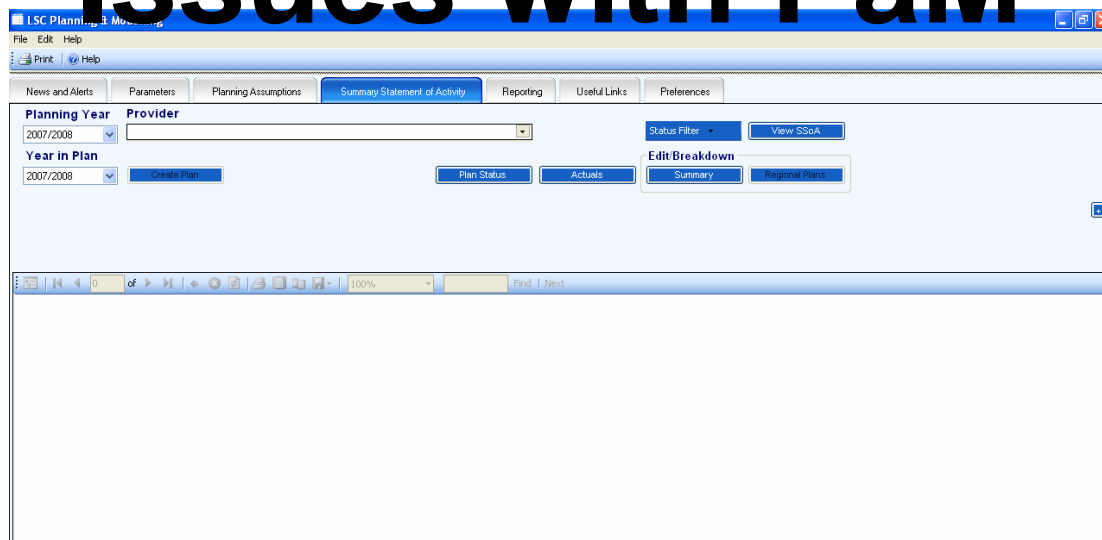


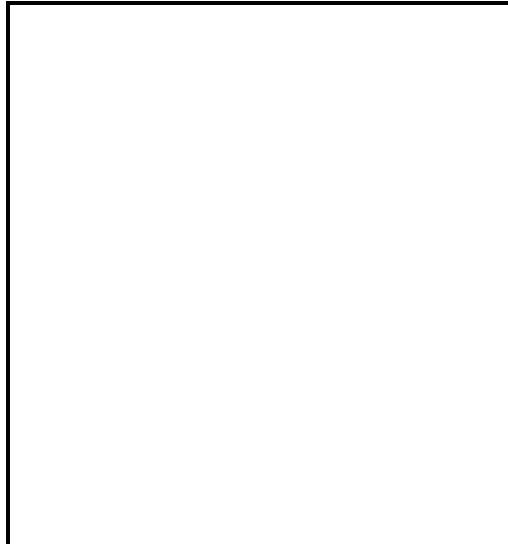
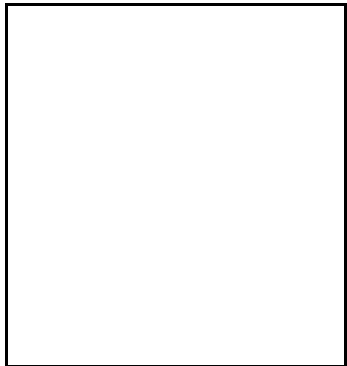


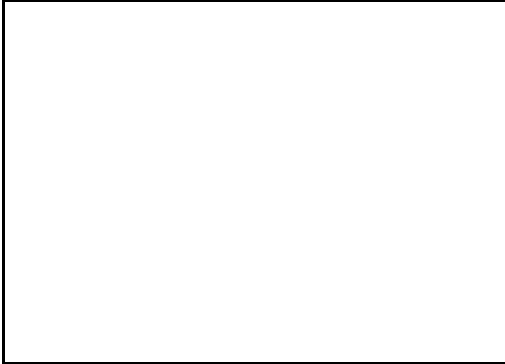
# Current Known Issues with PaM







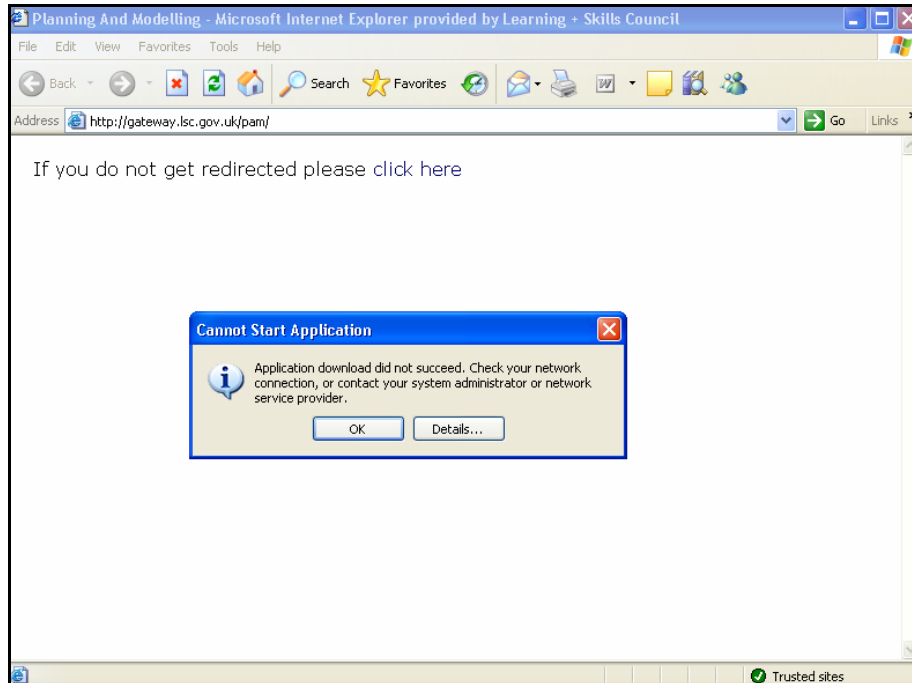
			<p>department to allow rights for downloading software.</p>
<p>3. Referenced Memory error message appears on exiting the application</p> 	<p>Low</p>	<p>10244 (resolved)</p>	<p><b>NB: Please note, this is not a PaMs issue, but a technical issue with individual machines</b></p> <p><b><a href="#">Solution 3: Please click on this link for solution (Known Issue 3) &gt; (updated 01/03/07)</a></b></p>
<p>4. Please Wait rotating icon appears on logon, to PaM application</p> 	<p>High</p>	<p>10726 (resolved)</p>	<p>Speak to your I.T department to enable the site, by allowing to go to <b>*.lsc.gov.uk</b> as unauthenticated access (i.e. direct access without going through your internet Proxy which requires users to log in).</p>
<p>5. The user gets an Action Cancelled page within the News &amp; Alerts tab when logging into PaM. No further login dialog box appears for the News &amp; Alerts tab.</p> 	<p>Low</p>	<p>10852 (resolved)</p>	<p>To resolve this issues, try the following:</p> <ul style="list-style-type: none"> <li>➤ Open Internet Explorer</li> <li>➤ Click on the Tools menu and select Internet Options</li> <li>➤ Click on the Content tab</li> <li>➤ Click on the Auto Complete button</li> <li>➤ Untick all the boxes as shown below, but leave the Web addresses ticked</li> </ul>  <ul style="list-style-type: none"> <li>➤ Click Clear Forms and Clear Passwords, and then click OK to exit the dialog boxes.</li> <li>➤ Reboot your machine and try again.</li> </ul>

<p>6. Comments box within a plan should fit around the same amount of data that should fit onto a page of A4. Currently this does not.</p> 	<p>Low</p>	<p>10742 (open)</p>	<p>This is currently being investigated.</p>
<p>7. Time Out issue – The application continuously times out after a few minutes of doing anything within the application.</p>	<p>High</p>	<p>10741 (open)</p>	<p>This is currently being investigated.</p>
<p>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'.</p>	<p>Low</p>	<p>10880 (open)</p>	<p>This is currently being investigated.</p> <p><a href="#">See Issue 8 for further details</a></p>
<p>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.</p>	<p>High</p>	<p>(resolved)</p>	<p><a href="#">Solution 9: Please click on this link for solution (Known Issue 3) &gt; (updated 06/03/07)</a></p>

## Solution - Known Issue 1 (10266)

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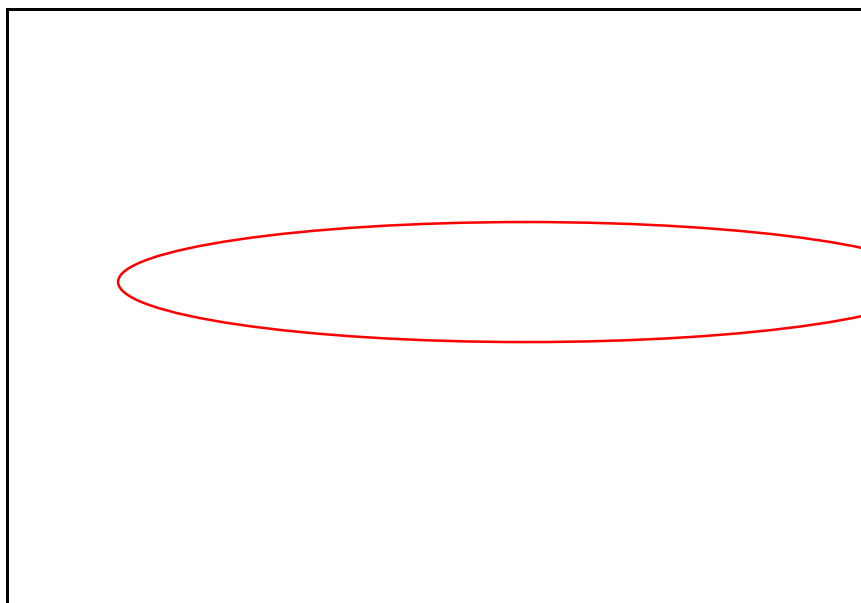
If your computer's connection to the Internet is via an authenticated proxy, you will receive an error message when you try to download the PaM application. The error message example is as follows:



**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)

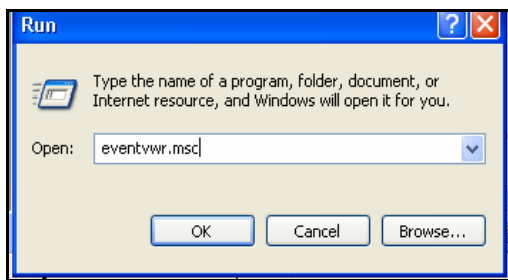
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On exiting the Planning and Modelling Application, the following error message occurs:

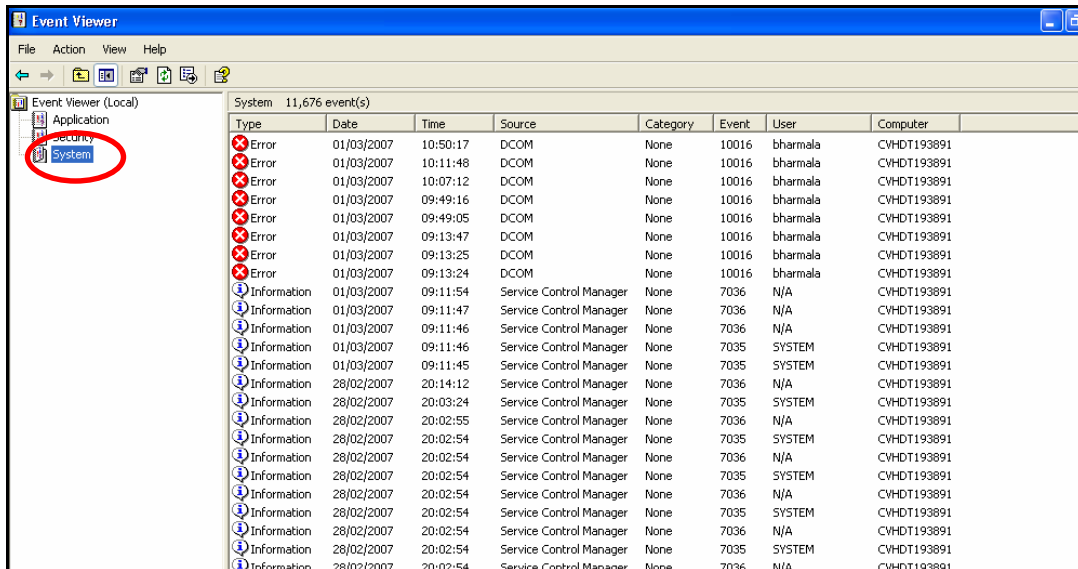


### Solution

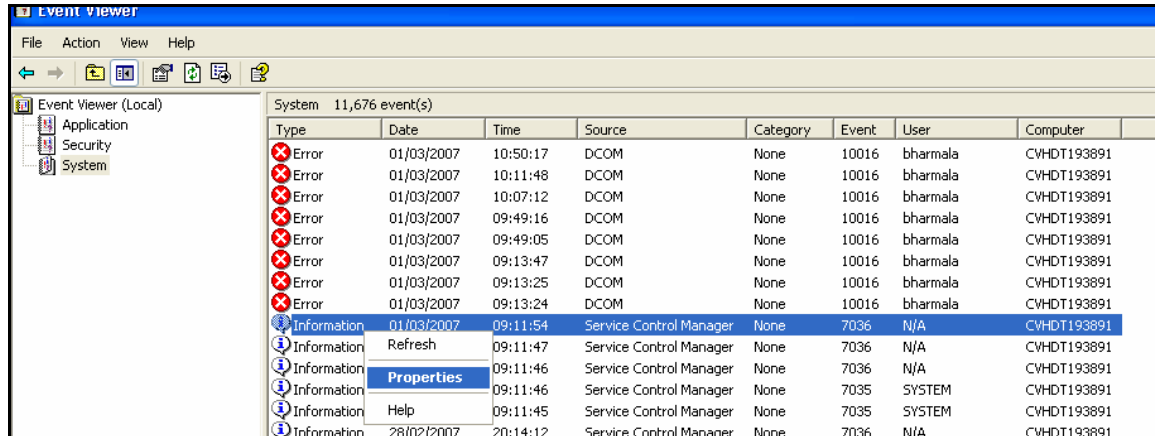
To resolve this, click on **Start** and then **Run**. Then type **eventvwr.msc** in the open box and click **OK**.



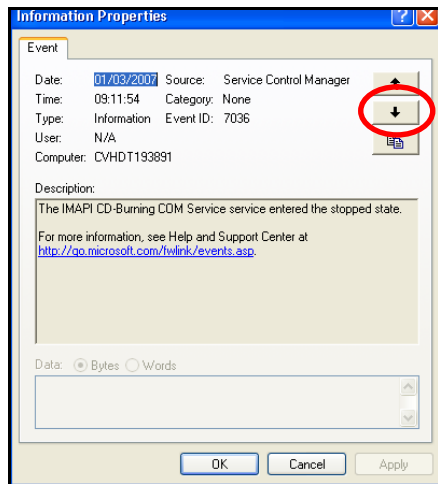
The Event Viewer screen should appear. Click on **System** towards the left. This should bring up a list of System related events.



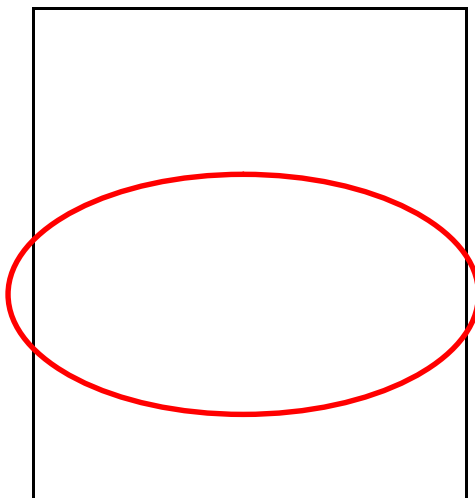
Right-click on the first Information event and select **Properties**.



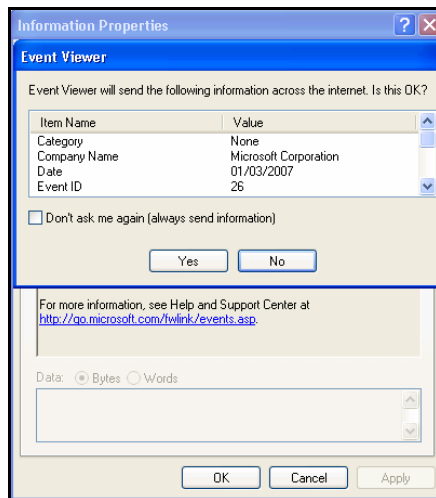
This will bring up the Information Properties dialog box. Click the down arrow button to scroll through all the Information events.



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



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.



## Issue - Known Issue 8 (10880)

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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'.

LSC Funded Outcome	16-18 (Learner achievements)	Adult (Learner Achievements)
Number of FE Learners achieving a Full Level 3		
Number of FE Learners achieving a First Full Level 3		
Number of Train to Gain learners achieving a Full Level		
Number of Learners achieving an Advanced Apprenticeship Framework	7	5
Number of FE Learners achieving a Full Level 2		
Number of FE Learners achieving a First Full Level 2		
Number of Train to Gain Learners achieving a Full		
Number of Learners achieving an Apprenticeship	20	10
Number of FE learners achieving a Skills for Life		
Number of Advanced Apprenticeship and		
Number of Train to Gain learners achieving a Skills for		
Number of learners progressing to a positive	3	
ESF Funded Section		
Number of ESF Learners not included in LSC Funded		
Full Level 3		
Full Level 2		
Skills for Life qualification that directly contributes to		

Number of learners undertaking an Apprenticeship (Average in Learning)	16-18 (Learner achievements)
1. Health, Public Services and Care	0
2. Science and Mathematics	0
3. Agriculture, Horticulture and Animal Care	7
4. Engineering and Manufacturing Technologies	0
5. Construction, Planning and the Built Environment	0
6. Information and Communication Technology	0
7. Retail and Commercial Enterprise	0
8. Leisure, Travel and Tourism	0
9. Arts, Media and Publishing	0

Number of learners undertaking an Apprenticeship (Average in Learning)	Adult (Learner Achievements)
1. Health, Public Services and Care	0
2. Science and Mathematics	0
3. Agriculture, Horticulture and Animal Care	5
4. Engineering and Manufacturing Technologies	0
5. Construction, Planning and the Built Environment	0
6. Information and Communication Technology	0
7. Retail and Commercial Enterprise	0
8. Leisure, Travel and Tourism	0
9. Arts, Media and Publishing	0
10. History, Philosophy and Theology	0
11. Social Sciences	0
12. Languages, Literature and Culture	0
13. Education and Training	0
14. Preparation for Life and Work	0

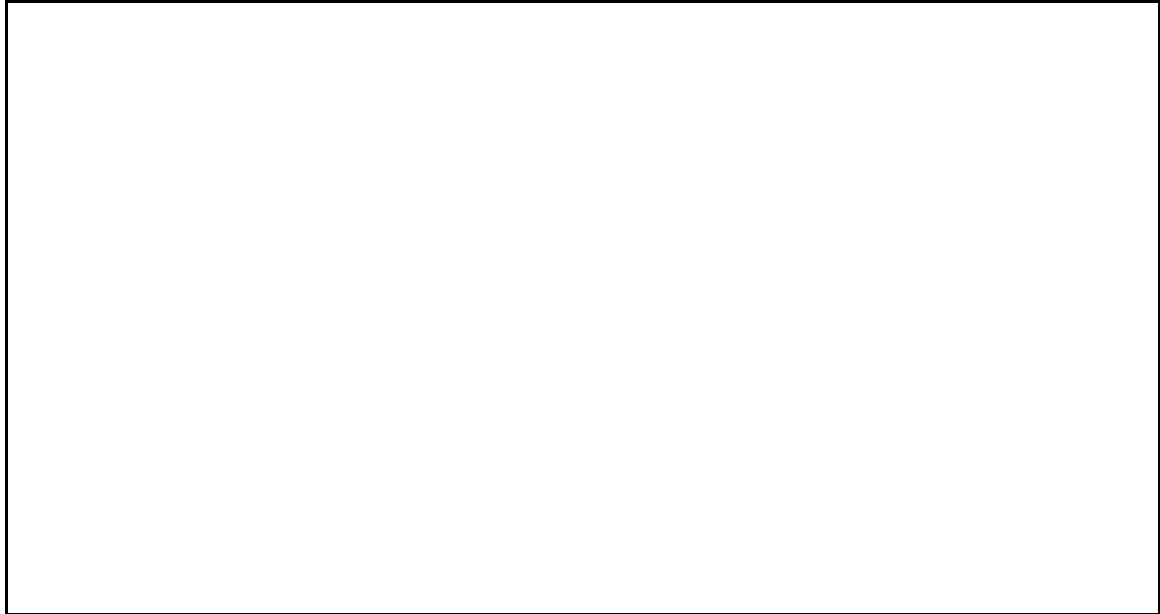
### Solution

This is currently being investigated.

## Solution - Known Issue 9

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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.

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## Problems/Queries and Frequently Asked Questions

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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 will be published on the site in due course. This will be placed under the Documents section of the PaM SharePoint site. This will be updated on a regular basis. 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

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Before contacting the Helpdesk, please ensure you have read the **Known Issues with PaM** and the **Frequently Asked Questions (FAQs)** documents for assistance. There may be a quick solution available to your query. If this fails, 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) –[pamsupport@lsc.gov.uk](mailto:pamsupport@lsc.gov.uk)

The Mailbox is monitored between the hours of **09:30-16:30**. 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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**Created by:** Alifia Bharmal  
**Date created:** 03 January 2007  
**Date updated:** 27 February 2007