



TechTip #10 - SSL Connection Error Message (All online users)

Error Message:

“Archives required to make a SSL connection not available. Please contact your Metaframe Administrator.”

Solution:

To configure your Internet Explorer browser for SkillCheck online testing, please do the following:

1. Make sure that you have PC administrative rights (applies to Windows NT and above) for the computer on which you will be using for SkillCheck Online Testing.
2. Make sure that you have a recent version of Java installed (1.5).
 - a. To check for this, click **START** and go to your **CONTROL PANEL** which needs to be displayed in the **CLASSIC VIEW**.
 - b. There should be a **JAVA ICON** there. Double-click to open it and click **ABOUT** to have the version displayed.
 - c. If it is an older version, please go to www.sun.com and download a more current one.
3. Close all open browsers, and open a new **INTERNET EXPLORER** browser.
4. Click **TOOLS**, and choose **INTERNET OPTIONS**.
5. Click the **SETTINGS** button, toward the middle-right of the window, and make sure that the browser refreshes **WITH EVERY VISIT TO THE PAGE**.
6. Then, next to the heading **AMOUNT OF DISK SPACE TO USE**, change whatever number is in the field to a 1.
 - a. Then click **OK**. This will take you back to the Internet Options window.
7. Click the **DELETE FILES** button, and check the **DELETE ALL OFFLINE CONTENT** box. Then click **OK**. This will take you back to the Internet Options window.
8. At the top of the window, click the **SECURITY TAB**.
 - a. Click the **DEFAULT LEVEL** button, and move the slider to **MEDIUM**. Then click **APPLY**.
9. Click the **ADVANCED TAB** at the top of the window, and in the lower-right corner click the **RESTORE DEFAULT** button.
 - a. Click **APPLY**. Then click **OK**.
 - b. At this point, go to www.skillcheck.com.au/online_login.htm and enter your SkillCheck Online Testing Service login details in the boxes to the left of the page.
 - c. Alternatively, if you have been issued an eTicket testing session, toward the right side of the screen, under the **TAKE A TEST** heading, type or paste in your eTicket number and try the test again.