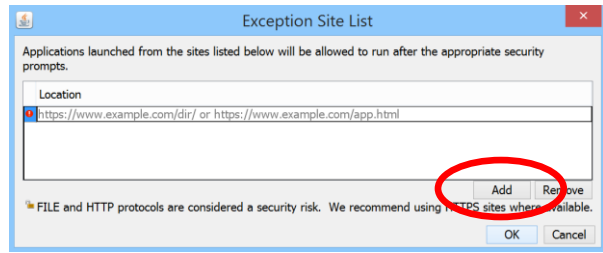
Configure the Java

<ol style="list-style-type: none">1. Go back to the Control Panel (see the first step on page 1 of these instructions above)2. Select “All Programs” or “Programs”	 <p>The screenshot shows the Windows Control Panel with the 'Programs' link highlighted in a red oval. Below it is the text 'Uninstall a program'.</p>
<ol style="list-style-type: none">3. Select and open “Java (32-bit)” <p>** Steps 4 – 10 are very important steps to follow exactly as instructed **</p>	 <p>The screenshot shows the 'Programs and Features' window in Windows. The 'Java (32-bit)' entry is highlighted with a red oval. Other elements like 'Programs and Features' and 'Default Programs' are also visible.</p>
<ol style="list-style-type: none">4. Select the “Security” tab5. Select “High”6. Click “Edit Site List” <p>** Steps 4 – 10 are very important to follow exactly as instructed **</p>	 <p>The screenshot shows the 'Java Control Panel' window with the 'Security' tab selected. The 'High' radio button is selected and circled in red. The 'Edit Site List...' button is also circled in red. Red arrows point from the 'High' selection to the 'Edit Site List...' button.</p>
<ol style="list-style-type: none">7. Select “Add”	 <p>The screenshot shows the 'Exception Site List' dialog box. The 'Add' button is circled in red. A red arrow points from the 'Add' button in this dialog to the 'Edit Site List...' button in the previous screenshot.</p>

8. Add (type in or cut/paste) the following addresses in the text fields of the Exception Site List one at a time. Click "Add" after each entry:
 - a. <http://www.programs.ccr.edu>
 - b. <http://www.myev360.ccr.edu>
 - c. <http://www.ev360pro.ccr.edu>
 - d. <https://sas.illuminate.com>
 - e. <https://na-downloads.illuminate.com>
 - f. <http://www.ev360.ccr.edu>

NOTE: As you "Add" each address, you may get a Security Warning box...click "Continue" for each one as you add each address.

9. After all six (6) addresses are added, click "OK" (if "Apply" is not grayed out, select it; if it is grayed out, don't worry about it)
10. Close the Java Control Panel



Install Firefox

If Firefox is not already installed, you will need to install the **Extended Release version** (see the link in Step 2 below); if it is already installed, you will need to update it with Mozilla's **Extended Release version**, as shown in Step 2.

1. Open your browser
2. In the address bar, type or go to:
<http://tinyurl.com/FirefoxUpdate2017>
3. Save or download the file.

NOTE: You may need to “save as” the file (most computers save to the “Downloads” folder); if you are unsure where it is downloading, save it to your Desktop

4. When the download is complete, close the browser

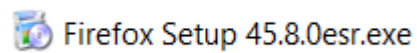
NOTE: You will need Firefox's Extended Release version, which can be downloaded using the link in Step 2.

5. Open the Firefox installer (saved in your Downloads folder or on your Desktop)
6. Select “Install”

If you had an older version of Firefox running, it will tell you to close it, so close Firefox and continue with the installation.

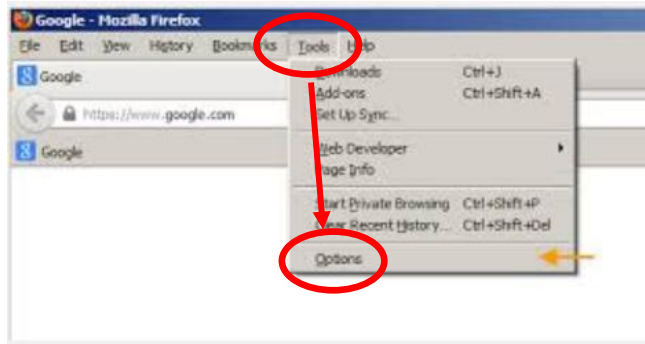
NOTE: If Firefox asks to import settings from other browsers, **select “No” to import settings from other browsers.**

7. Close Firefox after the installation is complete

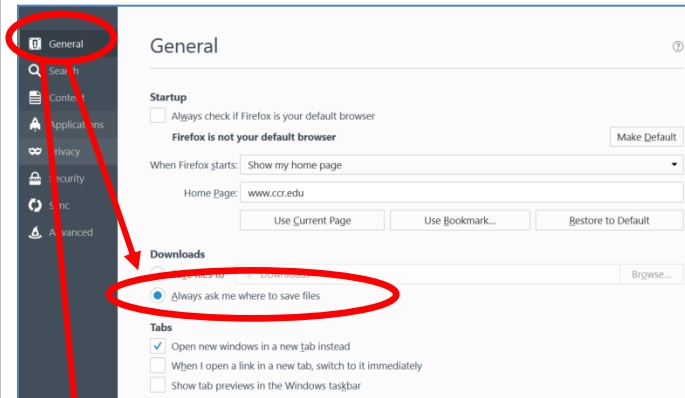
The image shows a screenshot of a file icon for 'Firefox Setup 45.8.0esr.exe'. The icon is a small blue and green logo with a white 'F' inside a circle, followed by the text 'Firefox Setup 45.8.0esr.exe' in a blue font. The entire icon is enclosed in a thin blue rectangular border.

Configure Firefox

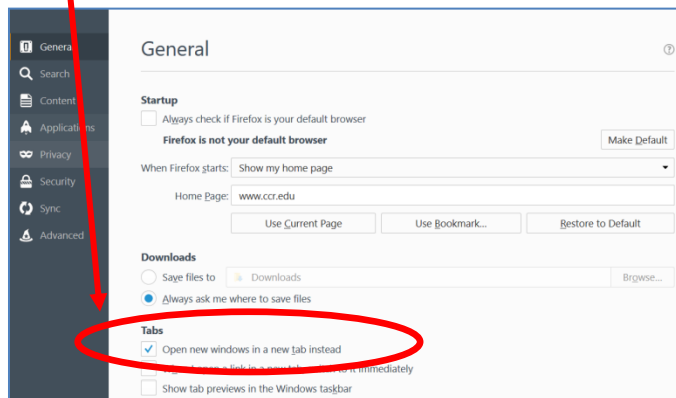
1. Open Firefox
2. Go to the Firefox menu bar
Press the **Alt** key on your keyboard to display the menu bar if it isn't already displayed
3. Select "Tools"
4. Select "Options"



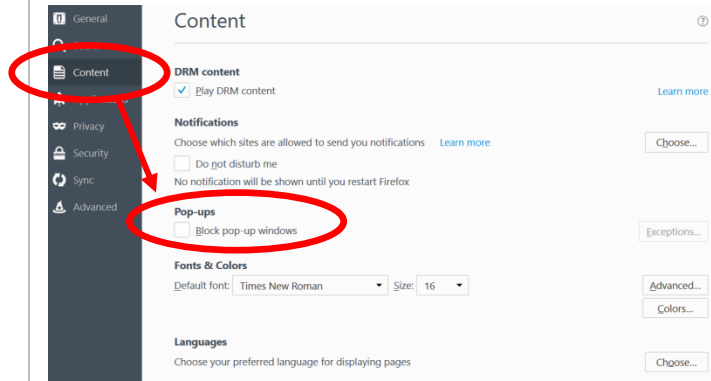
5. Select "General"
6. Check the Downloads option to say "Always ask me where to save files"



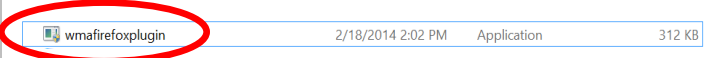
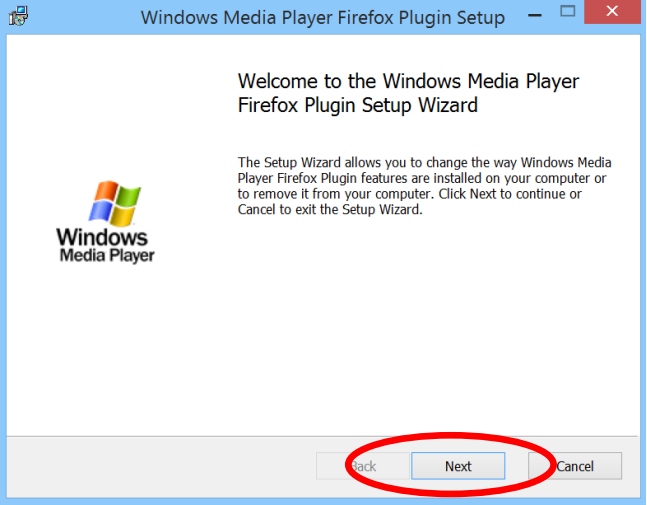
7. Under Tabs, check "Open new windows in a new tab instead" square



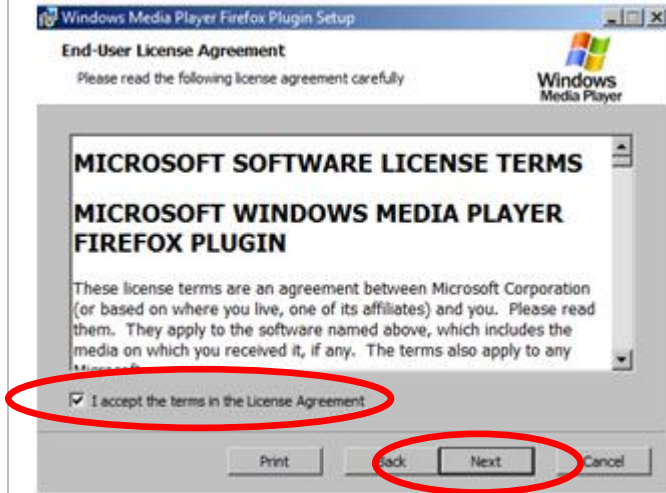
8. Select "Content"
9. **Uncheck** the "Block pop-up windows" square



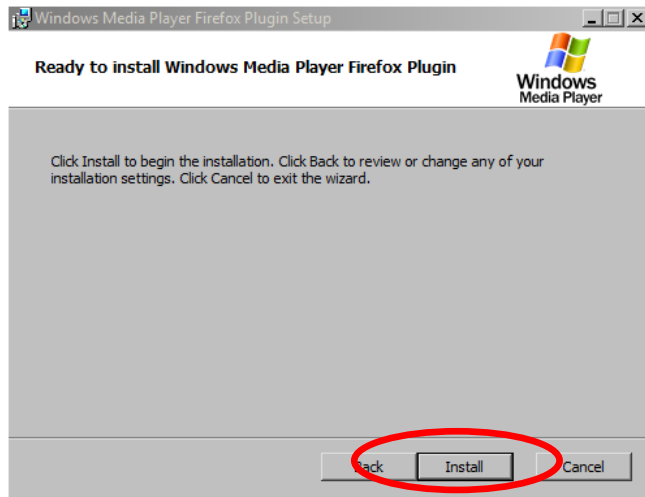
Install Windows Media Player Firefox Plugin

<ol style="list-style-type: none">1. Open your browser2. Go to www.ccr.edu/downloads/software/wmafirefoxplugin.exe	
<ol style="list-style-type: none">3. Save the file <p>NOTE: Most computers save to the “Downloads” folder; if you are unsure where it is downloading, save it to your Desktop</p> <ol style="list-style-type: none">4. When the download is complete, close the browser	
<ol style="list-style-type: none">5. Open/run the “wmafirefoxplugin” file (saved in your Downloads folder or on your Desktop)	
<ol style="list-style-type: none">6. Select “Next”	

- 7. Select "I accept the terms..."
- 8. Click "Next"



- 9. Select "Install"

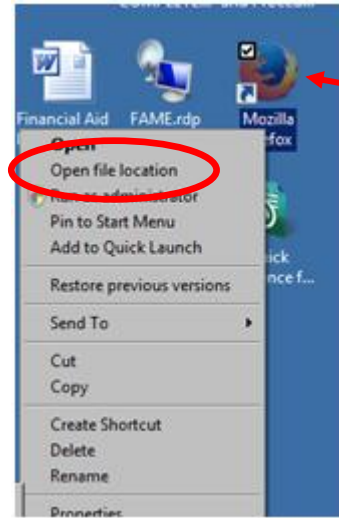
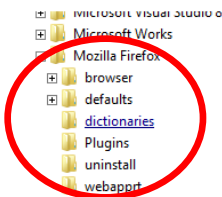


- 10. Select "Finish"



11. Copy the Plugin folder into the Mozilla Firefox Browser folder
 - a. **Right click** on the Mozilla Firefox shortcut on your desktop then select **“Open file location”**

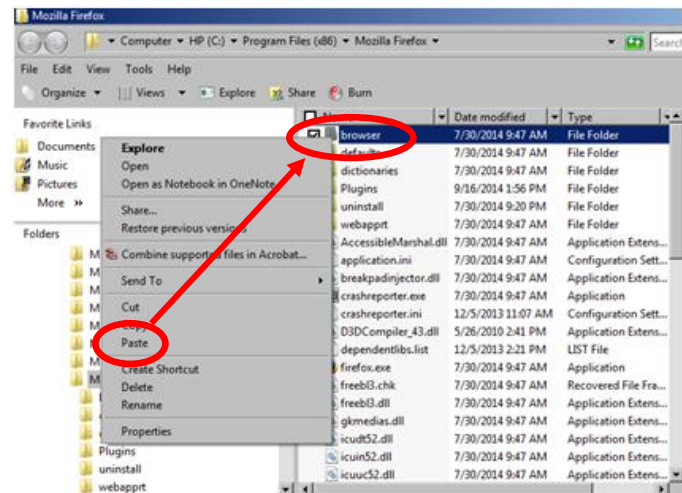
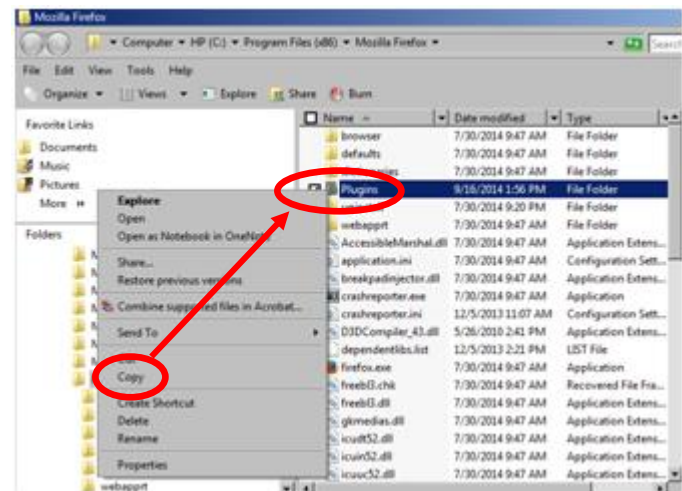
NOTE: If you don't have the “Open file location” option when right clicking on the Firefox icon on your desktop, go to the Mozilla Firefox in your computer's Program Files.



Right click on Mozilla Firefox to get to “Open file location”

12. Copy and paste the “Plugins” folder into the “browser” folder
 - a. **Right click** on “Plugins” and select **“Copy”**
 - b. **Right click** on “browser” and click **“Paste”**

NOTE: If you get a popup related to administrative privileges, select “yes” or “continue.”



Install Adobe Flash Player

1. Download Adobe Flash Player

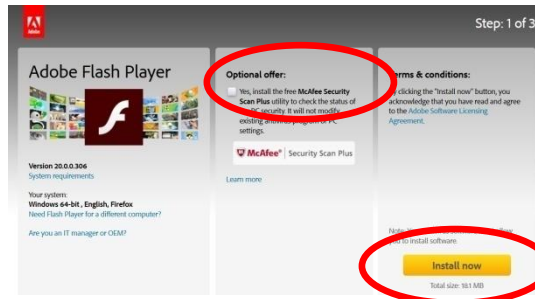
Go to Adobe.com and search for Flash within Adobe's search field

*****WARNING*** Do not search for Flash in a search engine outside of adobe.com; there is a fake Flash player download that shows in some search results – it has a virus that will completely disable your computer.**

ONLY get the Flash player by going through Adobe's site.

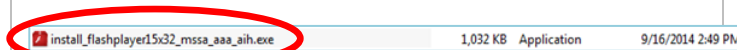
NOTE: You may need to save the file (most computers save to the "Downloads" folder); if you are unsure where it is downloading, save it to your Desktop.

2. Uncheck the "Optional offer" then click "Install Now."
3. When the download is complete, close the browser

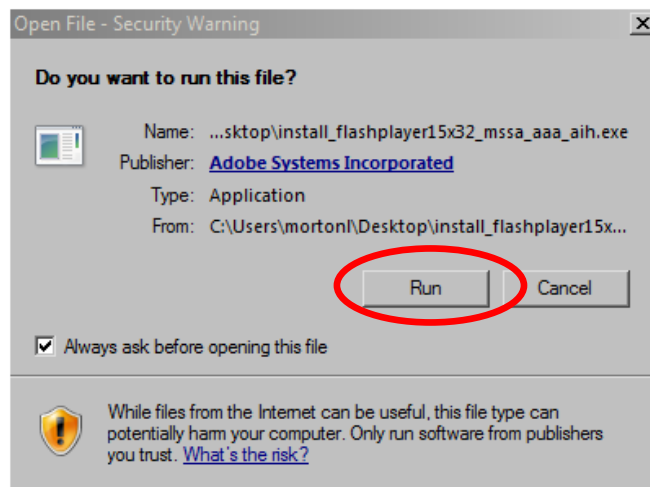


>> Uncheck the "Optional offer" then click "Install now."

4. Open the Flash Player installer (saved in your Downloads folder or on your Desktop)

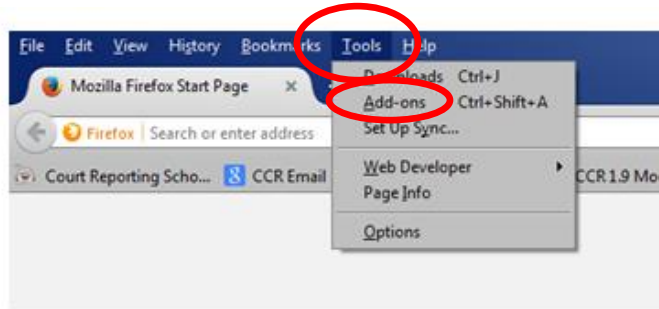


5. Select "Run" and complete the installation
6. If it automatically opens your browser at the end of the installation, close the browser

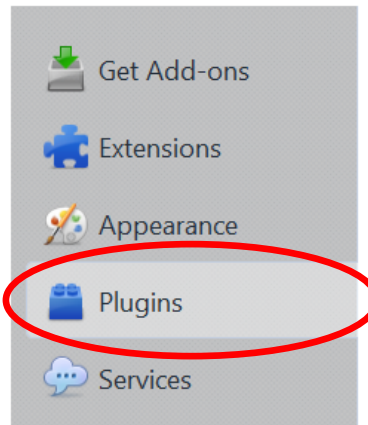


Configure Firefox Plugins

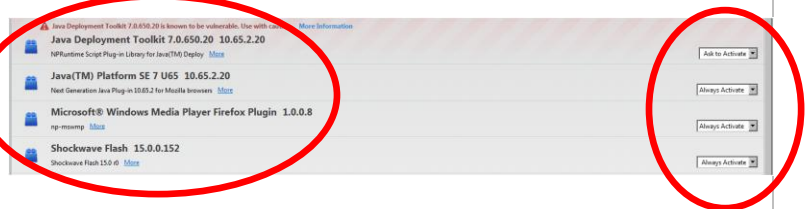
1. Open Firefox
2. Go to "Tools" then "Add-ons"
 - a. Press the Alt key on your keyboard to display the menu bar if it isn't already displayed



3. Select Plugins



4. Select "Ask to Activate" for the Java Deployment Toolkit
5. Select "Always Activate" for the Java(TM) Platform
6. Select "Always Activate" for the Microsoft Windows Media Player Firefox Plugin
7. Select "Always Activate" for Shockwave Flash



8. Select "Never Activate" for any other **audio** or **video** plugins



NOTE: These will vary on different computers, and the screenshot to the right only shows an example.

Common plugins that can interfere with Java and the Windows Media Player Firefox plugin include but are not limited to the following (they

should be set to “**Never Activate**”):

- Quicktime
- RealPlayer
- VLC Media Player
- Avast
- For the Record (FTR)
- Others

You may also need to select “Never Activate” your **virus software** depending on which one you use. If that is the case, you can run manual virus scans periodically instead or obtain virus software that does not block the other plugins (such as Lavasoft).

NOTE: FTP and VLC are known to block audio in other applications. In most cases, you will need to UNINSTALL those programs for audio to play in ev360.

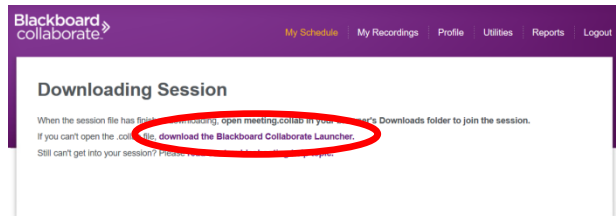
Download and Install Blackboard Collaborate Launcher

****NOTE:** Blackboard Collaborate is only for students who will be attending live classes or viewing live class recordings through Blackboard; check with your school if you are unsure if you will be using Blackboard.

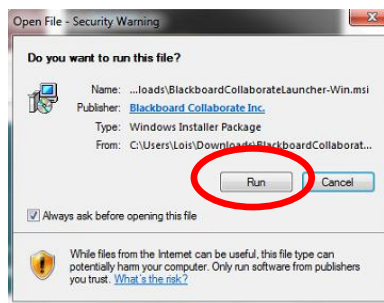
1. Open your browser
2. Go to Blackboard Collaborate (check with your school for the site link if you are attending live classes)
3. The first time you access a Blackboard Collaborate sessions, you can "download the Blackboard Collaborate Launcher"

NOTE: You may need to "save as" the file (most computers save to the "Downloads" folder); if you are unsure where it is downloading, save it to your Desktop

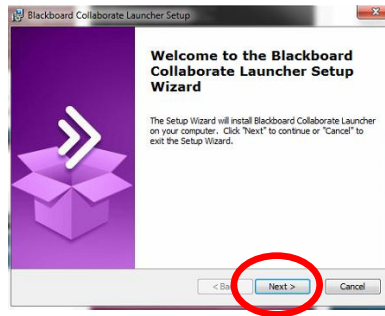
4. When the download is complete, close the browser



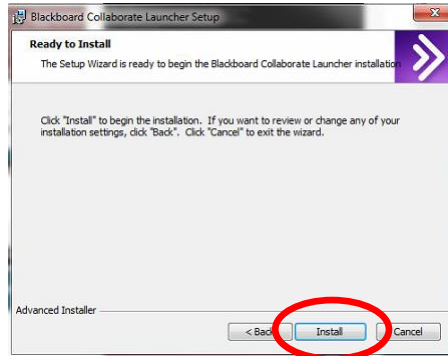
5. Open the BlackboardCollaborateLauncher (saved in your Downloads folder or on your Desktop)
6. Select "Run"



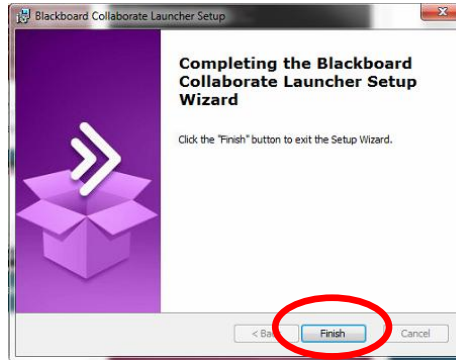
7. Select "Next"



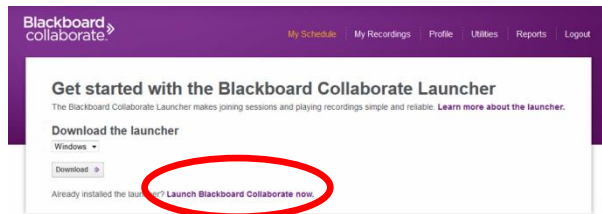
8. Select "Install"



9. Select "Finish"

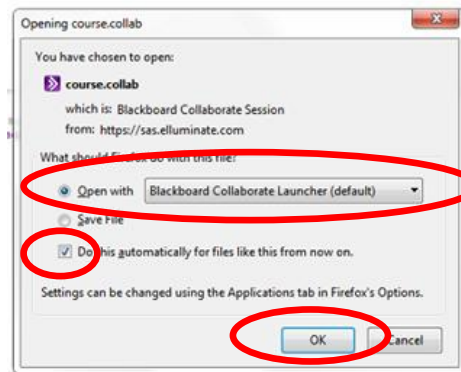


10. When you access a Collaborate recording or live class session for the first time, select "Launch Blackboard Collaborate now"



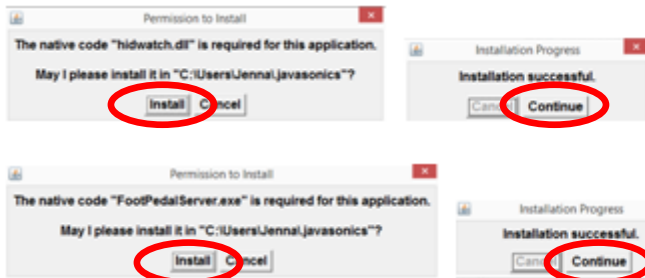
11. Select the “Blackboard Collaborate Launcher” to open it
12. Check the box for “Do this automatically...”
13. Click “OK”

You’ll then accept their terms and select your connection speed (e.g., Wireless, Cable, etc.) depending on your connection, and the session should open and run

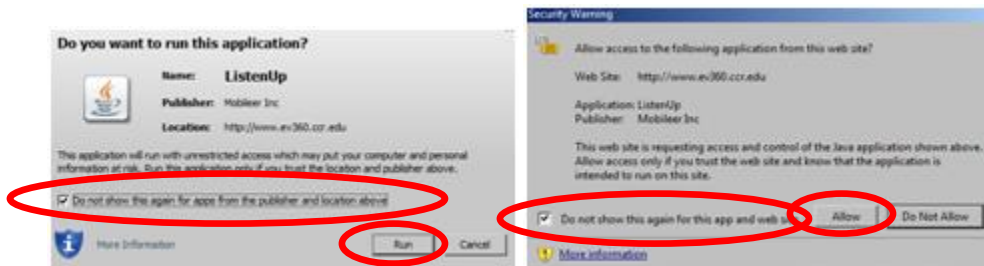


Final Tips

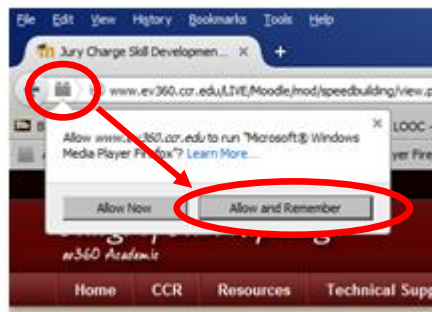
1. Everything should be working if you follow all of the steps outlined in these instructions.
2. Make sure you are using Mozilla Firefox for ev360.
3. The first time you play SAPs, you may be asked to install two things (below)...go ahead and install them.



4. The first time you play SAPs, you may see two popup windows (below)...select "Do not show this again..." for both of them and select "Run" or "Allow"



5. If audio is working for the SAPs but not Skill Development or SEs, go to Skill Development, select a plan, then click the Lego-shaped gray icon that should appear in the top/left area of the Mozilla Firefox browser. Then select "Allow and Remember" if that is an option.



6. If something is not working, there may be something on your computer that is interfering with the plugins necessary to run the audio and video files.

Try scanning for malware. An effective malware removal program (free for a limited time) is www.malwarebytes.com. Download the free version, install, and run a full scan. Quarantine anything is identifies.

Also, please contact your school or complete a support ticket at www.ccr.edu/index.php/ccr-technical-support.

NOTE: For the Record (**FTP**) and **VLC** are known to block audio in other applications. In most cases, you will need to UNINSTALL those programs for audio to play in ev360.

7. To save you time from logging into ev360 each and every time, open ev360, click on the globe next to the www., then drag and drop it to your tool bar.