2014 Tegrity Summer Upgrade

The Tegrity Summer upgrade is well underway and will be fully completed across all NDUS campuses by August 12th. Meanwhile, here is some important information we're passing along.

New Minimum Requirements – as of June 20, 2014.

Operating Systems
- Windows 7 and 8 (32-bit version only)
- OSX 10.7, 10.8, and 10.9

Recommended Browsers – check compatibility with O/S version
PC browsers (32-bit versions only):
- Microsoft Internet Explorer (versions 9 – 11)
- Mozilla Firefox (through version 29)
- Google Chrome (through version 35) — see notification regarding Google Chrome Extensions Policy Update

Mac browsers:
- Apple Safari (through version 7)
- Mozilla Firefox (through version 29)

Requirements for Creating a Recording

https://help.tegrity.com/what-are-the-requirements-for-creating-a-recording.html

Requirements for Viewing a Recording

https://help.tegrity.com/what-are-the-requirements-for-a-viewing-a-tegrity-recording.html

Suggested post-upgrade tasks:

- Create a sample test recording. Test your IVN Classrooms for recording by running a sample recording.
- Run sample tests on recordings from spring and fall semesters or prior years. Watch for potential playback problems.
- Clean your browser cache – go to https://help.tegrity.com/how-to-troubleshoot-missing-courses-list.html. Tegrity recommends that faculty and student users clear their browser history and cache before accessing their updated Tegrity content.
- Clean out Tegrity recording files from instructor computers and encourage faculty to do the same. See attached document with instructions

Recording with Tegrity in the IVN Classroom

Instructors who teach IVN courses and use Tegrity can run into compatibility issues if the sites are using a different versions of Tegrity. This will not be a problem after August 12th. Contact the NDUS Tegrity Support Team for more information on a work around.

Tips and Advice

- **Reprocess "old" recordings**: There is a way to administratively reprocess "old" Tegrity recordings without having to edit or download/upload each one individually. Some of the current issues involve plugins. For example: lack of Windows Media plugin for Chrome could create some headaches this fall.

  Access the Admin Dashboard and find the option "Reprocess Tegrity Recordings" (bottom-left under Service Settings and Maintenance). Please keep in mind that when recordings are re-processed, they enter the same queue as new uploads which may slow down the process overall. It is recommended to process only a few recordings at a time.

  WORKAROUND for the Chrome plugin issue: The DLL file np-mswmp.dll must be moved from the location below. (Search for the DLL file if not in this location.)

  %LOCALAPPDATA%\Google\Chrome\User Data\Default\Extensions\hokdglbhghcebcopdbanieangmcamaak\1.0_0

  MOVE TO: %appdata%\Mozilla\Plugins

  If any of the folders do not exist, you can create them, even if Firefox is not installed or used.

  Essentially, Chrome also looks for this plugin in the Mozilla/Firefox folder and will use it if it is there. The NDUS is working on an easier method of fixing the plugin.

- **Reprocessing time/status:** Some campuses have observed that when editing videos to be HTML5 compatible the times for the video to complete the reprocess have varied from a few minutes to upwards of several hours.

  There are many factors that impact processing time such as the length, file size of the recording as well as any other pending recordings that are being reprocessed or uploaded. There is currently no way to check the status on the process. Try using the method mentioned previously to re-process a recording instead of editing it.

- If video clips have been imported into an "old" video, you may need to reprocess the recording from the Admin dashboard and then reimport the video clip. This is an issue the NDUS Tegrity Support team is currently investigating.

Advanced Learning Technologies / Tegrity Support Team

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