

From: [redacted]
To: [redacted]
Subject: [redacted]
Date: [redacted]
Attachments: [redacted]
Importance: [redacted]

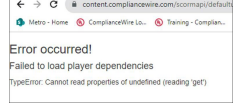
Hi All,

We seem to be having an issue launching SCORM courses from ComplianceWire. The issue is most common when using the Chrome browser. Switching to Edge resolves the issue. We may have just recently had our first issue with Edge, but we are still trying to confirm this with a user in Asia.

The courses are authored in Articulate 360 (Storyline and Rise although they seem to be mostly Storyline). We have tried clearing cache and even resetting the Chrome browser to the defaults with no luck.

This issue has also been researched online with some success for resolution. Articulate has a client forum and there are at least two other companies that use ComplianceWire that have reported the same issue. Here is a link to that site where you can see the responses from both client and Articulate including my response: [https://community.articulate.com/forums/thread/11462.aspx?forumid=11462&page=1](#)

The issue was first reported about a year ago, but it was only a few random users and we had them switch to Edge as a work around. It has now grown to the point that most of our users are not able to launch the courses in Chrome. Here is what the error is:

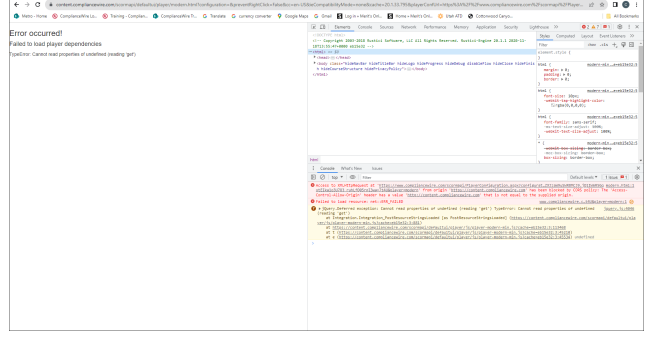


Here is the full URL in both browsers:

Edge: <https://content.compliancewire.com/SCORM/Player/PlayerDependencies?courseid=11462&page=1>
Chrome: <https://content.compliancewire.com/SCORM/Player/PlayerDependencies?courseid=11462&page=1>

Edge Pop Up Window with SCORM Course: <https://content.compliancewire.com/SCORM/Player/PlayerDependencies?courseid=11462&page=1>
Chrome: <https://content.compliancewire.com/SCORM/Player/PlayerDependencies?courseid=11462&page=1>

Some additional clues were discovered from the Developer tools in the Chrome browser:



I am trying to resolve this but unsure of whether this is an issue on their side, a browser issue with settings/extensions, an Articulate SCORM file issue (but likely since I can launch the course in SCORM Cloud with no issue like they mention in their community forum), or a ComplianceWire issue. I am sending this to all parties to ask for help in resolving this. I am available to assist in any way.

Thanks for any insight or solutions you can provide.

Charles