

MnCHOICES Assessment 1.0 and Windows 10 troubleshooting

Who needs the message?

All lead agencies updating to Windows 10 and all lead agencies experiencing problems with Windows 10 today.

Internet Explorer 11 is the only browser in which MnCHOICES Assessment 1.0 is supported. This is because the web application depends on Silverlight. No other browser (e.g. Firefox, Chrome, Edge, Safari, Opera, etc.) will be supported.

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1 Online mode troubleshooting

Verify the MnCHOICES Assessment 1.0 URL on all new Windows 10 systems before distribution to assessors.

1.1 No access: MnCHOICES Assessment 1.0 does not appear to load in Internet Explorer 11

Listed below are troubleshooting steps to resolve this problem.

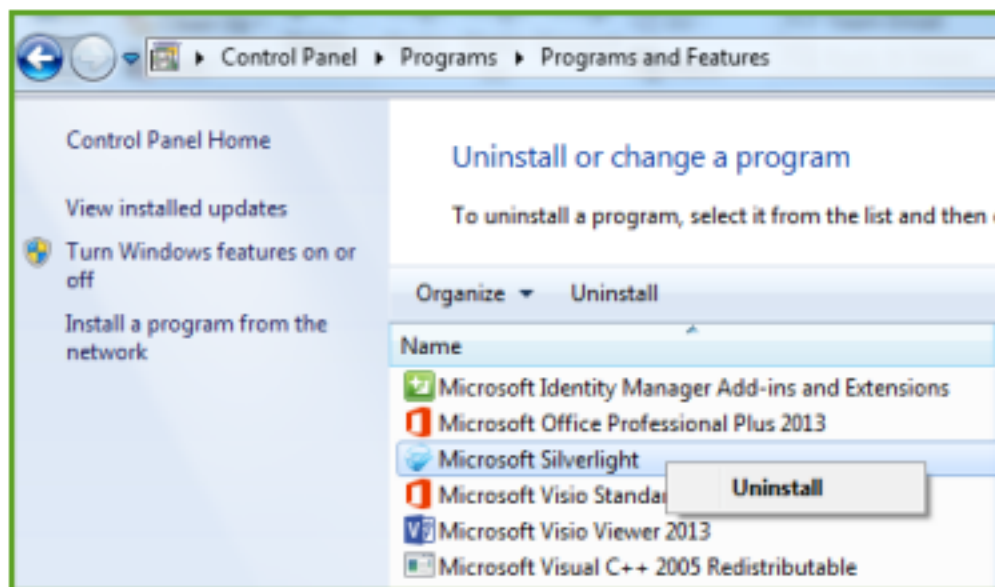
1.1.1 Solution: Correct URL

Ensure the correct URL is in place for MnCHOICES Assessment 1.0.

1.1.2 Solution: Reinstall Silverlight

Occasionally, **Silverlight becomes corrupted** because of an upgrade from Microsoft or installation of unrelated software. The best solution is to uninstall and reinstall Silverlight; contact your lead agency IT team for assistance or follow the instructions below:

1. Verify no other application is dependent on a specific version of Silverlight; remove all instances of “Silverlight_x64.exe” from the system
2. Remove Silverlight by accessing the Windows Control Panel and right clicking on “Microsoft Silverlight” to select “Uninstall”



3. Then, access MnCHOICES Assessment. It will present the Silverlight “click now to install” button:



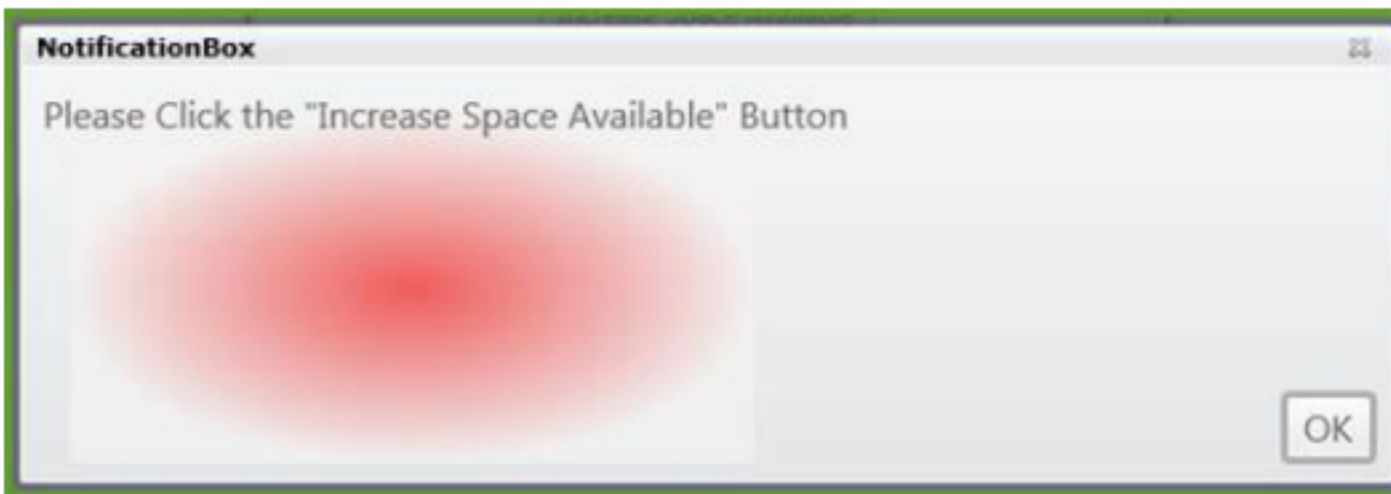
4. Click that button so the “Silverlight_x64.exe” file downloads a new copy. Click to run the Silverlight installer.
5. Follow the instructions on screen to install Silverlight



6. Refresh the MnCHOICES Assessment page. A spinning blue wheel displays while the application loads:



7. Then, a notification box should display:



8. From here, MnCHOICES Assessment 1.0 should allow the user to load and log in to the application.

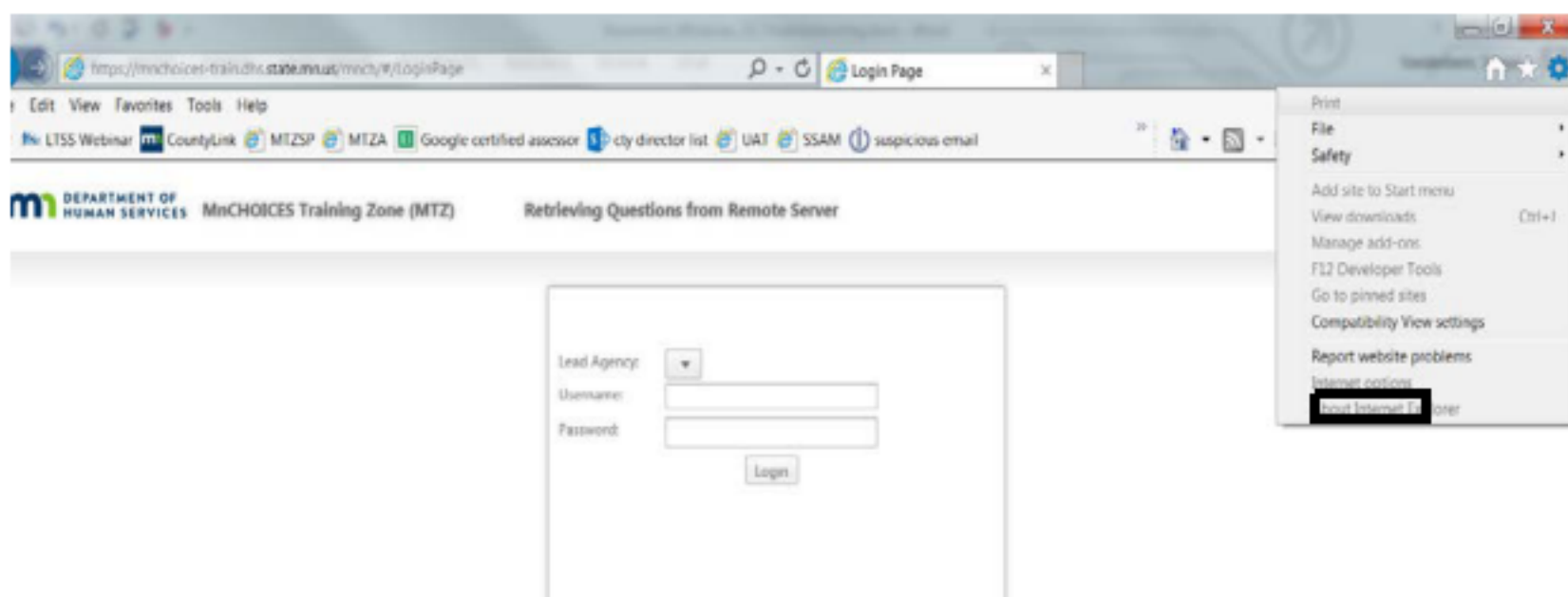
1.1.3 Solution: Trusted site

Internet Explorer's security settings might be too restrictive for MnCHOICES Assessment 1.0

To check to see if this might be the problem, right click the launcher for Internet Explorer and choose "run as administrator." Then, visit the MnCHOICES Assessment 1.0 website.

The MnCHOICES Assessment 1.0 website may be added to the trusted sites from Internet Explorer.

1. From the Settings menu, choose "Internet Options" icon on the right of the browser URL



2. Select the "Security" tab
3. Select "Trusted sites"
4. Click the "Sites" button
5. In the "Add this website to the zone:" box, type the URL:

***mnchoices.dhs.state.mn.us**

6. Click "Add" and "Close"
7. Click "Apply" and "OK" to save the addition

1.1.4 Solution: Group policy

The group policy for the account might be too restrictive for Internet Explorer 11 to run some sites. This should be handled by your lead agency IT team representative.

Instruction for lead agency IT:

- To check to see if this might be the problem, right click the launcher for Internet Explorer and choose "run as administrator." Then, visit the MnCHOICES Assessment 1.0 website.

If MnCHOICES Assessment works...

- Verify the group policy for the user. If another user is able to run MnCHOICES Assessment 1.0 with Windows 10 in Internet Explorer, the two systems can be compared to discover possible issues. The best place to check is the Admin Templates \ Windows Components \ Internet Explorer in the Computer and User categories.

2. Offline mode troubleshooting

Verify MnCHOICES Assessment 1.0 offline mode is functioning on all new Windows 10 systems before assessors go out to the field.

When presented with the following problems, use the troubleshooting options below.

2.1 Blank screen

When launching offline mode, MnCHOICES Assessment 1.0 presents the user with a blank screen:

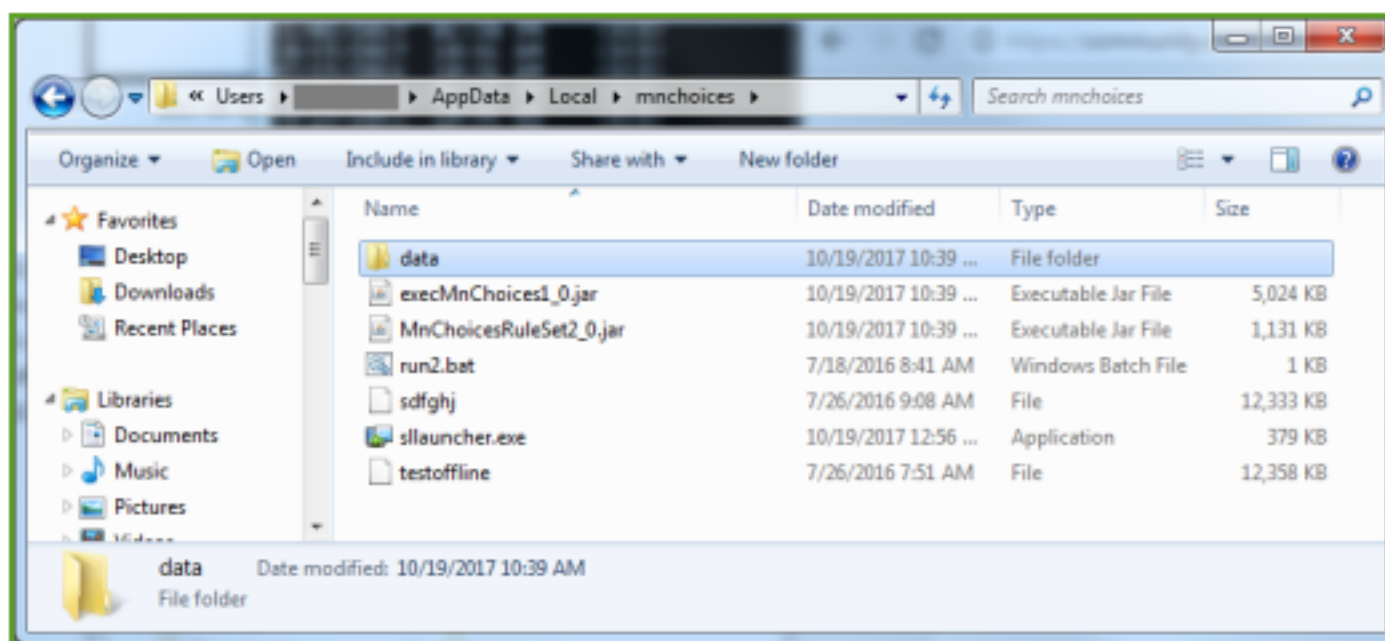


2.1.1. Solution: Access to local folders

In order to go offline, MnCHOICES Assessment needs to create folders on the local desktop. If MnCHOICES Assessment presents a blank screen to the user, it might mean the following folder is not in place:

C:\Users\{USERNAME}\AppData\Local\mnchoices

It might also mean that items MnCHOICES looks for in that folder are missing.



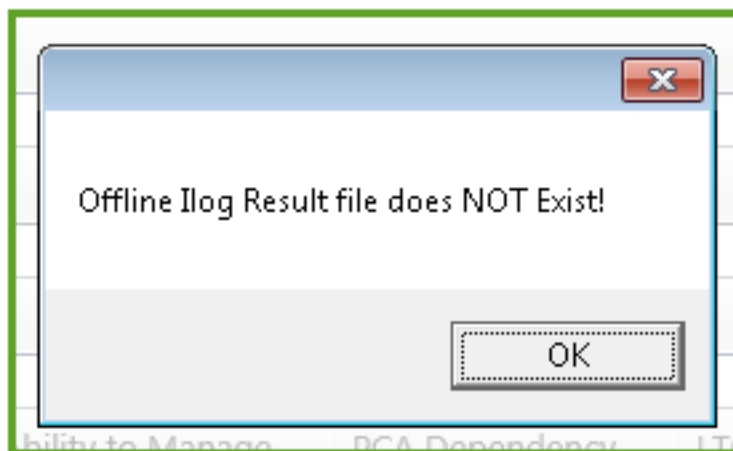
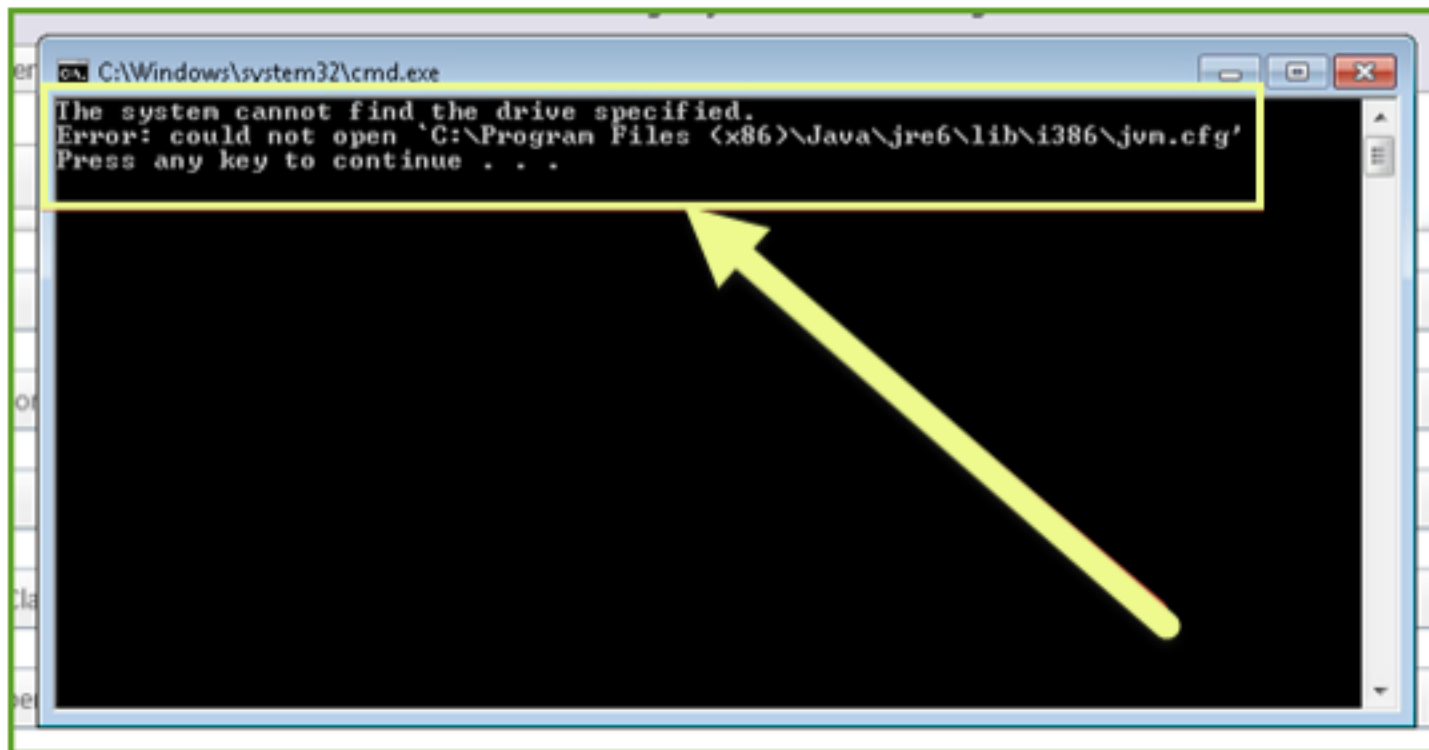
Without the items MnCHOICES Assessment expects to find in the data folder, the only portion of the offline application that can run is a shell of the program.

Contact your agency's IT team to resolve issues with creating and adding items to this folder, which may be related to:

- Encryption
- Non-standard setup of the %LOCALAPPDATA% variable

2.2 Eligibility

When attempting to run eligibility in offline mode, the command box that runs eligibility rules presents the user with the message "The system cannot find the drive specified."

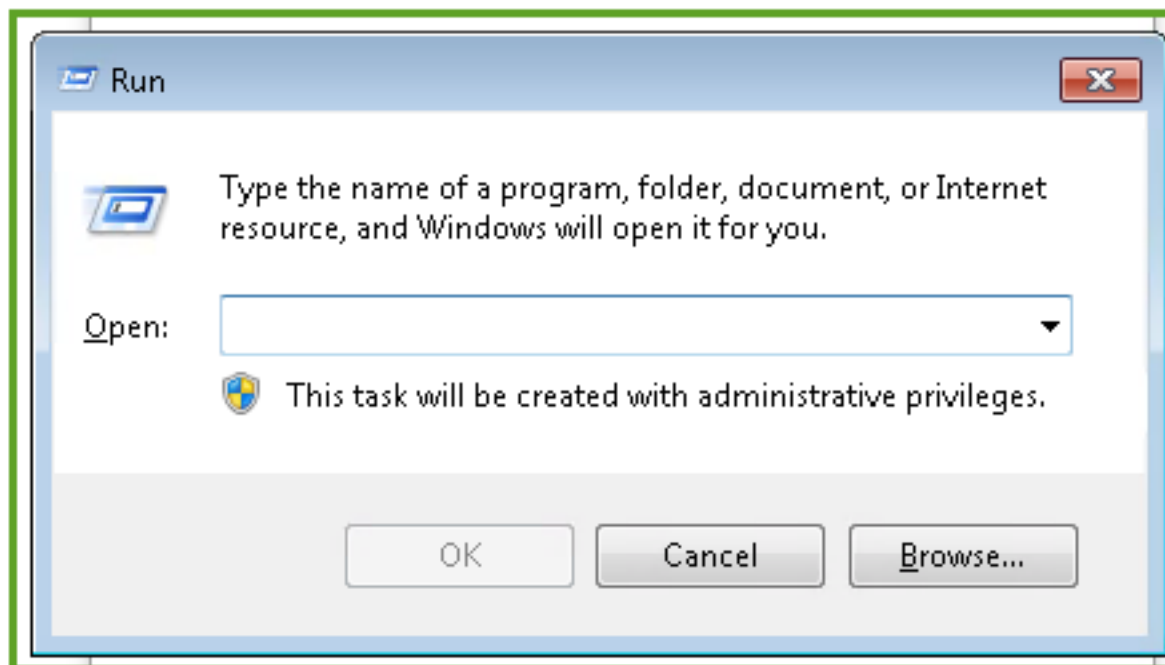


Eligibility will not work in offline mode and data may be lost when returning assessments online.

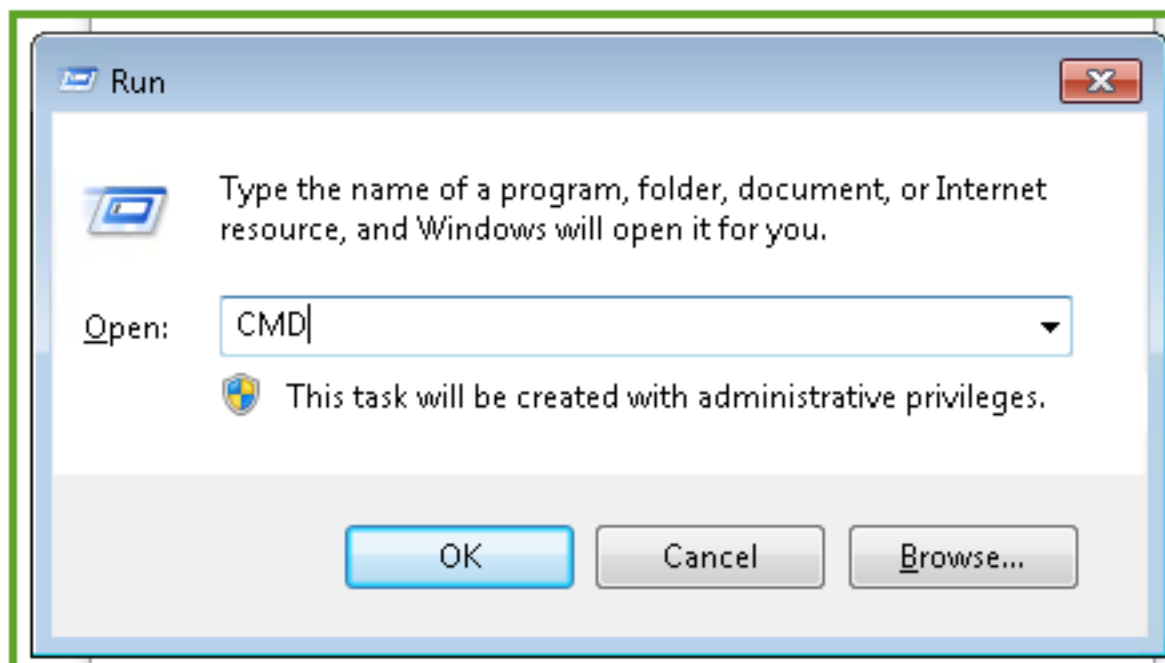
2.2.1 Solution: Check for Java

Ensure that Java is installed in Windows 10:

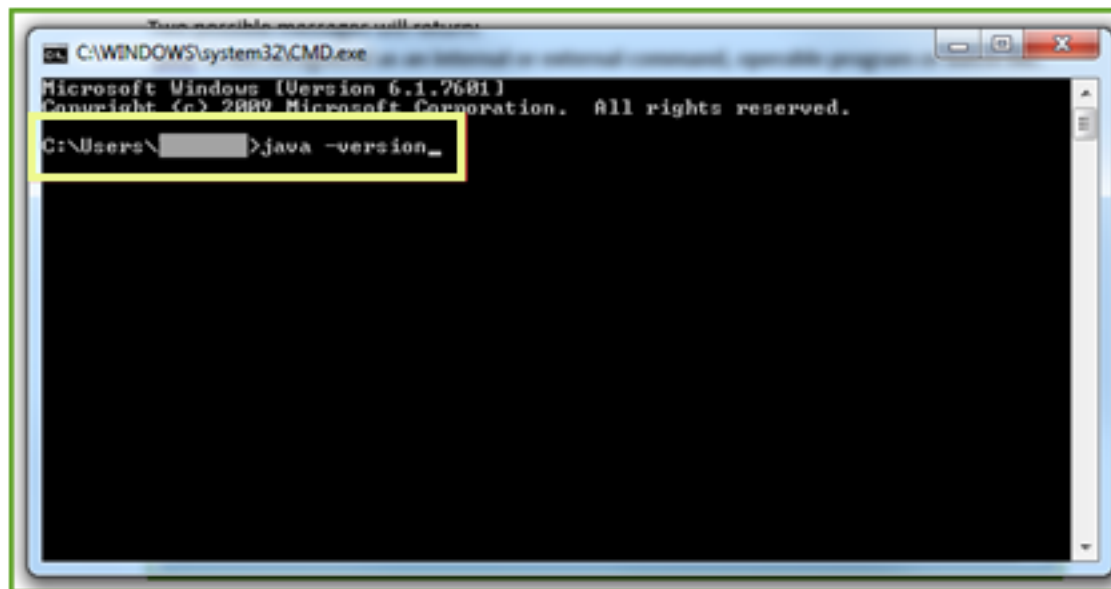
1. Press the “Windows” key + “R” to open a “Run” command window



2. In the Open line, type “CMD” and click “OK”



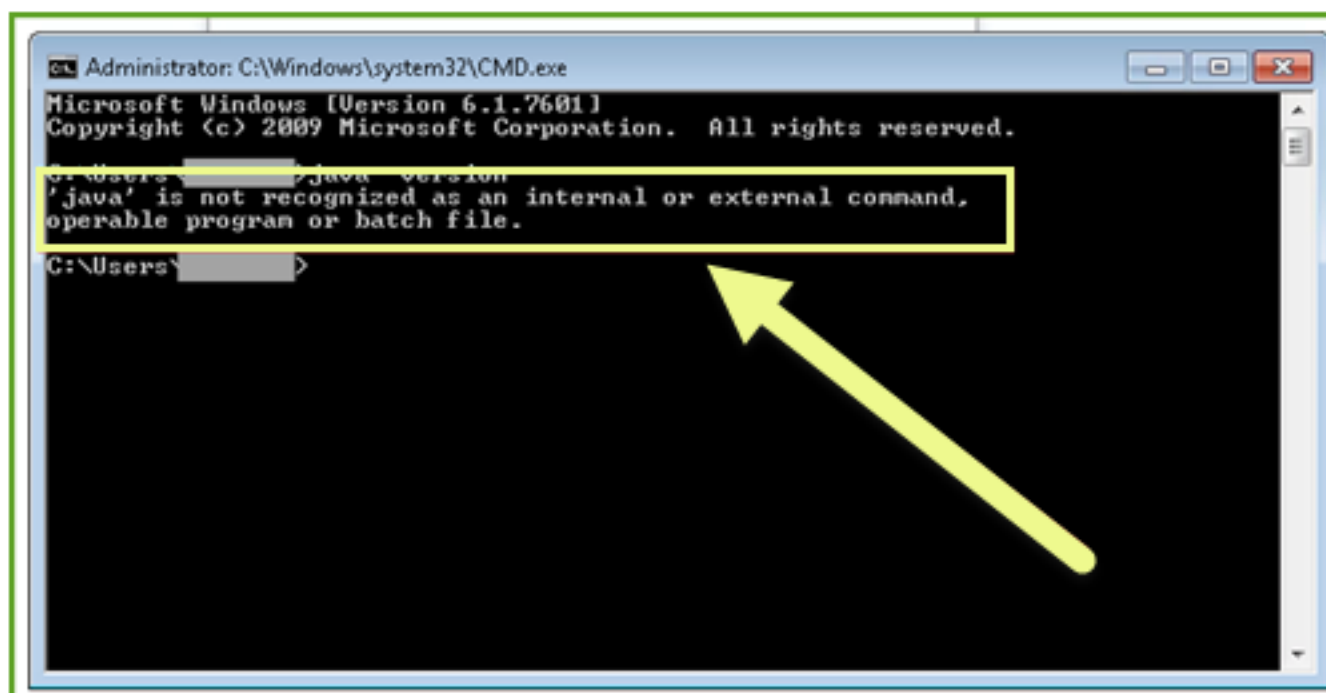
3. This step will provide your computer’s version of Java. A new window will display a command prompt. At the prompt, type “java -version” without the quotes and then press “Enter” to execute the command:



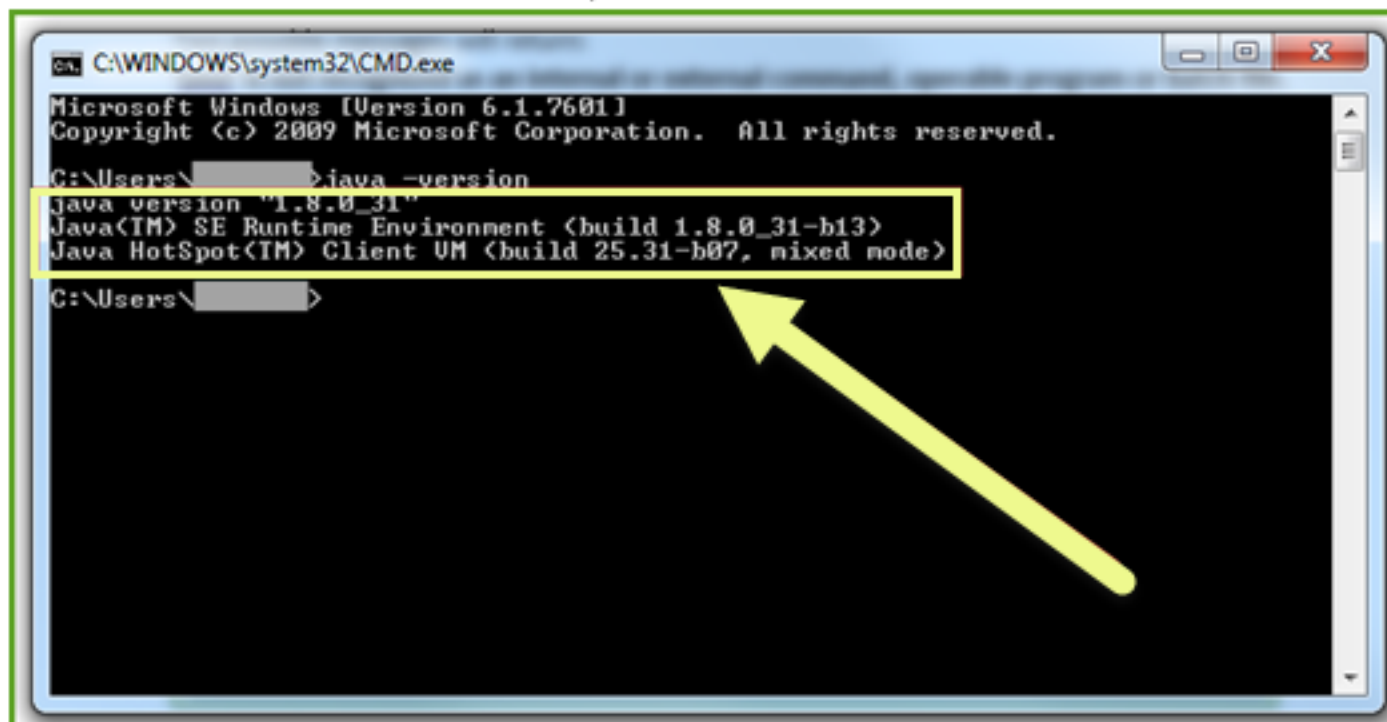
**Note this command only informs the user of installed version of Java.*

Two possible messages will return:

'java' is not recognized as an internal or external command, operable program or batch file.



OR, the version of Java will be reported:



Contact your IT team to resolve this issue. You or your IT Team will check the java version being reported against Java.com and download the latest version of Java, if needed.

2.3 Data loss: The Assessment did not retain information from offline mode when it returned to online mode.

This issue may be resolved by your agency's IT Team through the use of the troubleshooting listed below.

2.3.1 Solution: Check for .bin files

Silverlight generates all of the bin folders & files in the path:

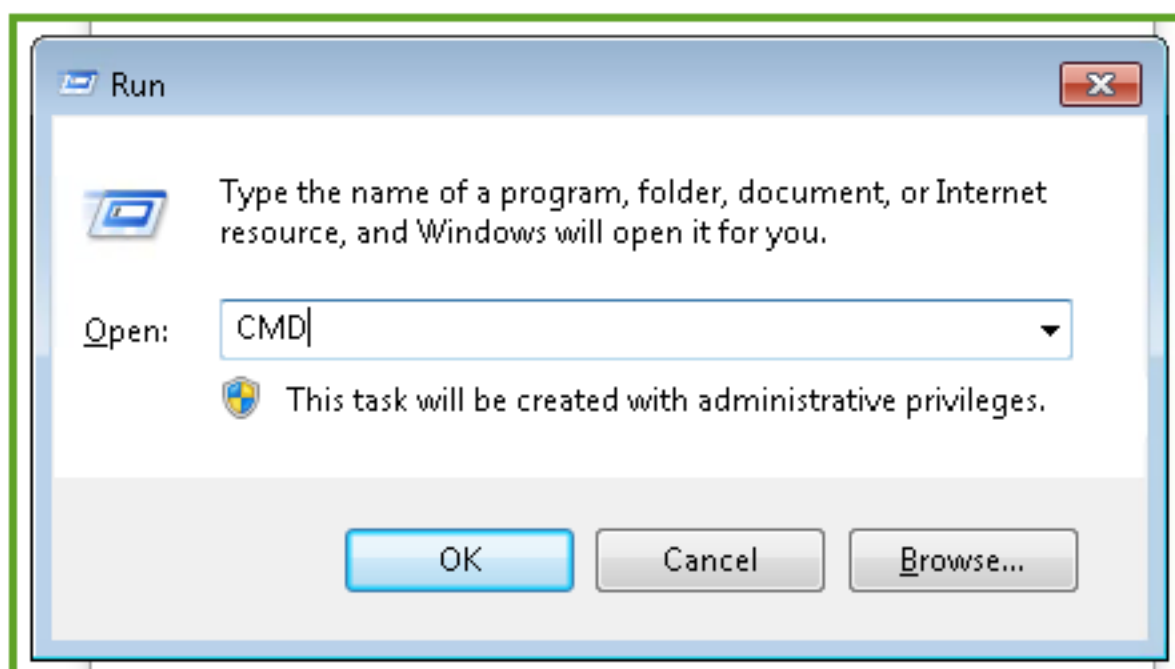
C:\Users\{USERNAME}\AppData\LocalLow\Microsoft\Silverlight\is

The folder names after the folder "is" are randomly generated.

A fast way to find out if .bin files are being created is to press the "Windows" key + "R" to open a "Run" command window



Then type "CMD"



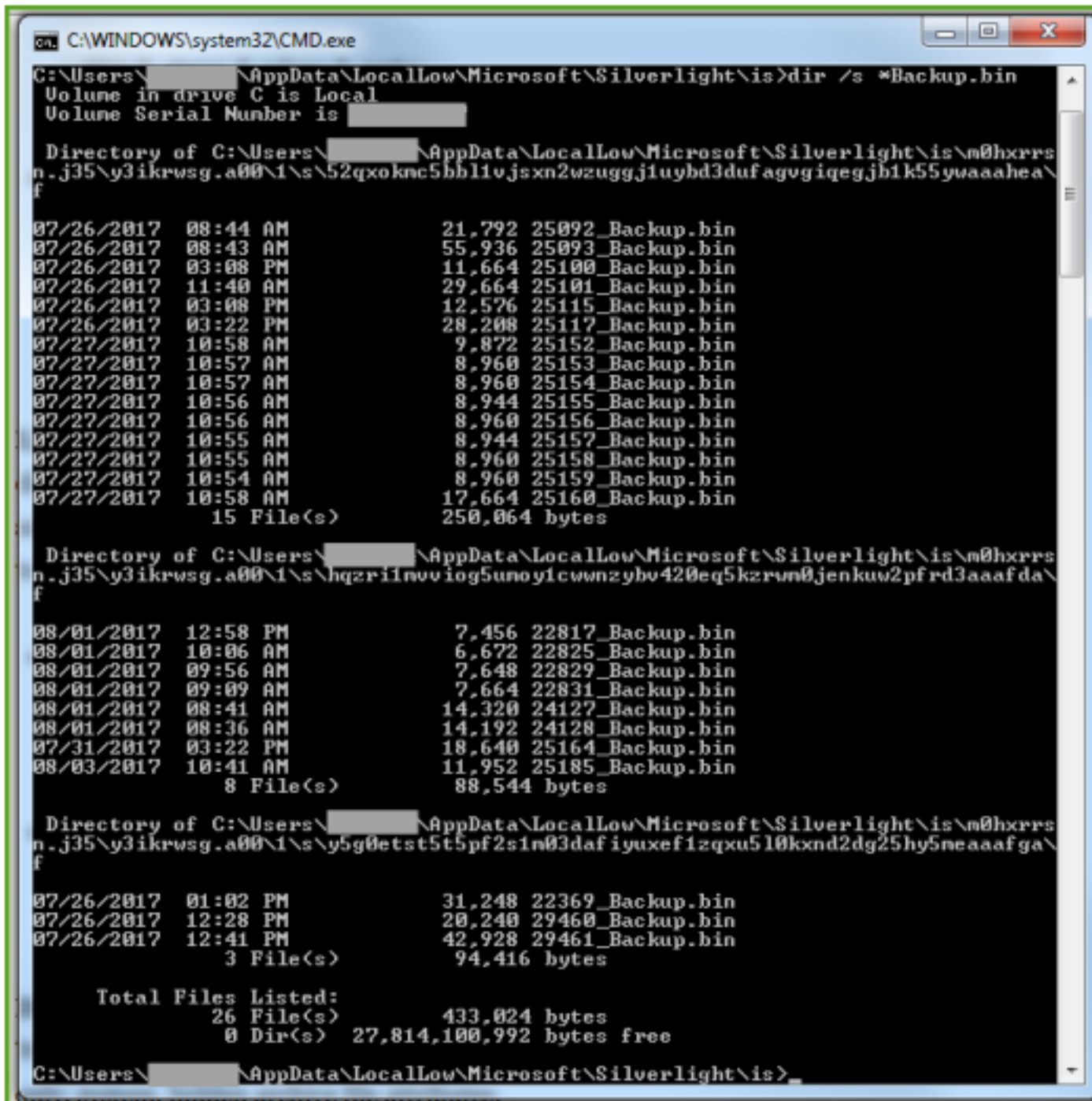
From the command prompt, change directory into the "is" folder:

cd AppData\LocalLow\Microsoft\SilverLight\is

Then, do a search for backup ".bin" files from this directory:

dir /s *Backup.bin

It will return the "#####_Backup.bin" files in each sub directory in the folder "is".



```
C:\WINDOWS\system32\CMD.exe
C:\Users\████████\AppData\LocalLow\Microsoft\Silverlight\is>dir /s *Backup.bin
Volume in drive C is Local
Volume Serial Number is ██████████

Directory of C:\Users\████████\AppData\LocalLow\Microsoft\Silverlight\is\m0hxrrs
n.j35\y3ikrwsq.a00\1\s\52qxo knc5bb1lvj sxn2wzuggj1uybd3duf agvgiqegjb1k55yaaahea\
f
07/26/2017  08:44 AM                21,792  25092_Backup.bin
07/26/2017  08:43 AM                55,936  25093_Backup.bin
07/26/2017  03:08 PM                 11,664  25100_Backup.bin
07/26/2017  11:40 AM                29,664  25101_Backup.bin
07/26/2017  03:08 PM                 12,576  25115_Backup.bin
07/26/2017  03:22 PM                 28,208  25117_Backup.bin
07/27/2017  10:58 AM                 9,872  25152_Backup.bin
07/27/2017  10:57 AM                 8,960  25153_Backup.bin
07/27/2017  10:57 AM                 8,960  25154_Backup.bin
07/27/2017  10:56 AM                 8,944  25155_Backup.bin
07/27/2017  10:56 AM                 8,960  25156_Backup.bin
07/27/2017  10:55 AM                 8,944  25157_Backup.bin
07/27/2017  10:55 AM                 8,960  25158_Backup.bin
07/27/2017  10:54 AM                 8,960  25159_Backup.bin
07/27/2017  10:58 AM                17,664  25160_Backup.bin
                15 File(s)                250,864 bytes

Directory of C:\Users\████████\AppData\LocalLow\Microsoft\Silverlight\is\m0hxrrs
n.j35\y3ikrwsq.a00\1\s\hqzrilnvv iog5unoy1cwnzybv420eq5kzrum0jenkuw2pfrd3aaafda\
f
08/01/2017  12:58 PM                 7,456  22817_Backup.bin
08/01/2017  10:06 AM                 6,672  22825_Backup.bin
08/01/2017  09:56 AM                 7,648  22829_Backup.bin
08/01/2017  09:09 AM                 7,664  22831_Backup.bin
08/01/2017  08:41 AM                14,320  24127_Backup.bin
08/01/2017  08:36 AM                14,192  24128_Backup.bin
07/31/2017  03:22 PM                 18,640  25164_Backup.bin
08/03/2017  10:41 AM                11,952  25185_Backup.bin
                8 File(s)                88,544 bytes

Directory of C:\Users\████████\AppData\LocalLow\Microsoft\Silverlight\is\m0hxrrs
n.j35\y3ikrwsq.a00\1\s\y5g0etst5t5pf2s1n03daf iyuxef1zqxu5l0kxnd2dg25hy5neaaafga\
f
07/26/2017  01:02 PM                31,248  22369_Backup.bin
07/26/2017  12:28 PM                20,240  29460_Backup.bin
07/26/2017  12:41 PM                42,928  29461_Backup.bin
                3 File(s)                94,416 bytes

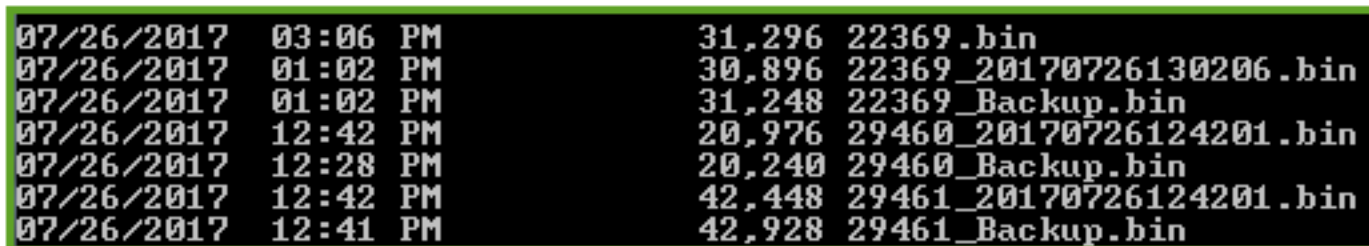
Total Files Listed:
                26 File(s)                433,024 bytes
                0 Dir(s) 27,814,100,992 bytes free

C:\Users\████████\AppData\LocalLow\Microsoft\Silverlight\is>
```

If it returns none, try a more general search from the "is" folder:

```
dir /s *.bin
```

That will return all bin files... if no bin files with a DocID appended to them display, .bin files are not getting saved. Contact your IT team to report this instance and ask the IT team to reset the user settings to resolve the issue. Lead agencies using Windows 10 report this resolves this issue.



```
07/26/2017  03:06 PM                31,296  22369 .bin
07/26/2017  01:02 PM                30,896  22369_20170726130206 .bin
07/26/2017  01:02 PM                31,248  22369_Backup.bin
07/26/2017  12:42 PM                20,976  29460_20170726124201 .bin
07/26/2017  12:28 PM                20,240  29460_Backup.bin
07/26/2017  12:42 PM                42,448  29461_20170726124201 .bin
07/26/2017  12:41 PM                42,928  29461_Backup.bin
```