

UFS·UV LIBRARY AND INFORMATION SERVICES BIBLIOTEEK- EN INLIGTINGSDIENSTE

# TROUBLESHOOTING EXAM PAPER DOWNLOADS

You might encounter an error message when trying to download one of the exam papers from the UFS Library web page, depending on the type of browser you are using.

Changes must be made on the browser, if the exam paper cannot be downloaded. Below are the solutions to the errors you might encounter whether you are using Firefox, Internet Explorer or Chrome as your browser. A solution on how to troubleshoot and fix the problem is shown below for each browser.

# Firefox

Click on the Firefox icon.



> Type the URL: <u>http://library.ufs.ac.za/exampapers/</u>





- > Log in using your UFS username and UFS password.
- Type in the module code of the exam paper that you want to download, e.g. LSE114.







> Click Download to download the PDF document.

| Module Code Starts With: | LSE114 | Search       |                         |          |
|--------------------------|--------|--------------|-------------------------|----------|
| Module Code              | Year 🔺 | Depurtuality | Subject Name            | Viev     |
| SE114                    | 2014   | June 1st     | SCHOOL OF OPEN LEARNING | Downigad |
| LSE114                   | 2014   | June 1st     | SCHOOL OF OPEN LEARNING | Down     |

| -   |     |   |
|-----|-----|---|
| Fig | ure | 3 |
| 9   |     | ~ |

One of the following errors might display when trying to open the exam papers using Firefox.

#### Issue 1:



Figure 4

## Solution:

If the above error message is displayed, click **Open With Different Viewer**.

#### Issue 2:



Figure 5





Figure 6

## Solution:

- > Click Tap here to activate plugin
- Click Allow and Remember

## Issue 3:

| 🔶 🛞    | library.ufs.ac.za/exampaper | s/download.aspx?id=7NKnZbsMQr<br>Student Academic Ser | m/f1mrSbowcM9INTa86NRw4IsHDv<br>www.goo.gle.co.za [] New User Regi | vZVOLk=            | ∀ C |
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Figure 8

Follow these steps – **Solution:** 

- Press F5 to refresh your browser OR change the viewer settings of your Internet browser.
- To change the viewer settings, click on the menu icon at the top right corner of your browser page.





> Click on Options.





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> Click the Applications tab in the Options window



Figure 11

- Change the Actions of the content type of all Adobe Acrobat documents and set tot Use Adobe Reader (default).
- Click OK to apply the changes

| -          |           |                          |              | Opt    | ions    |              |             |           | ×        |
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Figure 12

Try to open the exam paper again. The error should be fixed.



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## Internet Explorer

> Click on the Internet Explorer icon



> Type the library URL: <u>http://library.ufs.ac.za/exampapers/</u>



Figure 13

- > Log in using your UFS username and UFS password
- Type in the module code of the exam paper that you want to download, e.g. LSE114

| Exam Papers |                          |        |        |
|-------------|--------------------------|--------|--------|
|             |                          |        |        |
|             | Module Code Starts With: | LSE114 | Search |
| 10.00       |                          |        | 6      |

Figure 14

> Click **Download** to download the PDF document

| Nodule Code Starts With: | LSE114 | Search      |                         |          |
|--------------------------|--------|-------------|-------------------------|----------|
| Module Code              | Year 🔺 | Ocpurtunity | Subject Name            | v        |
| LSE114                   | 2014   | June 1st    | SCHOOL OF OPEN LEARNING | Downipad |
| LSE114                   | 2014   | June 1st    | SCHOOL OF OPEN LEARNING | Down     |





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One of the following errors might be displayed when trying to open the exam papers using Internet Explorer.

#### Issue 1:

| 9        | Internet Explorer                         | ×     |
|----------|---|-------|
| Internet | t Explorer has stopped working            |       |
| Windows  | is checking for a solution to the problem |       |
|          |   |       |
|          | Ca  | incel |



#### Solution:

> Click **Close Program** and the exam paper will open.



Figure 17



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#### Issue 2:

| i | The file is damaged and could not be repaired.<br>Local\EWH\$@et`08b |    |
|---|--|----|
|   |  |    |
|   |  | ОК |

Figure 18

## Solution:

Follow these steps to clean your cache.

- > Click on **Tools** on the menu bar
- Click on Internet Options





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> Click on **Delete** 

|              |                          | Internet                     | Options          |               | ;         |
|--------------|--------------------------|------------------------------|------------------|---------------|-----------|
| eneral       | Security                 | Privacy Content              | Connections      | Programs      | Advanced  |
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| Char         | nge how w                | ebpages are display          | ed in tabs.      | Ta            | abs       |
| Brows        | ing history              |                              |                  |               |           |
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Figure 20

The following screen will appear.

| Preserve Favorites website<br>Keep cookies and temporary Int<br>websites to retain preferences a                                | <b>data</b><br>ternet files that enable your favorit<br>and display faster.                         |
|---|---|
| Temporary Internet files ar   | nd website files  |
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| Cookies and website data  |   |
| Files or databases stored on you<br>preferences or improve website  | ur computer by websites to save performance.  |
| History<br>List of websites you have visited  | d.  |
|   |   |
| List of files you have downloade  | ed.   |
| Form data   |   |
| Saved information that you have   | e typed into forms.   |
| Passwords   |   |
| Saved passwords that are autor<br>to a website you've previously v  | matically filled in when you sign in<br>/isited.  |
| ActiveX Filtering and Tracki<br>A list of websites excluded from<br>Protection to detect where web<br>details about your visit. | ing Protection data<br>filtering, and data used by Tracking<br>sites might be automatically sharing |
| bout deleting browsing history  | Delete Cancel   |

Figure 21

> Click on **Delete** 



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The following screen will appear.



Figure 22

Wait until the screen disappears.

Click OK

| and the second second   | curity  | Privacy   | Content                                       | Connections                                      | Programs                   | Advanced                           |
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Figure 23

Your cache is clean. Close the Internet browser and open a new Internet browser.



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# Chrome

Click on the Chrome icon



> Type the library URL: <u>http://library.ufs.ac.za/exampapers/</u>





- > Log in using your UFS username and UFS password
- Type in the module code of the exam paper that you want to download, e.g. LSE114

| Exam Papers |                          |        |        |
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|             | Hadula Cada Stada With   | 105444 | Same   |
|             | Module Code Starts With. | LSETT4 | Search |



> Click **Download** to download the PDF document

| Nodule Code Starts With: | LSE114 | Search     |                         |          |
|--------------------------|--------|------------|-------------------------|----------|
| Module Code              | Year • | Qapurtvoty | Subject Name            | View     |
| LSE114                   | 2014   | June 1st   | SCHOOL OF OPEN LEARNING | Downipad |
| LSE114                   | 2014   | June 1st   | SCHOOL OF OPEN LEARNING | Down     |



The following errors might be displayed when trying to open the exam papers using Chrome.

#### Issue:



Figure 27

# Solution 1:

Press F5 to refresh your browser.

## Solution 2:

You will need to reset your browser setting.

> Click on the menu icon in the top right corner of your browser page



Figure 28

> Click **Settings**.



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|                        |              |          | 23     |
|------------------------|--------------|----------|--------|
| New tab                |              | Ctrl+T   |        |
| New window             |              | Ctrl + N |        |
| New incognito window   | Ctrl+Shift+N |          |        |
| Bookmarks              |              |          |        |
| Recent Tabs            |              |          |        |
| Relaunch Chrome in Win | dows 8 m     | ode      |        |
| Edit                   | Cut          | Сору     | Paste  |
| Save page as           |              |          | Ctrl+S |
| Find                   |              |          | Ctrl+F |
| Print                  |              |          | Ctrl+P |
| Zoom                   | - 1          | 00% +    | 53     |
| History                |              |          | Ctrl+H |
| Downloads              |              |          | Ctrl+J |
| Settings               | N            |          |        |
| About Google Chrome    | NS           |          |        |
| Help                   |              |          |        |
| More tools             |              |          |        |
| -                      |              | 00000000 |        |

Figure 29

Click Show advanced settings at the bottom of the Settings page under the Default browser heading



Figure 30



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Click Content settings under Privacy

Figure 31

Click Disable individual plug-ins



Figure 32

Ensure that the Chrome PDF viewer is Enabled and the Adobe Reader is disabled.



Figure 33

If all the changes have been applied and the problem still persists, click F5 to refresh page and try downloading the paper again.