

## Appendix - Troubleshooting

Question/Problem	Possible Solution/Comment
Who can I call for assistance?	<ul style="list-style-type: none"> <li>• For problems with your AKO UserID or password, call the AKO Help Desk at <b>1-866-335-ARMY (2769)</b>.</li> <li>• For problems with ALMS system, call the ALMS Help Desk at <b>(877) 251-0730</b>.</li> <li>• For questions about GCSS-Army training (WBT/ILT) call the GCSS-Army Help Desk at <b>(800) 981-3234</b> or <b>DSN 231-3480</b> or send e-mail to: <b>altess.servicedesk@us.army.mil</b></li> <li>• For network problems, call the CONUS TNOSC <b>(800) 305-3036</b>, or (520) 538-6798 or DSN: 879-6798.</li> <li>• For GCSS-Army system access, send an e-mail to <b>gcss-armysapsecurity@ngc.com</b>.</li> </ul>
I'm familiar with SAP. Do I still need to take the GCSS-Army WBT training?	<b>YES.</b> The WBT courses are prerequisites to the ILT courses being taught by the Army SMEs. If you have not completed the WBTs, you should not take the ILT courses.
I don't have an AKO account. Can I take the WBT courses some other way?	<b>YES.</b> Go to <b>https://www.gcss.army.mil</b> and select the <b>Education</b> tab. The WBT classes are listed on the left side. Note this is NOT the preferred way of taking WBT classes because there is no way to track your progress. You must have permission to complete a POI in this manner.
Can I download the WBT courses to my PC?	<b>Currently, this option is not available due to SABA limitations.</b>
Do I have to take the WBT courses in order?	<b>NO.</b> We recommend you take Core Curriculum first, but functional overviews may be taken in any order. Lessons should be taken before exams, but exams may be taken alone if necessary.
I can't find the GCSS-Army courses in the ALMS.	Make sure you are search for the string " <b>GCSS</b> " (not "GCSS-Army") and using a <b>Simple Search</b> (not Advanced Search). If you still cannot find the course, please call the ALMS Help Desk.
My <b>Table of Contents</b> has two identical entries. Which one do I use?	Use the one with the hyperlink ( <b>blue underline</b> ). (The second entry will be used when there are additional WBT courses.)
My <b>Launch</b> buttons are grey and nothing happens when I click them.	The ALMS is off-line for maintenance. The course will not be available until the <b>Launch</b> button contains blue text
When I try to launch the course, I get the message "Web page not available" or "Error 404 (File Not Found)".	The course has been taken off-line for maintenance, or the ALMS is unavailable or experiencing problems. Check with your SASMO, or the ALMS Help Desk.

<p>Does the WBT connect to and/or use the actual GCSS-Army system?</p>	<p><b>NO.</b> The large number of soldiers using the system would require either a separate training database, or a nightly refresh of the database information. The network load would also be an issue. The problem was solved by using the 'real' GCSS-Army system to create simulations of work flows, and record that data with commentary for later playback.</p>
<p>After launching the course, I still have browser information (bars) at the top and bottom of the screen.</p>	<p>Press <b>F11</b> to go to full screen mode. Pull down the <b>View</b> Menu and <i>uncheck</i> the <b>Status Bar</b> box to eliminate the lower bar. If the <b>F11</b> key does not work, the option for full screen mode is also in the <b>View</b> Menu.</p>
<p>After launching the course, the Content and Results page appears, with the message "You cannot mark the course complete" or similar message.</p>	<p>The ALMS is running slowly. Please wait for the <b>Table of Contents</b> to appear in the upper left corner of the screen. In high traffic times, network response can be very slow, especially for large courses.</p>
<p>My screens look distorted and/or do not match those in the text.</p>	<p>Make sure your screen is full size, and that the resolution is set to <b>1024 X 768</b> pixels, <i>even if your screen will support a higher resolution</i>. Color quality should be set to <b>High</b> (32-bit). Dots per inch (DPI) must be set to <b>96</b> (the default). Remember to apply your settings before exiting the <b>Display Properties</b> screen. Also, check the <b>ZOOM</b> indicator in the lower right corner of the screen to be sure it is set at <b>100%</b>. If you cannot view or change these settings, contact your SASMO.</p>
<p>I'm getting a blank white screen between WBT screens, or screens are forming slowly.</p>	<p>This is normal for WBT materials constructed for SCORM compatibility and displayed on the GCSS-Army website. How fast the slides change is dictated by network load, and is <i>not</i> under GCSS-Army control. A delay of 3-5 seconds may occur if the network is very busy.</p>
<p>The simulations page takes a long time to load.</p>	<p>A separate executable is used to display and run the simulations; it can take 60 seconds or more to launch the first time it is used. Security warnings and network load can also slow their launch.</p>
<p>I get one or two pop-ups warning me that the screens contain 'non-secure' material when I start the simulations.</p>	<p>Click <b>Yes</b> whenever the pop-up appears (this feature is not under GCSS-Army control.) If you run more than one simulation per lesson, the number of pop-ups will typically decrease each time you start a NEW simulation. <b>THERE IS <u>NO</u> CLASSIFIED MATERIAL CONTAINED IN ANY GCSS-ARMY WBT OR SIMULATION.</b></p>

I get a third pop-up window after launching a simulation warning me that "Voice –Over is disabled".	Exit the course and inform your SASMO. Your PC is not configured correctly for GCSS-Army WBTs.
When I launch my simulations, screen text and buttons are distorted or out of place, or I have a box with a red "X" (☒) where I should have a graphic.	Exit the course and inform your SASMO. Your PC is not configured correctly for WBTs, or there are missing images in the simulations. This normally indicates an incorrect file path.
When I am in a simulation (demonstration or training) and click the Help icon  , the Help screen does not appear.	Click the <b>Help</b> icon again, or press <b>Alt + Tab</b> . (The Help screen is <b>behind</b> the active screen.)
There is no instruction on the simulation's first page on how to begin running the simulation screens.	The bottom of your screen is hiding the instruction. See above for tips on increasing the screen area. Press <b>ENTER</b> to start the simulation in Training mode, or click the <b>Play</b> button in the lower toolbar for Demonstration mode.
I'm stuck! My system appears to be frozen.	If there has been no response to a simple 'turn the page' action for 60+ seconds, close the lesson by clicking the <b>Close</b> icon (☒) in the upper right corner of the screen. You can try relaunching the course from the <b>Table of Contents</b> , or closing the ALMS completely and logging in again. If the problem persists, call the ALMS Help Desk.
Can I exit the course and then pick up where I left off? What about the assessment and the survey?	<b>YES.</b> ALMS will ask you if you want to continue from where you stopped work, or start over. There is no difference in the way you launch the course. If you exit the course while taking the assessment, you must, however, retake the assessment from the beginning.
Can I retake the course and jump between topics?	<b>YES, after you have completed a lesson topic.</b> Use the Table of Contents slide to help you navigate through the topics.
I completed the lesson (or passed the assessment) but I cannot print my Certificate of Completion.	The ALMS system records completion at the modular level. You must complete the lesson <i>and</i> its requisite exam successfully in order to receive credit in your transcript. If your transcript reads <b>Unsuccessful</b> , but your numeric exam grade is >70, please send e-mail to the GCSS-Army Training mailbox (next page).
I get a "JAVA Null Pointer Exception" error when I attempt to exit the course.	This may be a cache issue. Close the error window by clicking the <b>Close</b> icon (☒) in the upper right corner, or by clicking the <b>Next</b> button. If the <b>Learning Assignments</b> tab does not reappear or your course progress is not shown correctly, please call the ALMS Help Desk for assistance. <b>Delete your Internet cache before starting another course.</b>

<p>I have lost my <i>GCSS-Army</i> WBT Certificate of Completion; can I get another one?</p>	<p>Requests for copies of certificates can be sent to <a href="mailto:GCSSArmyTrainingHelp@ngc.com">GCSSArmyTrainingHelp@ngc.com</a>. Most requests will NOT be honored as these certificates must be created from old templates no longer used. A manager's sign-off on the request is necessary.</p>
<p>I have lost my <i>ALMS</i> Certificate of Completion; can I get another one?</p>	<p>To reprint an <b>ALMS certificate</b>, go to <b>My Detailed Training Records</b> in the ALMS and be sure the <b>Active</b> tab is showing. Check the completion date range, and change it if necessary to include the date you finished the WBT course. Select the <b>Print Certificate of Completion</b> option (under the <b>Completion Status</b> column) for the appropriate course. When the certificate appears, click the 2<sup>nd</sup> icon in the toolbar (  ) to bring up a standard print dialog. Be sure to change the printer properties to <b>Landscape</b> to ensure the best print image.</p>
<p>Can I retake the assessment?</p>	<p><b>YES.</b> However, only one assessment score and one 'completion' status will be recorded. Hence, if you have scored above the minimum level for the assessment, there is no need to retake the exam. A maximum of three retries is permitted.</p>
<p>How long do I have to complete the <i>GCSS-Army</i> WBT training?</p>	<p><b>You have 180 days from the date you first registered to begin the training</b> or you will be automatically disenrolled.</p>
<p>Is there a 'sandbox' system where I can practice what I have learned?</p>	<p><b>NO.</b> The difficulty with a training ('sandbox') system is creating and maintaining viable data sets when a large number of students attempt to run transactions simultaneously. Due to the time and expense involved with such a system, <i>GCSS-Army</i> has elected not to use one at this time.</p>
<p>Can I print to an external file rather than a printer?</p>	<p>To transfer the certificate to another file, use the <b>Print Screen</b> function on your keyboard to copy the certificate to the Windows Clipboard, then paste it into Word and save or print from there. Do not use the options in the <b>Print</b> dialog to print directly to a PDF, which may cause errors .</p>
<p>I have completed the initial read-through of the WBT materials, and used the TOC to review a previous section. My page numbers now appear to be missing or incorrect.</p>	<p>Exit the lesson and clear your Internet cache. When you re-enter the lesson, the page number will have reset themselves correctly.</p>

<p>The <b>Forward</b> arrow is disappearing when I review the Knowledge Check questions.</p>	<p>In the Knowledge Check, the idea is to force an answer from the student, and not to let them proceed until the choice is correct. Hence, the question begins with no forward arrow, and one does not appear until a correct choice is made. When the correct option is chosen, the forward arrow appears, and the student can click it to move to the next page.</p> <p>If a student elects to move backwards to review a previous Knowledge Check question, and clicks the Back arrow, the WBT reverts to the previous page, but leaves the correct option selected in the answer button (grayed out). The Forward arrow, however, disappears again – the logic for the IF statement doesn't cover going backwards. The key here is that the student <b>MUST</b> click the <b>CORRECT</b> answer option <u>again</u> (even though the grey dot is already there) in order to obtain the Forward arrow and proceed.</p>
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## Glossary

<b>Acronym</b>	<b>Definition/Explanation</b>
AGM	Army Gold Master (a type of laptop PC)
AKO	Army Knowledge Online
ALMS	Army Learning Management System
DFAS	Defense Finance & Accounting Service
DLS	Distributed Learning Systems
DPI	Dots Per Inch
EPSS	Electronic Performance Support System
GCSS-Army	Global Combat Support System – Army
https	HyperText Transfer Protocol (Secure)
ILT	Instructor-Led Training
NGC	Northrop Grumman Corporation
PII	Personally Identifiable Information
POI	Program of Instruction
SABA	Company providing the WBT Content Player
SASMO	Sustainment Automation Support Management Office
TOC	Table of Contents
UMC	Unmatched Collection
UMD	Unmatched Disbursements
WBT	Web-Based Training