

Below is a checklist of items that can be used when preparing to use the JASON Mission Center in a classroom or computer lab.

Does the computer meet the minimum specifications?

PCs must run Windows 2000 or higher. Macintosh computers must run Mac OS 10.2 or higher. The computer must have at least 256 MB of RAM and 15 MB free hard-drive space and a connection to the Internet (broadband highly recommended).

Does the internet browser meet minimum specifications?

The JASON Mission Center should be accessed using the latest version of Internet Explorer (6.0 or higher, 7.0 or higher for best experience), Firefox (2.0 or higher), or Safari (2 or higher).

Is the internet browser set up to accept Cookies and JavaScript?

Cookies and JavaScript must both be enabled in your browser in order to access the JASON Mission Center. Instructions on how to check your settings for the most common browsers are listed below. If you are using a different browser, please refer to your browser's Help for more information.

INTERNET EXPLORER: Go to the *Tools* menu and choose *Internet Options*. Click the *Privacy* tab. The privacy setting should be set to Medium-High or lower. Then, click the *Security* tab. Click on the *Custom Level* button and ensure that under the Scripting category, "Scripting of Java applets" is set to *Enable*.

FIREFOX: Go to the *Tools* menu and choose *Options* (On a Mac, go to the *Firefox* menu and choose *Preferences*). Click the *Privacy* tab. In the cookies section, ensure that the "Accept cookies from sites" checkbox is checked. Click on the *Exceptions* button and ensure that www.jason.org is not listed in the list of Excepted sites. Then click the *Content* tab. Ensure that the "Enable JavaScript" check box is checked.

SAFARI: Go to the Safari menu and choose *Preferences*. Click the *Security* tab. Ensure that the "Enable JavaScript" checkbox is checked. Ensure that Accept Cookies is set to either "Always" or "Only from sites I visit."

Do you have the necessary plug-ins installed on your browser?

To access some of the content within the JASON Mission Center, you might need to have one or more "plug-ins" installed for your browser. Plug-ins extend the capabilities of your browser and will allow you to view videos or listen to audio files.

The plug-ins needed within the JASON Mission Center are listed below. Please note that the JASON Mission Center does not require the premium version of any of the plug-ins.

- Adobe Flash (Version 9 or above; Version 10 preferred): <http://get.adobe.com/flashplayer/>
- Apple Quicktime (Version 7 or above): <http://www.apple.com/quicktime/download/>
- Adobe Acrobat Reader: <http://get.adobe.com/reader/>

Do you have parental control systems on your computers? If so, is this configured to allow access to the JASON Mission Center?

Parental control systems (used to monitor/restrict access to the Internet) can sometimes cause issues with access to Web sites. Simply adding the sites www.jason.org Web site to the list of allowed sites might work in many cases. When possible, it is also best to add the JASON sites (www.jason.org, *.jason.org, etc.) to a bypass list whenever the feature is available.

Users in a school (or other network) setting should also go through the following checklist to the network environment.

- Do you have parental control systems on your network? If so, is this configured to allow access to the JASON Mission Center?**

Parental control systems (used to monitor/restrict access to the Internet) can sometimes cause issues with access to Web sites. Simply adding the www.jason.org Web site to the list of allowed sites might work in many cases. When possible, it is best to add all JASON sites (www.jason.org, *.jason.org, etc.) to a bypass list whenever the feature is available.

- Do you have firewalls and network settings set up on network that could inhibit access to various features of the JASON Mission Center? If so, is this configured to allow access to the JASON Mission Center?**

The JASON Mission Center utilizes a wide range of multimedia components, including videos, Podcasts and message boards. If access to a specific site feature of the JMC is a problem, the issue might be with the school's firewall or other network settings. A school network administrator might have blocked access to a particular type of activity as a matter of policy. If this is the case, remove the restrictions for the JASON Web site, or for the duration of the activity or event.

- Does the network have the bandwidth capabilities to support planned JASON activities?**

When several users access the same resource at the same time, such as in a computer lab setting, this can cause increased page load times due to the increase of bandwidth on the site. This most often occurs with videos and other animations that are streamed from the JASON servers to the computer. If a slowdown occurs, either have the users stagger their loading of the resources, utilize a projector to display one instance of the resource for the entire class or use the JASON DVD to show the videos.

- Do you have Proxy or Caching solutions installed on your computers? If so, is this configured to bypass the JASON domains?**

Some networks use systems referred to as "proxy" or "caching" solutions to reduce unnecessary Internet traffic or to control/secure access to specific Web sites. These systems can sometimes cause issues when accessing some dynamic or interactive Web sites. One means of ensuring the JASON Mission Center and related Web sites work properly is to have your network administration team add the "jason.org" and "nationalgeographic.com" Web sites (including all lower-level Fully Qualified Domain Names like www.jason.org) to a "bypass" list, so traffic to our sites will not be intercepted by the proxy/caching system used on your network.

If you are having trouble using the JASON Mission Center, please refer to the Troubleshooting chart below. This chart presents common issues and suggested solutions that users have experienced.

If your issue is not listed, the suggested solutions do not solve your issue, or you have any other questions, please contact the JASON Help Desk at help@jason.org.

Problem	Suggested Solution
<p>Cannot Access the JASON Web Site</p>	<ul style="list-style-type: none"> • Is the computer hooked up to the Internet? Make sure that the computer has internet access and that the internet access is working properly. • Do you have Parental Control Software installed on the workstation? Make sure that any installed Parental Control software is configured to allow users to access to the www.jason.org domain. • Do you have any other security software installed on the computer? Make sure that any other security software is set to allow the www.jason.org site as a "safe" site.
<p>Cannot log into the JASON Mission Center</p>	<ul style="list-style-type: none"> • Have you forgotten your username or password? If you have forgotten your username or password, click on the <i>Help</i> link in the upper right-hand corner of the homepage. From there, either complete the Forgot Password steps to reset your password, or click on the Forgot Username to retrieve your username. • Are you entering a valid username? If you click the Log On button and a "Login Failed" message appears, try re-entering your username. • Are you entering your password correctly? Passwords are case sensitive and cannot contain special characters. • Is your internet browser enabled to accept cookies and allow JavaScript? Check your browser's security settings to ensure that your browser accepts cookies and allows JavaScript. • Do you have Parental Control Software installed on the workstation? Is it set to allow access to the www.jason.org domain? Make sure that any installed Parental Control software is configured to allow users to access to the www.jason.org domain. • Do you have a proxy or caching solution installed on your network? Add the "jason.org" and "nationalgeographic.com" Web sites (including all lower-level Fully Qualified Domain Names like www.jason.org) in the Proxy/Caching Bypass list.

Problem	Suggested Solution
Videos do not play	<ul style="list-style-type: none">• Do you have the Adobe Flash plug-in installed on your workstation? Install the latest version of Adobe Flash on your workstation: http://get.adobe.com/flashplayer/• Does your network restrict the playing of videos? Change the network settings to either temporarily allow users to play videos or to allow unrestricted activity for the JASON web site.
Videos and animations do not play correctly, sound does not work	<ul style="list-style-type: none">• Does the video or animation you are looking at have sound? All videos within the JASON Mission Center have sound. However, the animations do not.• Does the computer have a sound card installed? Computers without sound cards will not be able to play the audio portion of the videos.• Is the audio muted on the computer? Check your computer's audio levels to make sure it is set to "Mute" or too low.
Videos and animations do not play correctly, sound is too low	<ul style="list-style-type: none">• Is the volume turned up? There are two places to control volume for videos and animations: within the video player itself, and within the computer's sound settings. Make sure that the sound is turned up in both of these places.
Videos do not play correctly, including stops and starts	<ul style="list-style-type: none">• Does your internet connection fast enough to support video playing? While you can access the JASON Mission Center with non-broadband internet connections, you might experience stops and starts. If this occurs you can hit the pause button on the video player to give the video a chance to load completely. Or, you can be view the videos from the DVD included with your curriculum packet.

Problem	Suggested Solution
JASON DVDs do not play on your computer	<ul style="list-style-type: none">• Do you get the following error message when you try to play the JASON DVD on your computer? <i>"Windows Media Player cannot play this DVD because there is a problem with digital copy protection between your DVD drive, decoder, and video card. Try installing an updated driver for your video card."</i> This error occurs on computers running Windows Vista with certain hardware/software configurations when they try to play a commercial DVD with digital copy protection. Please note that this issue is limited to playing the DVD using a computer, and does not affect users using a standalone DVD player to play the video. <p>To resolve this issue, please follow the following steps.</p> <ol style="list-style-type: none">1. Install (or re-install) the DVD player software that came with your PC and then apply any online updates for that software. An example of DVD player software is "Power DVD", which is commonly shipped with Dell PCs/laptops.2. If you don't have a computer that included this type of software, or if reinstallation was unsuccessful, apply the available updates for the firmware and drivers for your DVD drive, video card, and monitor.3. If you still cannot play the DVD on your computer, contact the manufacturer of your computer. They may already be aware of the issue for the specific model of your computer, and might be able to provide model-specific work-arounds or replacements.