Learning Ally Applications
IT Guide

Learning Ally)) ((
TOGETHER IT'S POSSIBLE

Compatible Operating Systems

	Windows	**Mac**	**iOS**	**Android**
Learning Ally Link	Windows 7 and higher, IE 9 or higher must be installed (does not need to be enabled)	Mac OS X 10.9 and higher		
Learning Ally Audio			OS 5.0 or higher	OS 4.1 or higher

Internet Connection needed to login and download books.

Firewall & Security Information

For successful installation & downloading, it may be necessary to add the following programs as trusted sites and/or exceptions.

	Learning Ally Link	**Learning Ally Audio**
Programs	• Learning Ally Link.exe • Learning Ally Link.msi • appcmdsupport.dll	
Web Addresses	• http://rfbd.vo.llnwd.net* • https://rfbd.vo.llnwd.net* • https://rfbd.hs.llnwd.net • https://localhost:5000 • https://localhost:5001 • https://teacherally.learningally.org/ (67.59.185.246) • https://www.learningally.org/ (67.59.185.245) • https://services.learningally.org/ (67.59.158.242) *Because our Distribution Network uses regional servers to balance their load, and improve download speeds, the IP addresses for these servers will vary based upon your geographical region.* Using CIDR Notation, our network addresses can be specified as 67.59.185.240/28.	• https://activation.rfbd.org • services.learningally.org • http://rfbd.vo.llnwd.net* • https://rfbd.vo.llnwd.net* • https://rfbd.hs.llnwd.net Make sure that you aren't blocking streaming. The app uses what are called "HTTP range requests" to perform downloading. Some proxies block these because they're trying to block streaming video, etc. Please see here for more information on proxy settings.
Ports	• Port 443 • Port 80	• Port 443 • Port 80

Additional Learning Ally Audio Help

Q. I'm downloading my book within the Learning Ally Audio app and I receive "Data Error Invalid Online Book Data" or "Network Connection Error".

Below are some common solutions to this error message. After performing each check, try to download the book again.

Is this error only happening with one book? If it is, contact Member Success at 1.800.221.4792.

Schools: The 502 Proxy switch is created to work with **Microsoft ISA proxy 2006. If your school uses this proxy, please follow the directions below.**
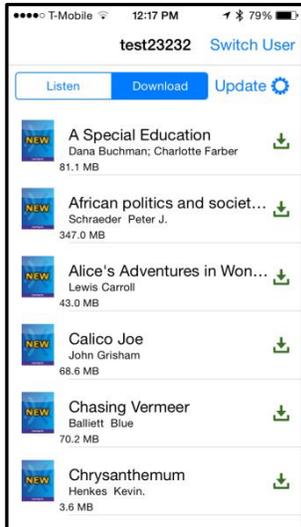
- Step 1: Login
- Step 2: Try to download a book
- Step 3: If you receive a **network error** click on the setting gear in the top right corner (*Android:* lower right corner)
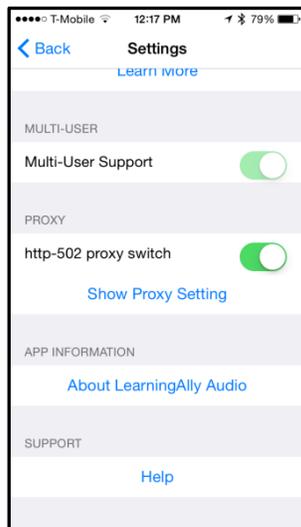
- Step 4: Scroll down and find the **Proxy** setting
- Step 5: Turn on the **http-502 Proxy Switch**
- Step 6 (optional): click on **Show Proxy Settings** to confirm the proxy settings are captured correctly.
- Step 7: Click **Back**
- Step 8: Try to download a book; you should no longer receive a network error
- Step 9: If there is still an error click on **Show Proxy Settings** and ensure with your IT department that the settings are correct.

Additional Learning Ally Link Help

Q: How do I install Learning Ally Link from the command line so that I can deploy the software through Group Policy or Microsoft SCCM?

A. Please contact Member Success online or by phone at 800-221-4792 to obtain instructions for software deployment.

Q: Will Link work on a "thin client" PC?

    A. Many schools are using "thin client" or actually "zero-clients" in the classrooms. The system consists of a Server or very powerful computer with devices that have only video cards and connections for keyboard, mice, and monitor that are connected via the network or dedicated cables to the server. Students login as if they are logging into the local computer but they are really just running a remote desktop connection.

    Have no fear! Link will work fine on this type of setup because each student's session is virtualized from the server.

Q. Does Link work in a virtual environment (e.g. N-Computing)?

    A. Yes, as long as the virtual machine you setup meets the system requirements of Link, there should not be a problem.

Q: If Internet Explorer 9 or above is a system requirement does this mean I am using Internet Explorer to open Link?

    A. No. Link is **NOT** a web application. This means you do not open it in Chrome, Firefox, Internet Explorer, etc. and it is not accessible through your internet browser. But you do need to have Internet Explorer 9 (or higher) installed on your computer.

Q. How do I know if I have the right version of Internet Explorer on my computer?

    A. You can check your version of Internet Explorer by:

      1. Opening an Internet Explorer browser window
      2. Go to Help > About Internet Explorer

You could also run the Link installer and it will alert you if you have the right version.

Q. Can students store their books on a thumb drive or an external drive?

    A. Yes, this is possible on a Windows operating system. This feature is not available in the Mac version of Learning Ally Link. In Link for Windows, go to Settings > Advanced. Change the default storage directory to the external drive.

Q. Can students read a book without Internet access?

    A. Yes. Reading without Internet access is simple. Just download any books from the bookshelf before going offline. Students need to stay logged into their accounts to make sure they have access to the books at all times. Please ensure your students test all books offline before leaving any available Internet connection.

Q. I can load Link and play a book on my PC, but I don't hear anything, what's wrong?

    A. First - test to see if you can open IE and play HTML5 Audio:
        a. http://blogs.msdn.com/b/ie/archive/2011/05/13/unlocking-the-power-of-html5-lt-audio-gt.aspx
        b. Scroll down to bottom of page (example http://www.pirateslovedaisies.com/)

    B. If you cannot hear anything, go to Internet Explorer Settings and do the following

        a. Click on Advanced Tab
        b. Find Multimedia
        c. Click "Play sounds in webpages"
        d. restart Link

Additional info on HTML5 and sound issues can be found here:
http://stackoverflow.com/questions/19455970/internet-explorer-11-and-html5-sound-playback