Current Known Issues with PaM
Known Issues with PaM

This document contains the following information:

- Issues Identified
- Problems/Queries and Frequently Asked Questions
- Helpdesk Support

This document points out current issues that have been identified with PaM. Please read through the table of issues on Page 4. You may find some solutions to queries you have.

**NB:** Please note, we are already aware of the issues mentioned on page 3 onwards, please do not contact the Helpdesk to raise these again. Please visit the Announcements section of the PaM SharePoint site, where updates on these issues will be posted on a regular basis.

**Alerts**

You can set-up Alerts that inform you of changes/updates to the site, please follow the instructions in the How to set-up Alerts document posted under the Documents section of the PaM SharePoint site or click [here](#).
## Known Issues with PaM

### Issues Identified

<table>
<thead>
<tr>
<th>Issue</th>
<th>Priority</th>
<th>Incident No</th>
<th>Possible Solutions/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. On downloading the application, a Proxy Authentication issue occurs in the following format:</td>
<td>High</td>
<td>10266</td>
<td>NB: Please note, these solutions must be carried out by your I.T Department. Solution 1: Please click on this link for solution (Known Issue 1) &gt; (updated 11/01/07)</td>
</tr>
<tr>
<td><img src="image" alt="Cannot Start Application" /></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On clicking Details, the following Error Summary appears.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The remote server returned an error:</td>
<td></td>
<td></td>
<td>• Proxy Authentication Required (407)</td>
</tr>
</tbody>
</table>
| 2. On downloading the application, a Cannot Start Application error occurs in the following format. Clicking on Details may display a different error than the above. | High     | 10265      | Refer to the Error Summary section of the error log by clicking on the Details button. It may be best to refer the error log to your I.T department before contacting the PaM Helpdesk. To assist in resolving this issue, there are two IP addresses that need to be added to Firewall configurations to allow access to PaMs. You will need to provide these to your I.T Department to implement for you.  
  - 208.51.44.94  
  - 208.51.44.79  
  - Ports 80 (http) and 443 (https)  
  Please note: If you have a Temporary profile (a profile that has been locked down not allowing you to download any software), you may not be able to download PaM. In order to download this, you may need to speak to your I.T department to allow rights for downloading software. |          |             |                                                                                         |
| ![Cannot Start Application](image)                                    |          |             |                                                                                         |
| 3. Referenced Memory error message                                     | Low      | 10244      | NB: Please note, this is not                                                                 |
| ![Referenced Memory error message](image)                             |          |             |                                                                                         |
## Known Issues with PaM

<table>
<thead>
<tr>
<th>Issue Description</th>
<th>Severity</th>
<th>Issue Number</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Please Wait rotating icon appears on logon, to PaM application</td>
<td>High</td>
<td>10726</td>
<td>(resolved) a PaM's issue, but a technical issue with individual machines.</td>
</tr>
<tr>
<td>Solution 3: Please click on this link for solution (Known Issue 3) &gt; (updated 01/03/07)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 5. The user gets an Action Cancelled page within the News & Alerts tab when logging into PaM. No further login dialog box appears for the News & Alerts tab. | Low      | 10852        | (resolved) Speak to your I.T department to enable the site, by allowing to go to *.lsc.gov.uk as unauthenticated access (i.e. direct access without going through your internet Proxy which requires users to log in). To resolve this issues, try the following: |}

1. Open Internet Explorer
2. Click on the Tools menu and select Internet Options
3. Click on the Content tab
4. Click on the Auto Complete button
5. Untick all the boxes as shown below, but leave the Web addresses ticked
6. Click Clear Forms and Clear Passwords, and then click OK to exit the dialog boxes.
7. Reboot your machine and try again.

<table>
<thead>
<tr>
<th>6. Comments box within a plan should fit around the same amount of data that should fit onto a page of A4.</th>
<th>Low</th>
<th>10742 (open)</th>
<th>This is currently being investigated.</th>
</tr>
</thead>
</table>

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## Known Issues with PaM

### Currently this does not.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Priority</th>
<th>Code</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Time Out issue – The application continuously times out after a few minutes of doing anything within the application.</td>
<td>High</td>
<td>10741</td>
<td>(open)</td>
<td>This is currently being investigated.</td>
</tr>
</tbody>
</table>
| 8. Advanced Apprenticeship Header - When printing a promoted plan, the first table shows the correct heading in the row 'Number of Learners achieving an Advanced Apprenticeship Framework'. When looking at the drill down tables, the heading appears incorrectly and specifies 'Numbers of Learners undertaking an Apprenticeship', missing out 'Advanced'. | Low | 10880 | (open) | This is currently being investigated.  
[See Issue 8 for further details](#) |
| 9. Screen Resolution - A problem where the screen shows about 75% of the page. This chops the buttons shown towards the right of the screen. | High | (resolved) |  | [Solution 9: Please click on this link for solution (Known Issue 3) > (updated 06/03/07)](#) |
| 10. When attempting to print individual Draft plans or selective Drill Down options, the print function towards the top-left do not work. | High | 11079 | (open) | This is currently being investigated. |
Known Issues with PaM

Solution - Known Issue 1 (10266)

If your computer's connection to the Internet is via an authenticated proxy, you will receive an error message when you try to download the PaM application. The error message example is as follows:

If you do not get redirected please click here

‘Application download did not succeed. Check your network connection, or contact your system administrator or network service provider.’

The window displaying this error message will contain a button entitled ‘Details’, allowing you to view the detailed error description associated with this problem. Click the ‘Details’ button to view the detailed error description. Examine the detailed error description and search for the following text.

‘The remote server returned an error: (407) Proxy Authentication Required.’
Solution
If the above text is present, you are attempting to download the PaM application via an authenticated proxy. To resolve the issue your IT department will need to install a Microsoft hot fix onto your computer.

There is a known issue with the Microsoft .NET 2.0 Framework which prevents Smart Client applications being downloaded via authenticated proxies. Details can be found at:

http://support.microsoft.com/kb/917952/en-us

You may also find that adding the following IP addresses/Ports to your Firewall Configuration will allow access to PaM:

208.51.44.94 and 208.51.44.79
Ports 80 (http) and 443 (https)

Please contact your IT department giving them full details of the problem and the Microsoft hot fix as described above.
Solution - Known Issue 3 (10244)

On exiting the Planning and Modelling Application, the following error message occurs:

Solution

To resolve this, click on **Start** and then **Run**. Then type `eventvwr.msc` in the open box and click **OK**.

The Event Viewer screen should appear. Click on **System** towards the left. This should bring up a list of System related events.
Right-click on the first Information event and select **Properties**.

This will bring up the Information Properties dialog box. Click the down arrow button to scroll through all the Information events.

When you find the correct event (Application Popup - Planning and Modelling; see below), click on the Microsoft link under the section Description.
Known Issues with PaM

At the Event Viewer dialog box that appears, click **Yes**.

This should then bring up further Details on the solution for this issue. You will need to forward this information to your I.T department to implement for you.
Advanced Apprenticeship Header - When printing a promoted plan, the first table shows the correct heading in the row 'Number of Learners achieving an Advanced Apprenticeship Framework'. When looking at the drill down tables, the heading appears incorrectly and specifies 'Numbers of Learners undertaking an Apprenticeship', missing out 'Advanced.'

Solution
This is currently being investigated.
Solution - Known Issue 9

A problem where the screen shows about 75% of the page. This chops the buttons shown towards the right of the screen.

Solution

- Try changing the screen resolution in Control Panel to 1024x768

- Change the DPI settings in the Desk-Top Display Properties - Settings - Advance Settings from 120dpi to 96dpi. This also automatically changes Display Properties - Settings - Font size to Normal. If this is already at 96dpi, change this to 120dpi and then back to 96dpi again. Save the settings and reboot your machine. This should resolve the issue.
Problems/Queries and Frequently Asked Questions

If you are having problems accessing the PaM SharePoint site or the application, please refer to this document first (Known Issues with PaM). Alternatively you can refer to the Frequently Asked Questions (FAQs) document which is published on the Planning and Modelling system SharePoint site (https://teams.lsc.gov.uk/pam). These will be placed under the Documents section of the site and will be updated on a regular basis. Both these documents can also be found at http://www.lsc.gov.uk/Providers/Data/Software/PaM/. Here you will find most answers to your queries. If you are unable to find an answer to your problem, contact the PaM Helpdesk (see Section: Helpdesk Support).

Helpdesk Support

The Helpdesk can be contacted in 1 of 2 ways:

NB: Please note, the Helpdesk will only answer queries from Providers about the PaM Software. All other queries such as policies or how to complete plans should be made to your Local Partnership Team.

You may find this link useful for Data Definitions: http://www.lsc.gov.uk/providers/Data/Datadictionary/

NB: LSC Staff experiencing problems must log their queries on the MAGIC system

Phone Line – 024 7682 3727
The Phone Lines are available between the hours of 09:30-16:30. Out of these hours, you can send an email to the PaM Support mailbox.

Mailbox (email) – pam.support@lsc.gov.uk
The Mailbox is monitored between the hours of 09:00-16:30. When emailing your problems or queries to the PaM Support mailbox, please ensure you include the following information to assist us in finding you a speedy solution:

a. The name of the person who’s login account has the problem
b. If they are the Super User
c. The User name
d. College/Organisation (and UPIN where possible)
e. As much information as possible about the problem, what you were trying to do before the problem occurred, along with screen shots of the problem/error messages

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