

## HTML5 Trouble Shooting Document

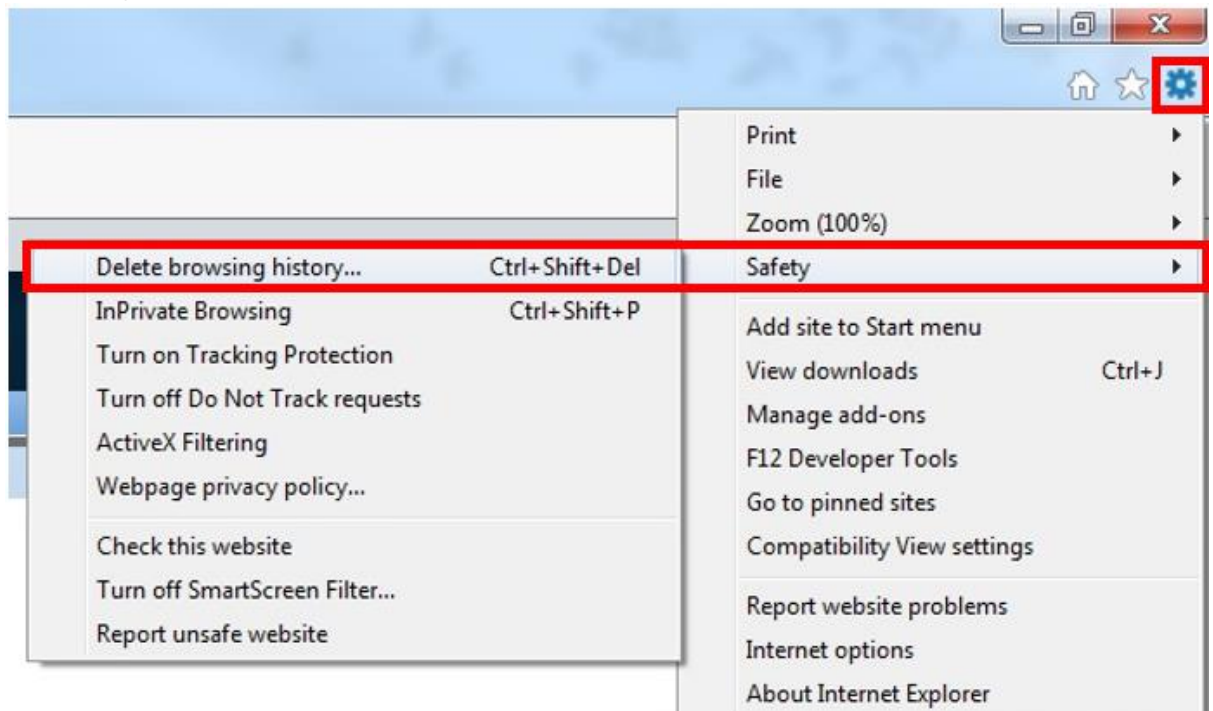
This document is the combination of a couple of MLS help articles and will help to resolve issues with regard accessing and performance of the new HTML5 software versions.

First tip is to clear the temporary internet files in Internet Explorer (see below).

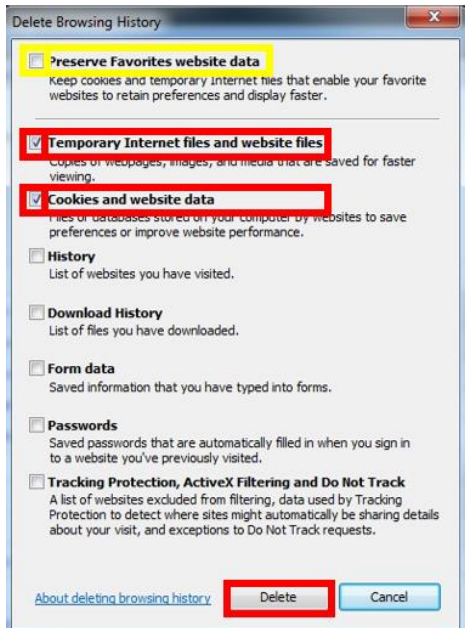
Then work through the general HTML5 performance tips, it is recommended you pass this document to your schools IT support provider. Changes will need to be applied centrally as well as the local machine, your schools IT support will need to do this as your local machine may be restricted.

### How to Clear Internet Explorer and Silverlight Temporary Files:


- 1) Upon loading your .Net Site (either Eclipse or Junior) go the Internet Explorer Settings (Cog to the Top Right of your screen)

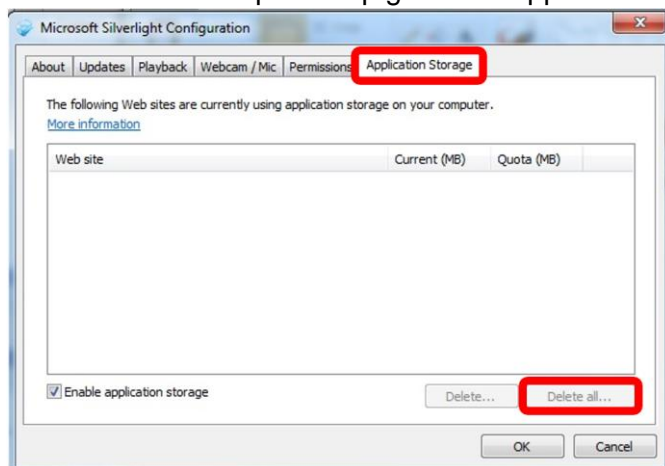


- 2) Once clicked go to Safety and Delete Browsing History (see above)
- 3) In the new window that's opened up tick the following settings (to be deleted)



\*\*\*Note\*\*\*

- a) Make sure the **yellow boxes** above are **NOT** ticked
  - b) Click the Delete button to remove the Temporary files
- 4) After deleting these Internet Explorer Temporary files load the [Management \(Eclipse\)](#), [Librarian Only \(Junior\)](#) or [Manage Library Section \(Reading Cloud\)](#) of your library
    - a) If you are unsure what interface you are using click the blue text above to compare the interfaces to your own
  - 5) Right Click on the Black bar that has the word Resources on (in White writing) then left click on Silverlight
    - a) 
  - 6) On the new window that has opened up go to the Application Storage (see below)



- a) The select the Delete all box highlighted above and click OK to confirm the deletion
- 7) Finally Close and Reopen Internet Explorer and try our action again.

## **General HTML5 performance tips:**

### *Query*

Troubleshooting speed issues with your hosted library system

### *Solution*

There can be many factors that contribute to the system running slowly. MLS have compiled a list of the most likely culprits to help you identify why your system may be running slower than expected.

## **The Computer Specification**

There are many hardware components within a computer that contribute to determining how quickly it operates. Components such as its processor (CPU), memory (RAM), graphics processor (GPU) and hard disk (HDD), all contribute to how quickly your programs open and operate. As a result, it is really important that any computer using the library system meets the minimum specification.

To check whether your computer meets the minimum specification, compare the hardware of your computer with [our system requirements](#).

## **Internet Connectivity and Speed**

If you are using a solution that is hosted by MLS, you must have an active connection to the Internet in order to get to and use your library system.

It is likely that you will see different loading times throughout the system, depending on the speed of your connection. Because the application you see in your browser is constantly communicating with our hosted services (sending and receiving information) if you have a fast connection with low latency, this information can be accessed a lot quicker.


Our hosting provider ([Rackspace](#)) provides a 'speed testing' application on their website that allows you to measure your download speed and latency. It is advisable to try this with our hosting provider as the results should be more accurate compared to a third party speed-test application, as this is where the majority of the data is actually coming from.

[Click here](#) then select the London data centre and follow the steps to run the test. It may help running this test several times throughout the day (or when experiencing a speed issue) to gather a more accurate picture of the issue.

MLS recommend that you have a connection which has a minimum of 1Mbps (bits per second) of free bandwidth.

## MLS Service Status

Our infrastructure and developers work tirelessly to keep the systems running and at optimum. Whilst we do all we can to ensure the system stays up and running, sometimes things can go wrong causing a disruption in the service. To keep our MLS customers informed, we have a dedicated service setup that can alert you to any problems and that will advise you when they are happening, in real-time.

See our  [status page](#) to check the service status and to subscribe to automatic notifications.

## A Proxy Server

A web proxy server is a computer that resides between your computer and the internet, which facilitates access to web sites and resources on the internet. Whilst it is very rare that a domestic connection implements a proxy, it is common in the workplace and at other organisations to filter and control access to content on the internet.

Some sophisticated proxy servers can also scan and re-write some information contained within the data passed between the computer using the library and the MLS system, which can contribute to slowing the system down. Proxy servers can also be configured to request authorisation to access certain resources. This can also increase the response and make the system seem like it is running slower.

For this reason, MLS recommend that you put any addresses that the library system uses onto a **whitelist** to make sure that the library system can function without interruption. If authentication is required, consider making exceptions for certain addresses (as detailed below) as this may increase performance.

In order to do this, it is likely you will need to liaise with your local IT contacts or the people who look after your network. You can share the information below with the appropriate people.

IP Address	Namespace	Type	TCP Port
162.13.37.88	*.microlibrarian.net	HTTP / HTTPS	80 / 443

IP Address	Namespace	Type	TCP Port
82.52.100.199	sip.microlibrarian.net	TCP / UDP	6001
162.13.37.89	*.juniorlibrarian.net *.eclipselibrarian.net *.mlslibraries.net	HTTP / HTTPS	80 / 443
82.52.100.199	*.microlib.co.uk (service.microlib.co.uk) (build.microlib.co.uk)	HTTP / HTTPS	80 / 443
**see notes below	discoveryimages.azurewebsites.net .mlsdolimage.azurewebsites.net microlibdoldata.blob.core.windows.net	HTTP / HTTPS	80 / 443
65.52.128.33	www.readingcloud.net	HTTP / HTTPS	80 / 443

\*\*For a list of IP addresses used in the Windows Azure services, click the link below:

<http://www.microsoft.com/en-gb/download/confirmation.aspx?id=41653>

## Web Browser

Your web browser is the software application that presents the content and information when you visit a Junior Librarian.net and Eclipse.net system. The configuration (and associated settings) of the browser vary widely between organisations and sometimes the unique settings can have an effect on the applications performance and ability to operate.

**Add ons.** A browser add-on (sometimes referred to as a browser 'extension' or 'plugin') can sometimes affect the running of the site and cause a series a problems or strange behaviour. Consider disabling any un-used add-ons or temporarily disabling all but the required ones to see if this has an effect.

**Trusted Sites in IE.** Whilst there is little effect to adding a trusted site in attempt to resolve *speed* issues (aspects of the system are likely to not work at all), not having the appropriate trusted sites can affect other things such as the inability to use extra hardware with the system. MLS recommend that you do add trusted sites to IE and other browser settings as depicted (see below).

## Anti Virus

An anti-virus system is a sophisticated tool that helps protect your computer against malicious activity. These programs can often be configured to scan code (scripts) that are embedded into webpages. This is another action that can happen all before you see the information that you are expecting and in some cases can slow down the presentation of information in your web browser.

If this is causing a slow down, consider altering the anti-virus settings (see below) to prevent the program from scanning the content shown in Junior Librarian or Eclipse. How you do this will greatly depend on the anti-virus system that you are using but it is likely that you will need the URL of your site to create an exception.

### How to add your library address to the IE 'trusted sites' zone:

#### Query

Adding the library address to the IE 'trusted sites' zone

#### Cause

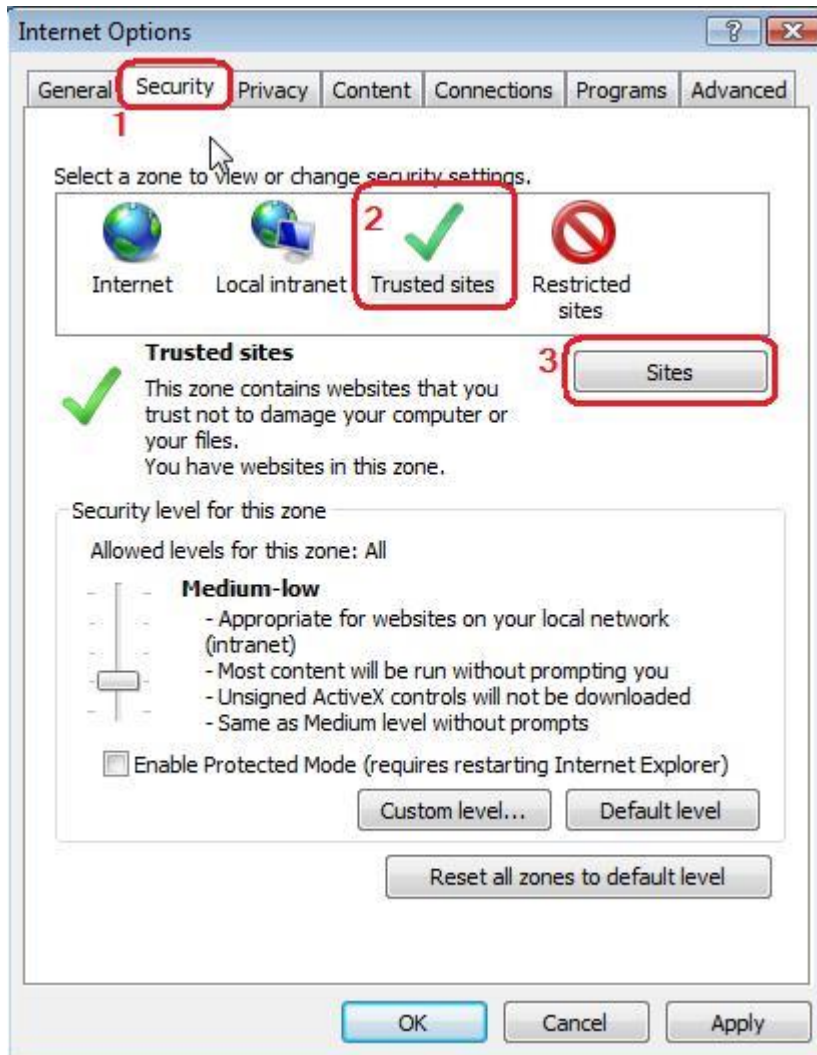
MLS recommend that you add your library URL as a 'trusted site' in Internet Explorer, to allow you to configure the level of security applied to that site independently from other sites on the web. This allows you to apply **browser security settings** as per the requirements of our system without applying them to every website.

#### Solution

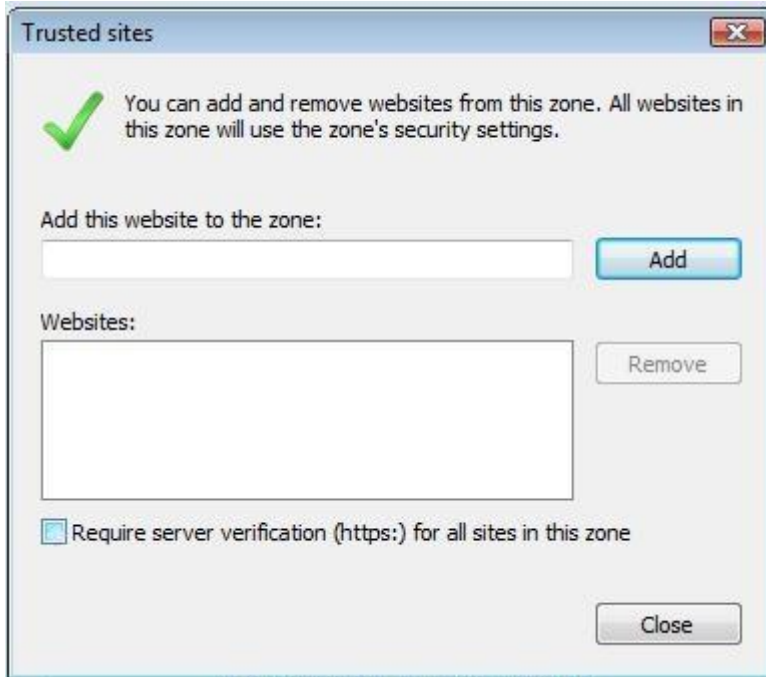
The Internet Explorer security zone settings can be altered within the browser but you may need to consult your network administrator should these options not be present or be unavailable.

## Configuring the URL

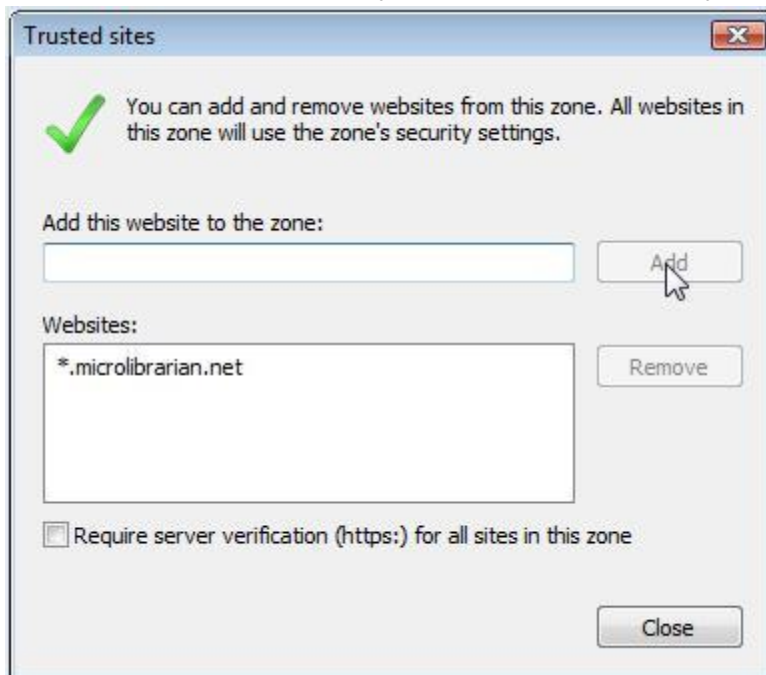
- Open Internet Explorer and click **Tools / Internet Options** from the horizontal menu.
- Click the **Security** tab
- Select the Trusted Sites icon then click the **Sites** button
- Click on the **Sites** button.



- Type your library address into the **Add this website to the zone** text box.



- Click on the **Add** button and you will see this new entry in the **Websites** list.

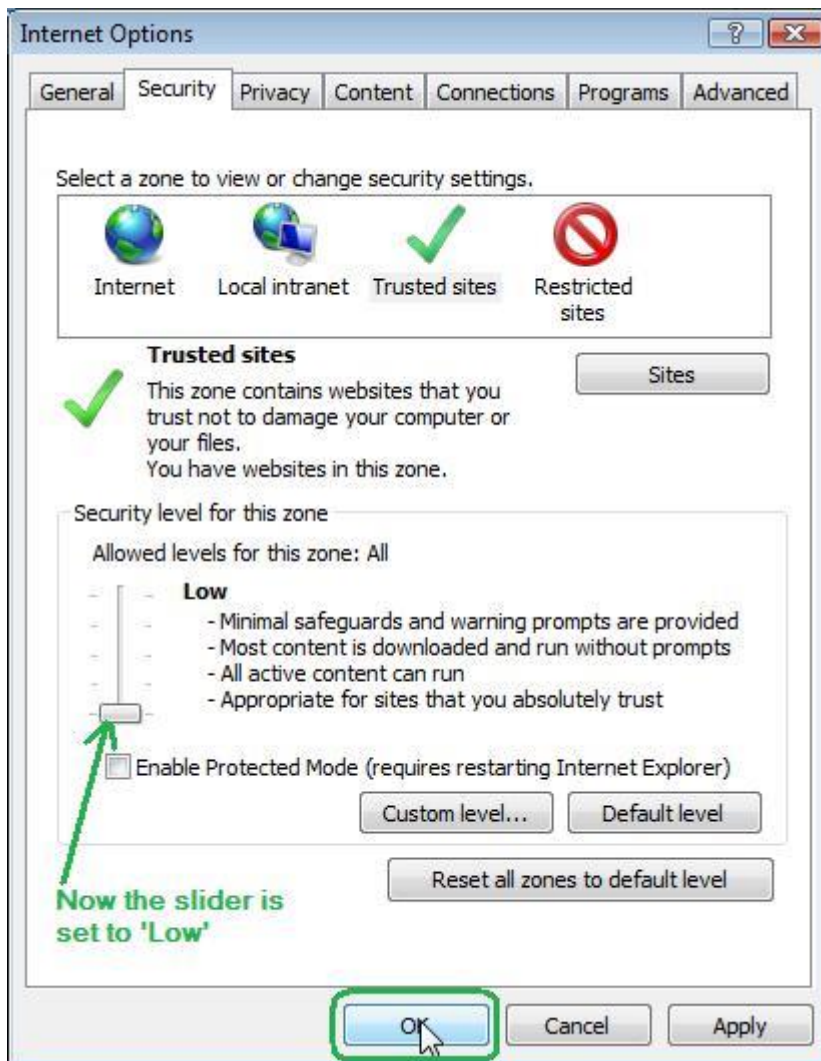


- Click **Close** to save the changes.

### Altering the Security Level

- On the **Security** tab, ensure that **Trusted Sites** green tick icon is still highlighted
- Click the **Default Level** button (if it's active)
- Using the slider control, select **Low**





- Click **OK** to save the changes

Next, it is recommended that you check to ensure the browser has picked up this change. In newer versions of Internet Explorer, you can do this by loading the URL you have set to be a trusted site then click **File / Properties**. This should show the site being listed in the **Trusted Sites** zone.

Should you have the Internet Explorer task bar showing at the bottom of the IE window, you may also see the zone of the site here.

### Group Policy Configuration

If you use the system on a large number of machines you may find it easier to add it to Group Policy. The Zone Assignment list in Group Policy can be applied to the Computer or User in **Administrative Templates / Windows Components / Internet Explorer / Internet Control Panel / Security / Site to Zone Assignment List**.

### How to add your library address to your Anti Virus software:

### *Query*

Slow Response When Using HTML5 (Management, Circulate & Other Areas)

### *Cause*

This may be related to the Anti-Virus software on the PC.

### *Solution*

With the site now being HTML5, the scripts that run are no longer masked behind Silverlight. As a result some customers may find that their anti-virus will scan them all continuously, which will cause slowdown within Management, Circulate and other areas and in the extreme not allow the library system to load some pages.

If you ascertain that this is causing a slowdown then we suggest altering the anti-virus settings to prevent the program from scanning the content shown in Junior Librarian.net or Eclipse.net.

Please note! Different programs name this feature slightly differently, but you'll need to ask your IT team if they can try adding an exception to the AV scanner to prevent 'active script scanning on pages' (or whitelist the \*.microlibrarian.net address).

If the issue's are still occurring please **email** details of the issue to [support@microlib.co.uk](mailto:support@microlib.co.uk) along with your Customer Number and Postcode. The more information /examples that can be provided the quicker the issue will be replicated and a solution found.