

NTC Online Platform Troubleshooting Details

After [testing all of NTC's platform's](http://communities.newteachercenter.org/pages/view?page=tech_test) to verify websites can be used on district and site locations and computers, the following information can be shared with District IT Staff to troubleshoot specific issues identified during that test. If the above link is not active, please go to http://communities.newteachercenter.org/pages/view?page=tech_test.

If solutions outlined below are not related or do not work to address the problems identified during the test, please contact help@newteachercenter.org.

Check if problem	NTC Service/ Platform	Description	Solution
<input type="checkbox"/>	Single Sign On Portal *	General problems with portal not performing correctly from https://learningzone.ntcportal.org	Older browsers and operating systems can affect performance or the site may need whitelisting. * <ul style="list-style-type: none"> • learningzone.ntcportal.org (ports 80 & 443) • lzsp.ntcportal.org (ports 80 & 443) • lzidp.newteachercenter.org (ports 80 & 443) • sspr2.ntcportal.org 54.208.21.101 HTTP/HTTPS (port 80 and 443)
<input type="checkbox"/>	Email reported to not be delivered	Sometimes email from NTC communities (including automatic notifications) is not delivered.	Contact district IT staff and ask to whitelist, clear from spam or unblock: <ul style="list-style-type: none"> • emss@newteachercenter.org • ntctools_noreply@newteachercenter.org • do-not-reply@communities.newteachercenter.org • help@newteachercenter.org • info@newteachercenter.org • onlinepd@newteachercenter.org Email gateway: <ul style="list-style-type: none"> • o1.smtp.newteachercenter.org 192.254.116.17 SMTP (port 25)
<input type="checkbox"/>	My Tools	General problems with tools not performing correctly.	Older browsers and operating systems can affect performance or the following sites may need whitelisting. <ul style="list-style-type: none"> • https://ntctools.newteachercenter.org/tools/frontend • https://programmanagement.newteachercenter.org/cms/home View My Tools Tech Requirements . <small>(https://drive.google.com/file/d/0B9hcJT2jVfjdemNqblJHM21xa0E/edit?usp=sharing)</small>
<input type="checkbox"/>	My Video	Video upload site may not upload or play video shared to mentor. Email notifications may not be received.	Some districts restrict video delivery due to bandwidth issues. Contact district IT staff and ask to whitelist or unblock video delivered from www.torshtalent.com . Email notifications should be whitelisted from notification@torsh.com .

Check if problem	NTC Service/ Platform	Description	Solution
<input type="checkbox"/>	My Learning	Online learning platform, Canvas, may not work properly. (Note it is best to use Chrome as browser)	Contact district IT staff and ask to whitelist, clear from spam or unblock: <ul style="list-style-type: none"> • *.instructure.com sub-domain • notification IPs: 54.240.14.1, 54.240.14.2, 54.240.14.198, 54.240.14.199 Ports 80 / 443 / 8080 / 1936 / 1935 • safefiles.instructure.com • images.instructure.com • *.instructure.media.com (Kaltura media storage) • help.instructure.com • http://www.scribd.com
<input type="checkbox"/>	My Groups**	Images may not render and layout may not show properly.**	Servers delivering graphics and css (code) may be blocked at the district level. Please ask district IT staff to whitelist: <ul style="list-style-type: none"> • communities.newteachercenter.org • images.onesite.com • fast1.onesite.com
<input type="checkbox"/>	Viewing Streaming Video	Video may not play.	Some districts restrict video delivery due to bandwidth issues. Contact district IT staff and ask to whitelist or unblock video delivered from www.brightcove.com .
<input type="checkbox"/>	Meeting Evaluation Tool	NTC routinely evaluates services using an online survey tool called SurveyGizmo. It may not show in the testing page.	Contact district IT staff and ask to whitelist or unblock video delivered from www.surveymogizmo.com .
<input type="checkbox"/>	Blackboard Collaborate (synchronous online seminars and forums)	Online meeting software may not start, or performance may be inconsistent, with freezing or dropping in and out of live sessions.	<ul style="list-style-type: none"> • Limited network bandwidth or high demand locations may “choke” the online meeting software. Please move to a location with more bandwidth. • System software may not be up to date and may require District IT staff to update: <ul style="list-style-type: none"> ○ Java must be up to date, ○ Mac OS 7 or later must use Launcher software. • Please direct IT staff to Test Page for more details. (http://communities.newteachercenter.org/pages/view?page=tech_test)

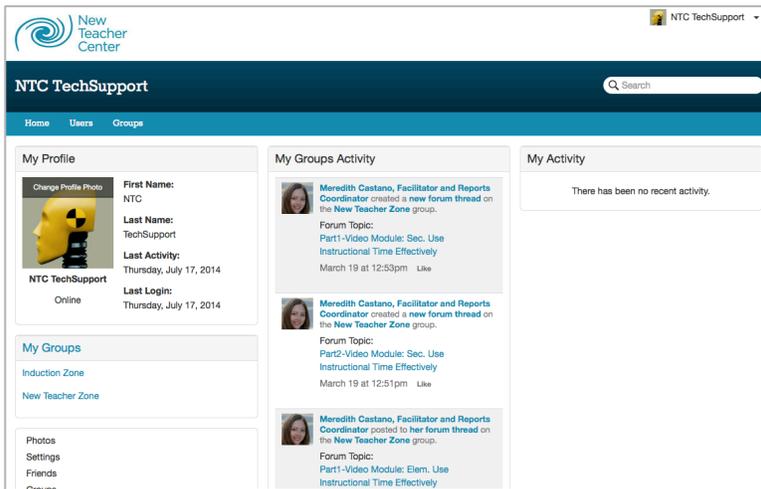
* load balancers related to IP addresses:

lz-sp-loadbalancer-1891675312.us-east-1.elb.amazonaws.com

lz-idp-loadbalancer-1181697775.us-east-1.elb.amazonaws.com

idm-sspr-loadbalancer-749169287.us-east-1.elb.amazonaws.com

**My Groups rendering issues. Left image is correct; right example is not.



Correctly rendered



Not correctly rendered