

SAT E-Learning

Troubleshooting Airbus CBT

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1 Introduction

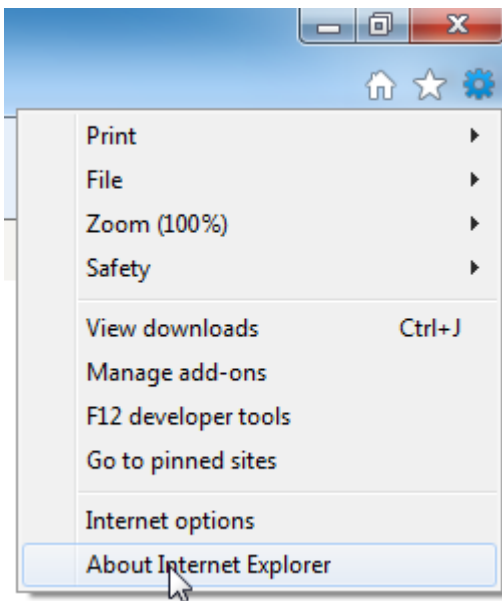
This document describes known issues and applicable workarounds related to the playback of Airbus CBT.

1.1. Supported platforms

Airbus CBT are supposed to be viewed on a Windows computer with the Microsoft Internet Explorer (IE). Operating systems other than Windows and browsers other than Internet Explorer aren't supported for the Airbus CBT.

1.2. Microsoft Internet Explorer version

If you need to know your version of the Internet Explorer, you'll find this information in the About info window of IE. Open the Tools menu by clicking on the gear symbol in the title bar of IE and select the "About" menu item as shown on the pictures below. This example is for IE 9; in other IE versions the approach is similar.



2 White screen instead of CBT playback

There is an issue accessing the Airbus CBT with Microsoft Internet Explorer versions 10 or higher.

- Instead of showing the actual CBT content it can happen that you get a white screen.
- In such case you have to enable the Compatibility View mode for the website with the CBT.

Reason for this inconvenience is the fact that the Airbus CBT have been designed for an earlier version of Internet Explorer than version 10. In Compatibility View, websites will be displayed as if you were viewing them in a previous version of Internet Explorer, which will correct display problems. By setting the Compatibility View mode for a particular website it is activated automatically the next time you visit the site.

The next sections describe how to enable the Compatibility View for

- **Internet Explorer 10 and 11** running on
- **Windows 7 or Windows 8.**

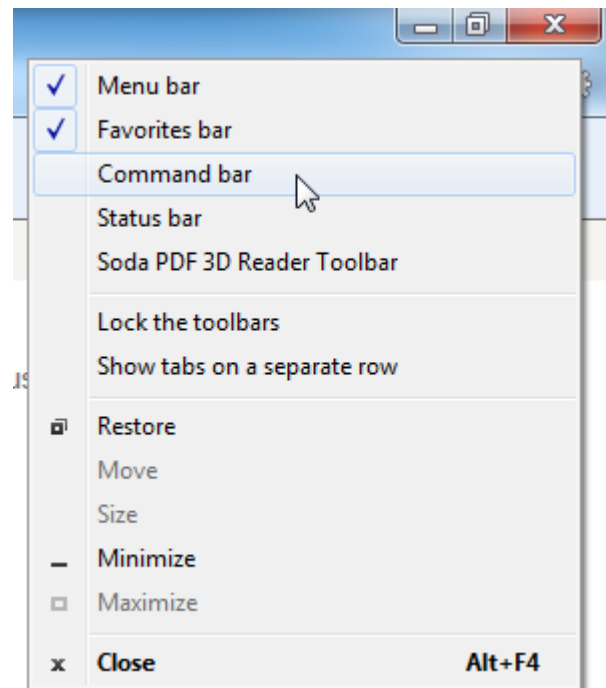
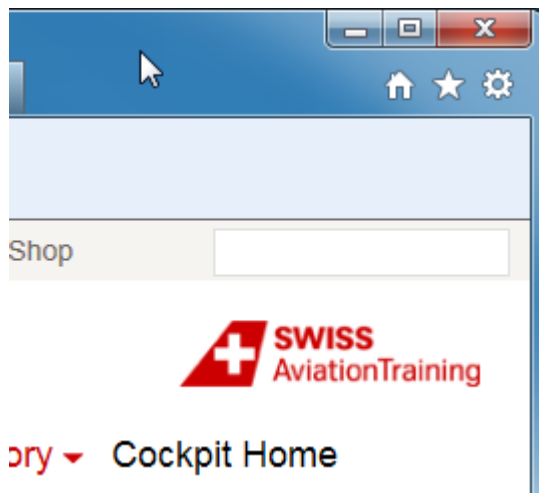
2.1. Compatibility View for IE 10 and higher on Windows 7/8

The workaround for this problem is to add the website <https://lxlms.swiss-aviation-training.com> to the Compatibility View list of the IE.

Windows 8: Since the Airbus CBT work only in Desktop Mode one has to change from the Tiles to the Desktop Mode first by pressing the *Windows and the D key simultaneously* on the keyboard.

2.2. Step by step instructions

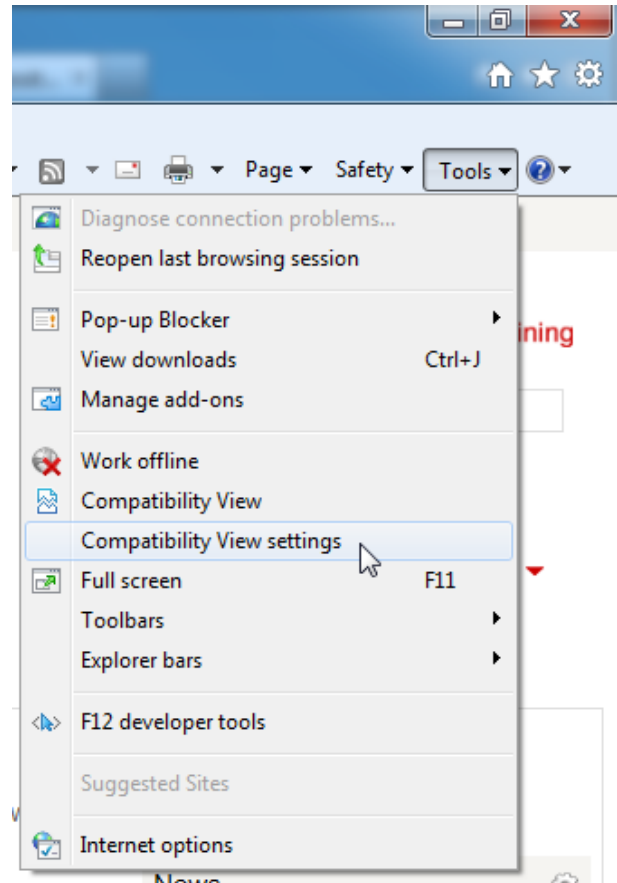
1. Launch Internet Explorer.
2. Activate the command bar in IE. First right click in the IE title bar and then select the Command bar menu item from the context menu if it hasn't a checkmark yet.



3. With the Command bar enabled there appear additional buttons and menus in the title bar of the IE, amongst them the Tools pull down menu as shown to the right.

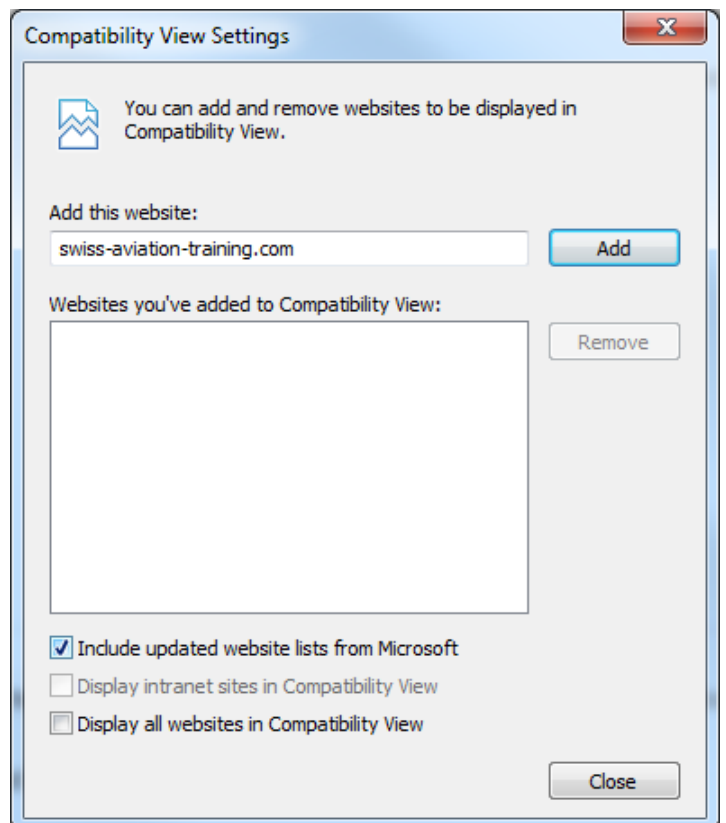


4. As next open the Tools menu and select the Compatibility View settings menu item which will open the Compatibility View Settings window.

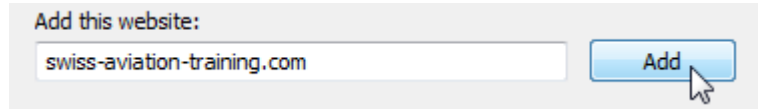


5. The URL (address) of the website is preset in the field to the left of the Add button if you open the window while using ILIAS. If the address doesn't correspond to swiss-aviation-training.com then you have to manually enter the correct URL:

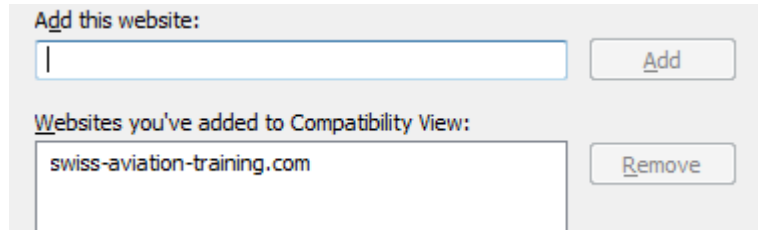
<https://xlms.swiss-aviation-training.com>



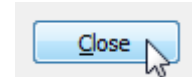
6. Now click the Add button.



7. The address is inserted in the Compatibility View list.



8. Close the window with a click on the Close button.

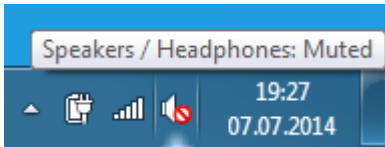


9. Close the Internet Explorer and open it again. For verification purposes go to <https://lxlms.swiss-aviation-training.com> and login. Start an Airbus CBT to check if it runs properly.

If you ever want to go back to browsing **without the Compatibility View** then simply click on the Remove button next to the websites you've added to Compatibility View.

3 Sound is missing

If there is no sound audible make sure that your PC doesn't have the sound turned off:



If sound is enabled but the CBT isn't audible a Microsoft patch must be installed which can be found here:

<http://www.microsoft.com/en-us/download/details.aspx?id=21380>

For installation follow the instructions given on that website.

Consider using a headset while working with the Airbus CBT.

4 Further help

For more assistance visit the E-Learning Help section of the LMS.