

# DAU Virtual Campus

## Internet Explorer 11 & Google Chrome Compatibility

### Overview

Several online courses are impacted by a known compatibility issue with the Internet Explorer 11 and Google Chrome Web browsers. Users impacted may either experience difficulty loading the lesson material (typically Chrome users) or may get stuck mid-way through lessons when reaching a Knowledge Review question (typically IE11 users). DAU has been working to upgrade each course impacted, but we do not have a firm date as to when all of the online learning assets will be finalized and re-deployed.

### Preferred Workaround

You may download the lesson material to your local machine by using the Internet Explorer browser (even if it's version 11) and reading the information offline; this will prevent you from getting stuck on certain pages. Once you have read through the appropriate lesson material, you may return to the DAU Virtual Campus to complete the online exam(s).

To Download/Print the lesson materials, please:

1. Login to the DAU Virtual Campus at <https://learn.dau.mil/> and "Launch" your desired enrollment.
2. Choose any lesson from the table of content on the left side of the page.
 

***Note:** If the lesson fails to load and hangs at either 0% or 40%, you will need to perform additional troubleshooting. Please see the "Course Hangs" FAQ by accessing the following link: [https://myclass.dau.mil/bbcswebdav/xid-1388837\\_4](https://myclass.dau.mil/bbcswebdav/xid-1388837_4).*
3. In the upper-right corner of the slide, click on the "Print" option.
4. A list of links for every lesson of the course will appear. Simply click on each lesson to open the printer-friendly PDF document.
5. You will need to choose the "Save" (disk-shaped) icon by hovering over the bottom of the PDF document to save a copy locally. It is recommended that you do this for each lesson/topic that's available.
6. **IMPORTANT** → If there are embedded links within the lesson print files, they can be downloaded by selecting the "Resources" link in the upper-right corner of the slide.
7. Send an email to [DAUhelp@dau.mil](mailto:DAUhelp@dau.mil) and put "**COURSE STUCK**," as well as the **course number(s)**, in the Subject line. In the body of your message, simply request that your exams be activated due to the known compatibility issue. Our technicians will then manually update your lesson progress and notify you when the exam links in the table of content will become available for you.

### Alternate Workaround

If you prefer to navigate the course in its entirety online, you would need to use a computer that has a supported browser (Internet Explorer 8, 9, or 10), or downgrade from version 11 to version 10 on a PC that's impacted by the Knowledge Review navigation problem. Downgrade instructions are referenced below for home users.

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**IMPORTANT** → If you are using a work-issued computer, please do not attempt to complete the steps that follow. It is important that you initiate a ticket with your local IT department and ask them if they may either downgrade your browser or provide you with an alternative means to use Internet Explorer 10 (or lower) for DAU training purposes.

### **\*\*Guidance for Windows 7 and Windows 8 Users\*\***

Internet Explorer 11 is an automatic update from Microsoft. If you are a “home users” that’s encountering this issue on your own personal computer and you would like to downgrade to Internet Explorer 10, please complete the following steps.

1. Close all instances of Internet Explorer.
2. Click on the Windows start menu and select the “Control Panel” link.
3. Navigate to “Programs” and select “Programs and Features.”
4. On the left column, click on “View installed updates.”
5. In the upper-right corner of the screen, click in the “Search Installed Updates” field.
6. Type in the word, “Internet,” and then press ENTER.
7. Once Internet Explorer 11 appears in the list, simply click on it and choose the “Uninstall” option.

**Note:** *The uninstallation process may take a few moments to complete. Please do not navigate to any other applications until the process has been finalized. Once complete, you will be automatically prompted to restart your computer; please do so immediately.*

8. After your computer has restarted, please return to Internet Explorer.
9. Hold down “ALT” + “H” on your keyboard, and then choose “About Internet Explorer.”
10. Uncheck the option to “Install new versions automatically,” and click “OK.”
11. Navigate to <https://learn.dau.mil/> to test your ability to navigate through the course materials.

### **\*\*Guidance for Windows 8.1 Users\*\***

Internet Explorer 11 is native for the Windows 8.1 operating system and cannot be uninstalled/downgraded. Unfortunately, we have not identified a stable workaround via this or any alternative browsers for those using the 8.1 platform at this time. We are working with our vendor to address this compatibility issue and hope to have a solution implemented to all online courses in the near future. For the interim, you will need to follow the guidance above under the heading, “Preferred Workaround.” We apologize for the inconvenience.

*This knowledge base article was last updated: 05/14/2015*

*Feedback on this artifact may be submitted to [DAUhelp@dau.mil](mailto:DAUhelp@dau.mil).*