



## 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: <http://library.ufs.ac.za/exampapers/>

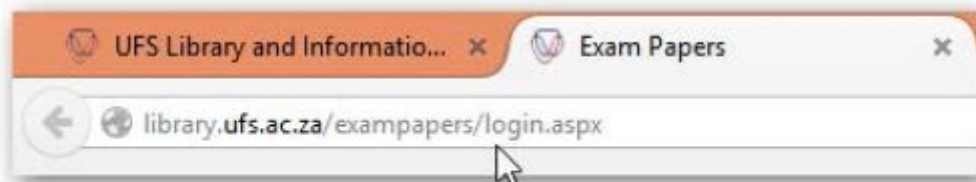


Figure 1

- 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.



Figure 2



- Click Download to download the PDF document.

Module Code	Year	Opportunity	Subject Name	View
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download

Figure 3

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

### Issue 1:

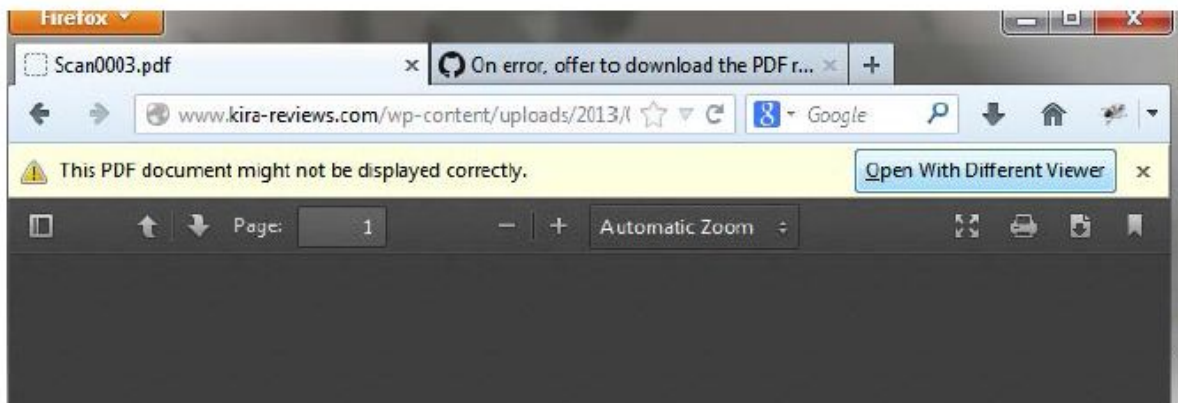


Figure 4

### Solution:

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

### Issue 2:

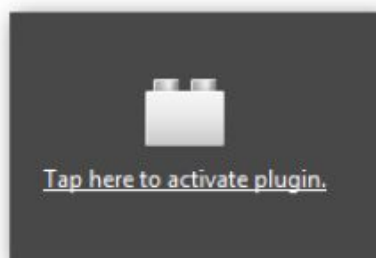


Figure 5

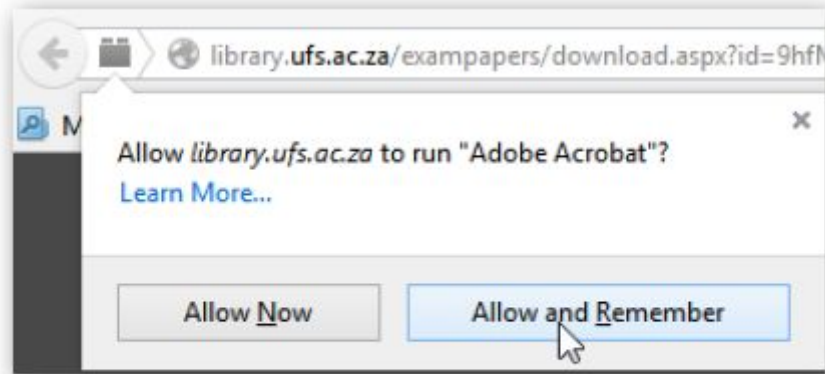


Figure 6

**Solution:**

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

**Issue 3:**



Figure 7



If you do not see the option below:



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.

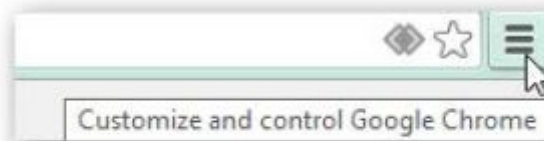


Figure 9

- Click on Options.

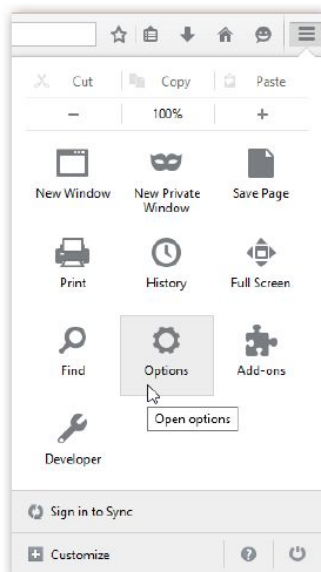


Figure 10



- 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

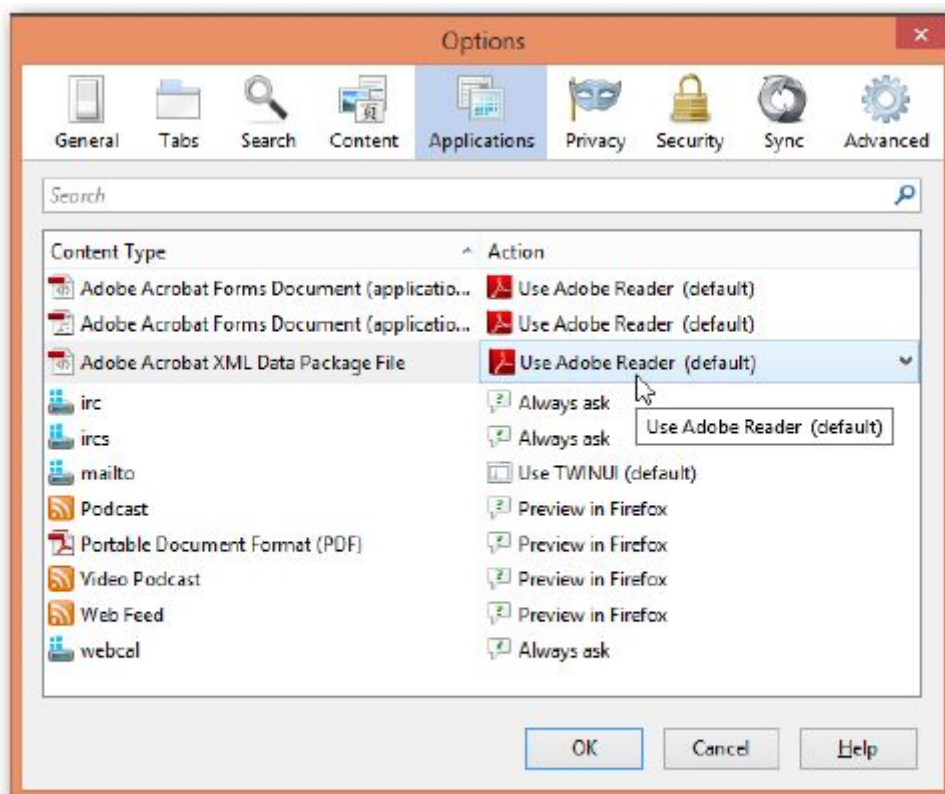


Figure 12

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



## Internet Explorer

- Click on the **Internet Explorer** icon



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

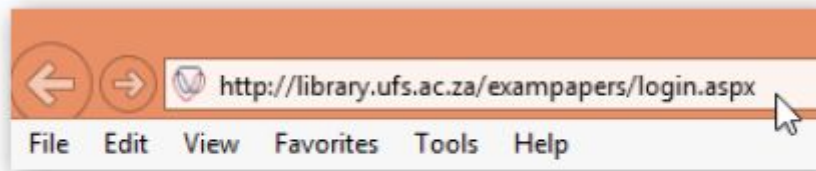


Figure 13

- 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



Figure 14

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

Module Code	Year ▲	Dependency	Subject Name	View
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download

Figure 15



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

**Issue 1:**

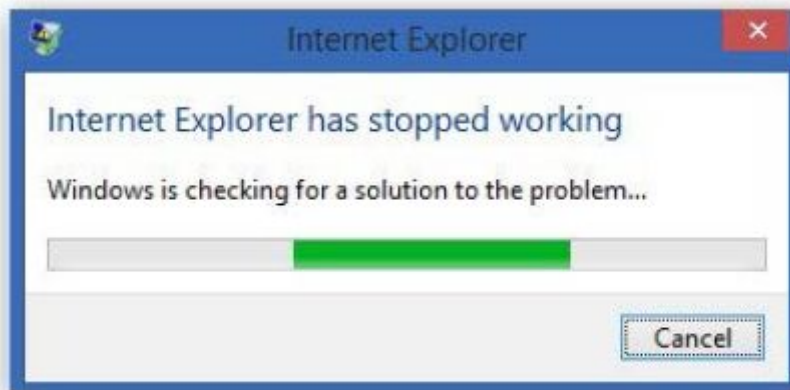


Figure 16

**Solution:**

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

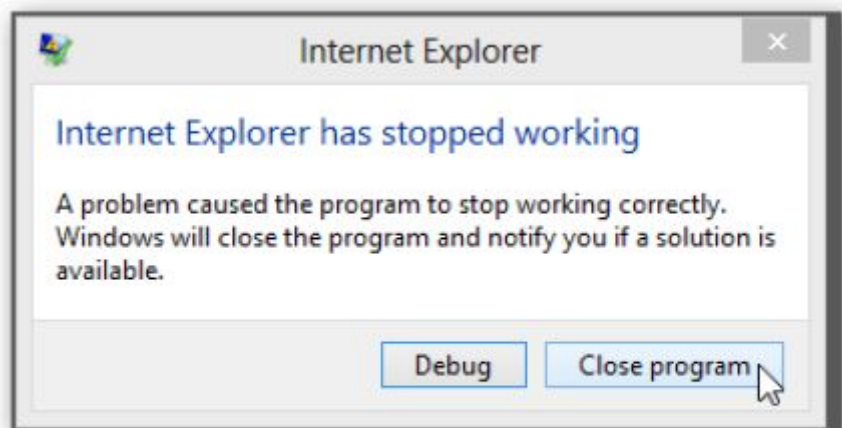


Figure 17





## Issue 2:

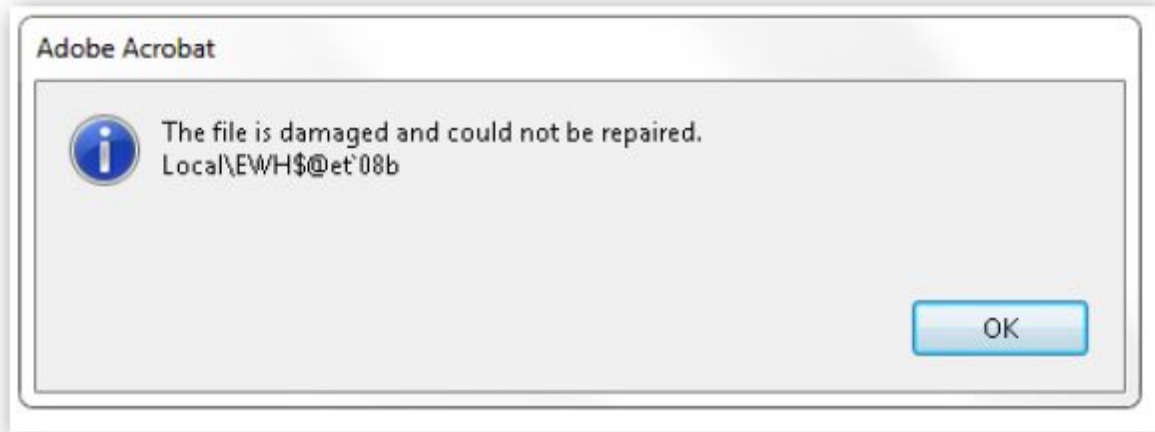


Figure 18

## Solution:

Follow these steps to clean your cache.

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

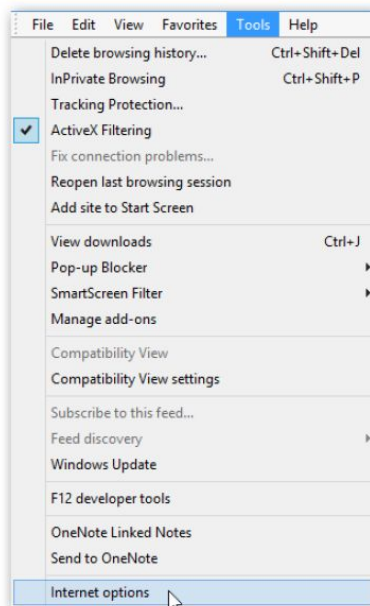


Figure 19





- Click on **Delete**

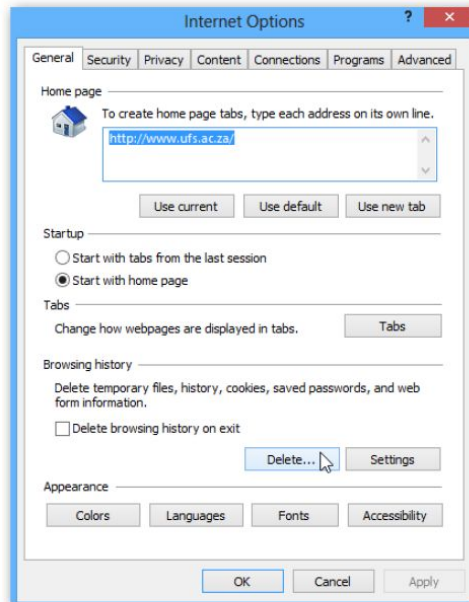


Figure 20

The following screen will appear.

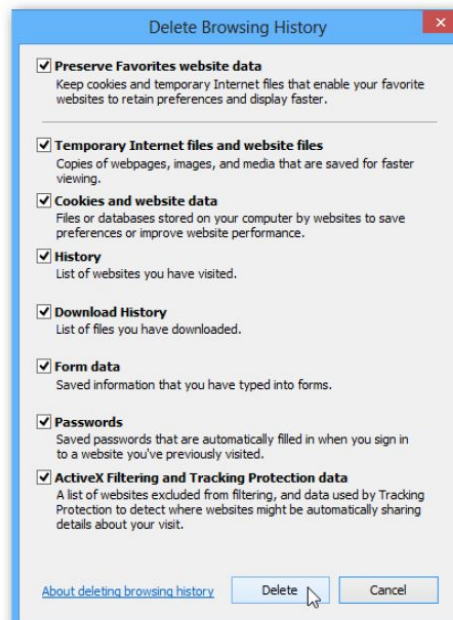


Figure 21

- Click on **Delete**



The following screen will appear.

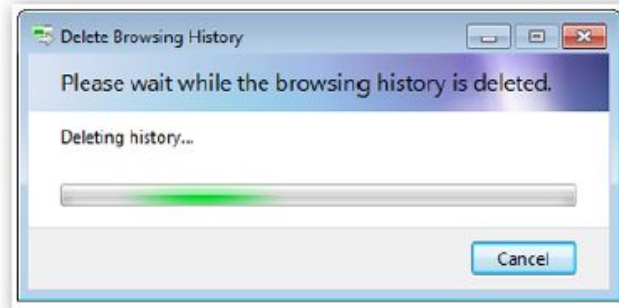


Figure 22

Wait until the screen disappears.

- Click **OK**

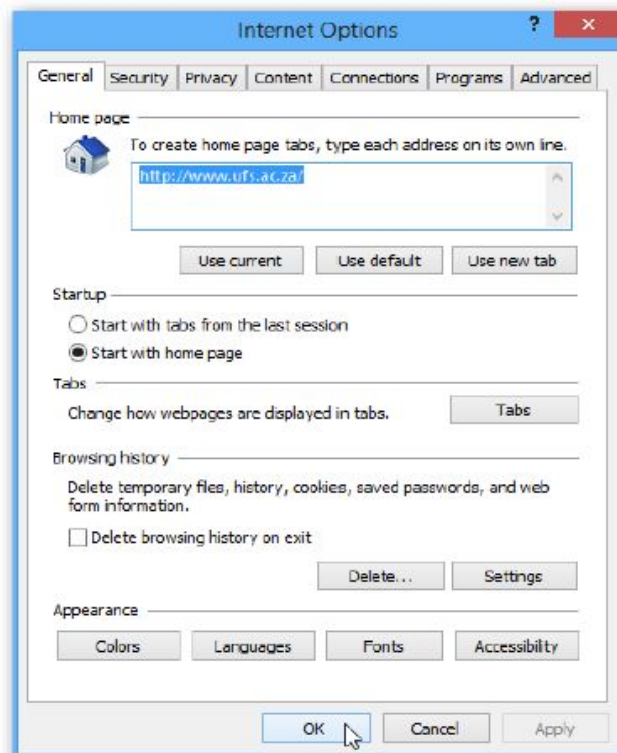


Figure 23

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



## Chrome

- Click on the Chrome icon



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

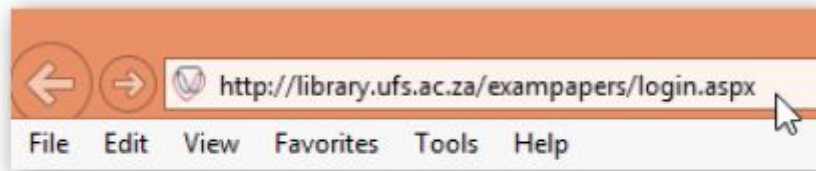


Figure 24

- 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



Figure 25

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

Module Code	Year	Opportunity	Subject Name	View
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download
LSE114	2014	June 1st	SCHOOL OF OPEN LEARNING	Download

Figure 26



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

**Issue:**



*Figure 27*

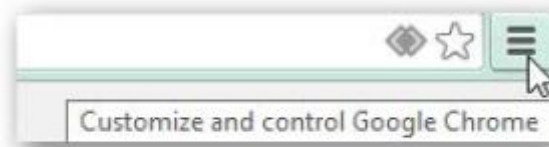
**Solution 1:**

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**.

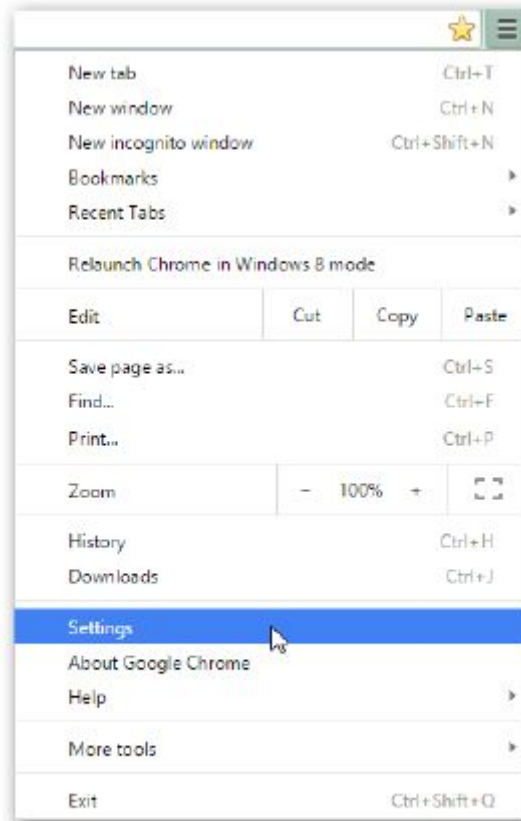


Figure 29

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

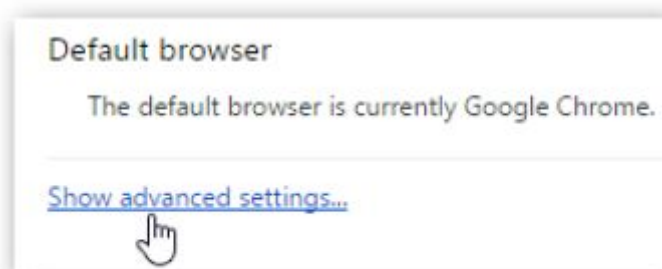


Figure 30



- Click **Content settings** under Privacy

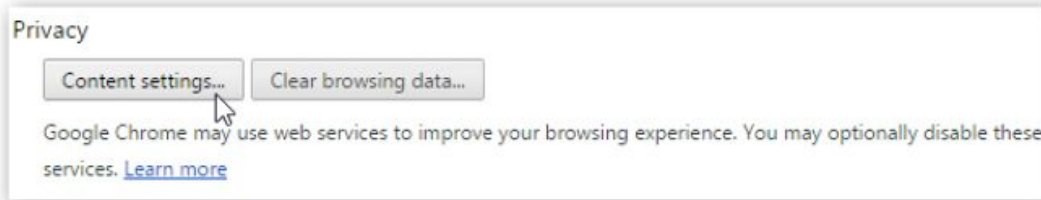


Figure 31

- Click **Disable individual plug-ins**

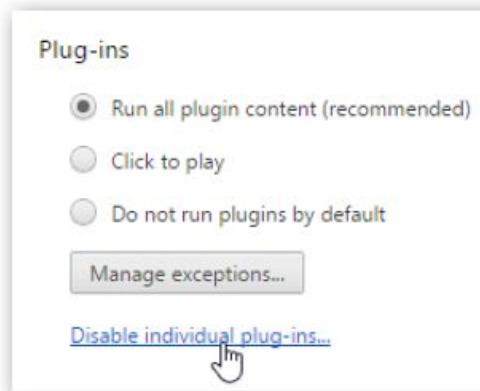


Figure 32

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

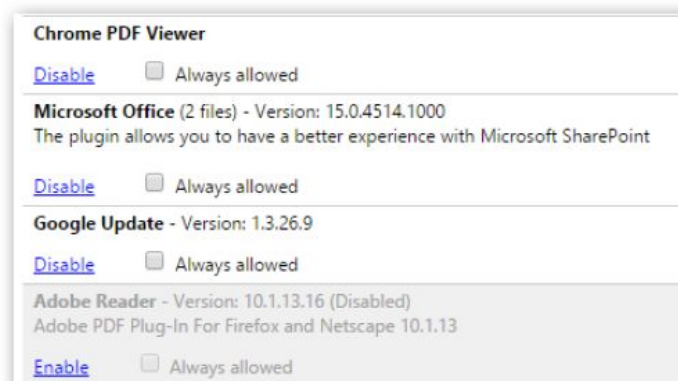


Figure 33

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