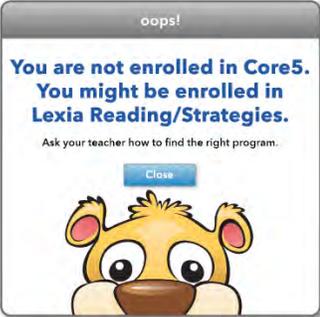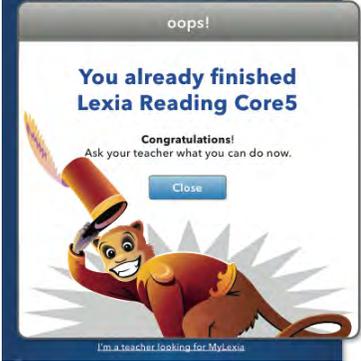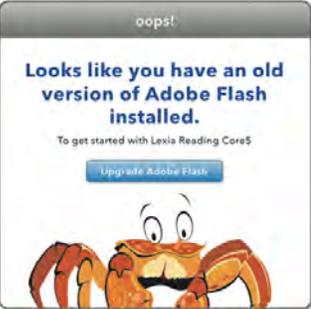# Lexia Reading Core5™ Guide to Messages and Errors

This guide is for school technology staff and other educators who want to understand the messages and errors they may see in Lexia Reading Core5 student software.
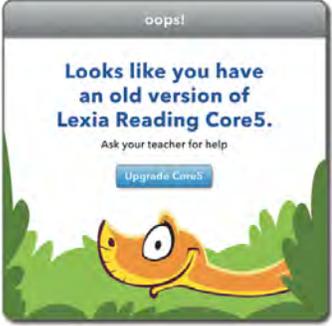
When contacting Lexia Customer Support about messages and errors, customers will be asked to provide the following information:

- *What messages adS` [_ S⌀are you seeing?*

- *When do you see the message?* (Before or after login? Consistently or randomly? For the same student or random students? At the same place in Core5 or different places?)

- *How are students accessing Core5?* (Browser, iPad, or installed version? What kind of computer? Wired or wireless connection? Lab, classroom, or home use?)

Message	Description
Loading **Connecting to Server...** Please hold on while we attempt to connect to our server.	<u>Problem</u>: Core5 cannot connect to the server due to slowness or latency issues on the school's network. After two minutes, Core5 will stop trying to connect and the student will be logged out. <u>Solution</u>: This message will typically disappear before the two-minute stop and the student can resume working where they left off. This message usually indicates slowness on the school's network, which may not be able to support the number of students accessing Core5 simultaneously (in addition to other network demands).
oops! **Woopsie Daisy!** Looks like something went wrong. Sorry about that. Let's start over. Details Return to Login	<u>Problem</u>: Core5 encountered an error and needed to quit. <u>Solution</u>: The student should log in again and resume working. Frequently this error will not be repeated. If the errors are consistent, schools should make sure that their content filters allow the Core5 URLs. If the error consistently occurs for the same student while working in the same activity or level, teachers can check the student's assignment in myLexia.com. Manual assignments may cause this error.
Core5 freezes or does not load (i.e., displays a gray screen).	<u>Problem</u>: Core5 is freezing or not loading (gray screen). <u>Solution</u>: This typically indicates a network connectivity issue. The customer should run the Core5 System Check http://www.lexiacore5.com/systemcheck/ and a speed test before class, during class, and after class to verify that there is sufficient network connectivity to run Core5.

Message	Description
	Problem: The computer or device is not configured properly to communicate with the Core5 servers. Solution: The school's technology staff should check to make sure the whitelisting URLs are correct. Refer to the Core System Requirements for information: www.lexialearning.com/files/support/C5SysReq.pdf
	Problem: This message displays if the username is being used simultaneously on two computers or devices. The first user who logged in with this username will see this message and be automatically logged out. Solution: This functionality is helpful in labs or classrooms where students may be switching machines without logging out. Teachers may also see this error if students are sharing usernames or trying to "kick" each other out.
	Problem: This message displays for students who are assigned to Lexia Reading and who are trying to log in to Core5. Solution: The student should be directed to log in to Lexia Reading Strategies for Older Students. If the student should be using Core5, the teacher should log in to myLexia.com in order to manually change the student's assignment.
	Problem: The customer is still using Lexia Reading (ER, PR, SOS) and has not been upgraded to Core5. Solution: The customer should work with Sales in order to be upgraded.

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Message	Description
	Problem: This message displays when the student is about to be logged out. The student can initiate log out, or the student can be automatically logged out because of inactivity. This "session timeout" happens if 20 minutes has passed since the student communicated with the server (communication occurs at the end of each instructional step). The message will display after 15 minutes and remain displayed for 5 minutes. Solution: The user should select the "Log Out" or "Go back" button.
	Problem: This message displays for students who have finished Core5 Level 18 and are trying to login. Solution: The student is ready to be using a more advanced program. Lexia does **not** recommend putting the student in Strategies for Older Students.
	Problem: The computer does not have Adobe FlashPlayer installed (occurs on Browser version only). Solution: Select the Install Adobe Flash button to download Flash from Adobe.
	Problem: The computer has an old, non-supported version of Adobe FlashPlayer (occurs on Browser version only). Solution: Select the Upgrade Adobe Flash button to download Flash from Adobe.

Message	Description
	Problem: The computer or tablet has an old version of Core5 that is no longer supported (will happen for the locally installed and tablet versions of Core5 only).
	Solution: Select the Upgrade Core5 button to download the latest version.
	Problem: The customer is no longer an active Lexia customer.
	Solution: The customer should contact their Sales representative.
	Problem: The customer does not have any free licenses.
	Solution: The customer can release or "free up" licenses by logging into myLexia.com and clicking the blue dots on the Students tab. Alternatively, the school can purchase more licenses.
	Problem: Lexia Reading Core5 is temporarily down. This may be a scheduled maintenance or an unexpected outage.
	Solution: Try again later.