

What to Do If You Encounter Difficulty Downloading the SecureDoor Plug-in

Here is the response I received from HorizonWimba Tech Support to my query re possible causes for students having difficulty downloading the SecureDoor plug-in for use with HorizonWimba:

HorizonWimba Tech Support wrote:

There are a few things which could be preventing the download of SecureDoor from taking place. Below, I have listed the three areas which could be causing the problem:

1. Administrative privileges to download/install programs is needed on the computer in order to install SecureDoor.
2. Pop-up blockers must be disabled to ensure a proper installation of SecureDoor. Having the pop-up blocker enabled, may cause the plugin installation from being blocked.
3. If a user is using the AOL browser, this may also cause problems. It is not one of our supported browsers. This particular user can dial onto the internet using AOL and then open a different browser such as Internet Explorer or Netscape and continue with the Wizard or login process.

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