

# Tell Me More Troubleshooting

**Problem: Components do not install. I get a screen that says “This computer’s current configuration does not allow you to install Auralog components...”**

## IE 7 Configuration

If you are using Internet Explorer 7, you may encounter the following error message when trying to install the components:



TELL ME MORE Education online - Windows Internet Explorer  
http://www.tellemoreeducation.com/ses2453078065/run16/modportalEDU.axrq?IdSession=2453078065&RandomKey=1234

Results	<a href="#">Restart analysis</a>
Computer	Optimal Configuration 
Connection Speed	Optimal Configuration 
Flash Player	Optimal Configuration 
Auralog Components	Acceptable Configuration  <a href="#">Install Auralog Components</a>

► This computer's current configuration does not allow you to install the Auralog Components. You can still use TELL ME MORE ONLINE, but it won't function as smoothly and the activities with speech recognition will not be available. This could be due to several different problems:

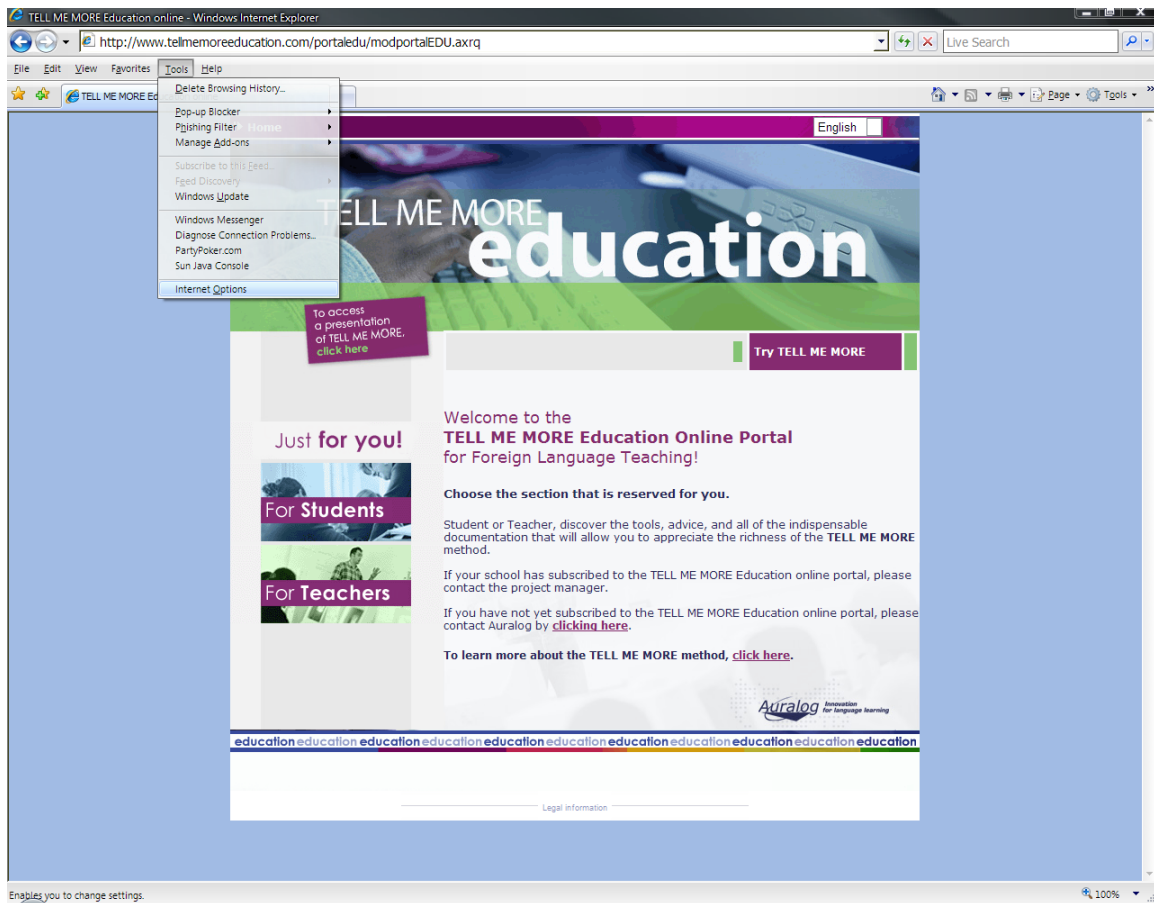
- you failed to click on Yes in the pop-up window which appears after the download is complete. If you responded No or cancelled the process, the installation will have been aborted. Start the installation process again.
- you don't have the rights in Microsoft® Internet Explorer and/or in Microsoft® Windows® to carry out the installation on this computer. Contact your technical support in order to obtain these rights, or ask someone who has the rights to carry out the installation for you.

It is possible to use TELL ME MORE ONLINE on this computer. However, for optimal user conditions, we recommend you update the elements indicated in Acceptable Configuration.

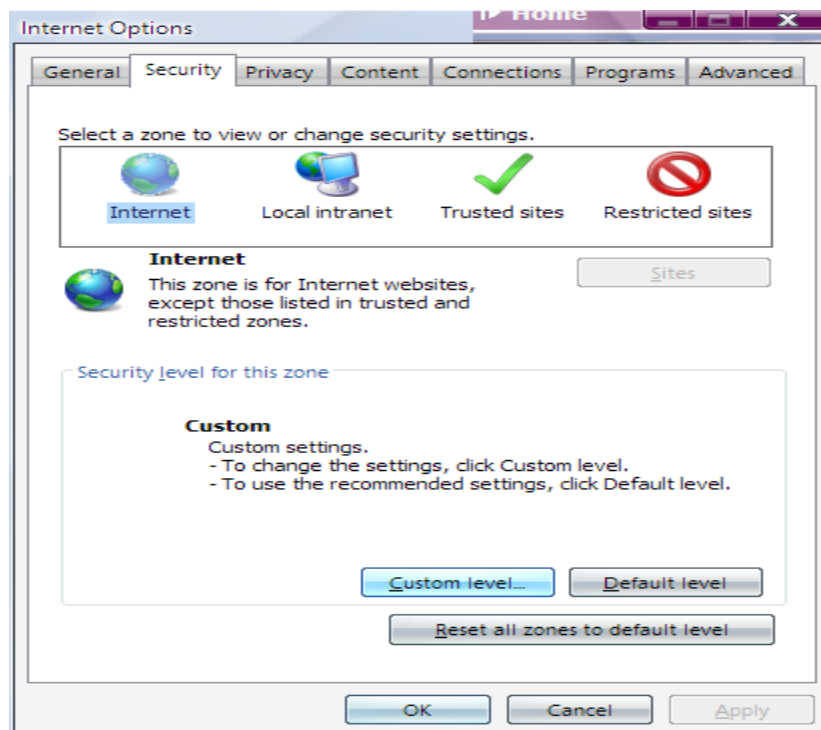
Print the results of the computer test for a hard copy.

Internet 100%

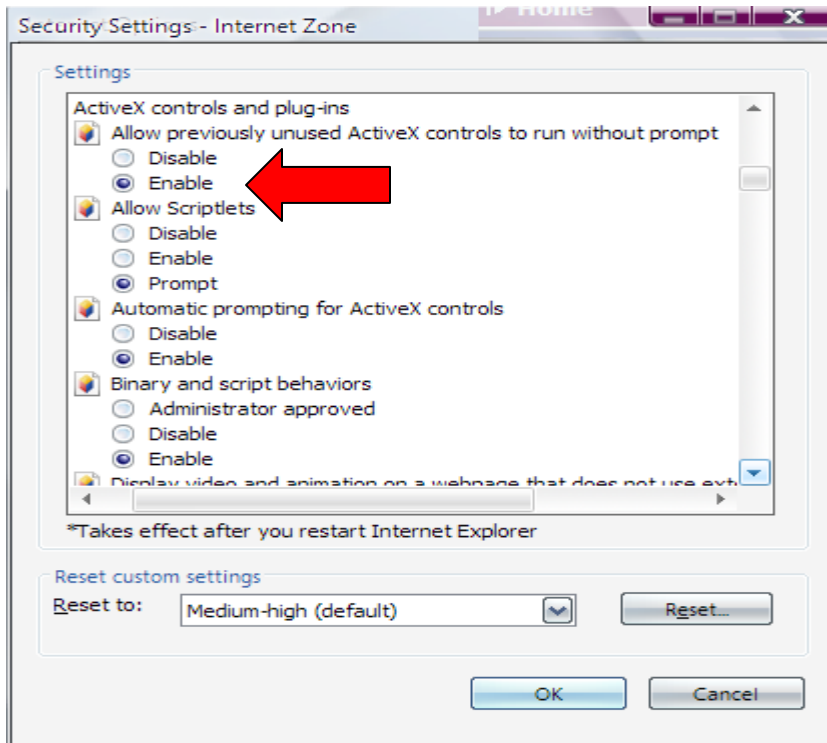
## 1. Click on Tools>Internet Options



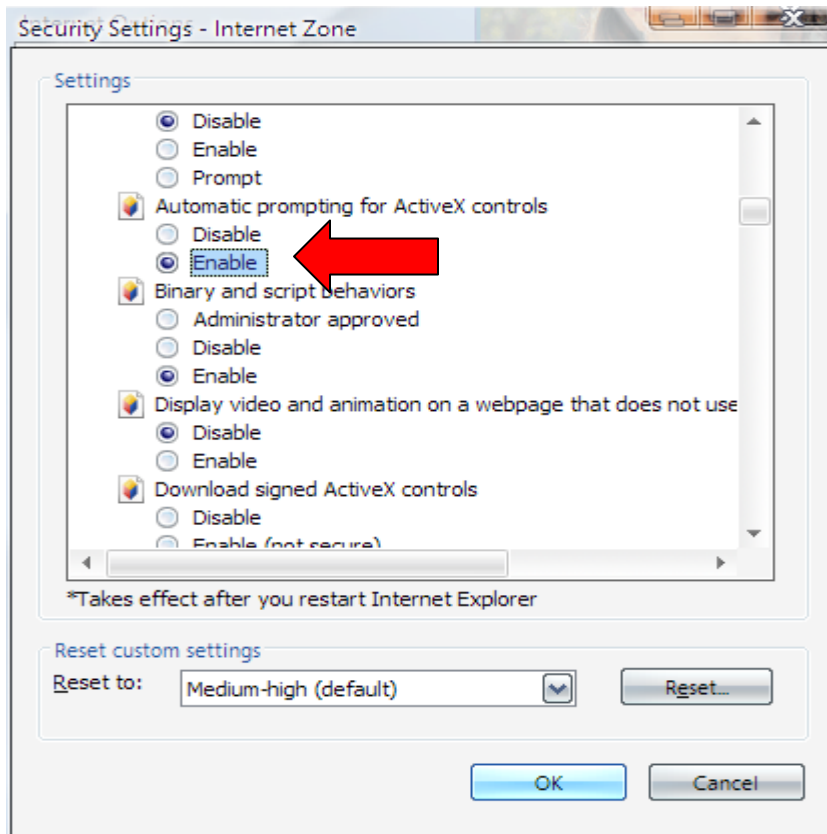
## 2. Click on Security Tab and then Custom Level button.



3. Enable *“Allow previously unused ActiveX controls to run without prompt”*



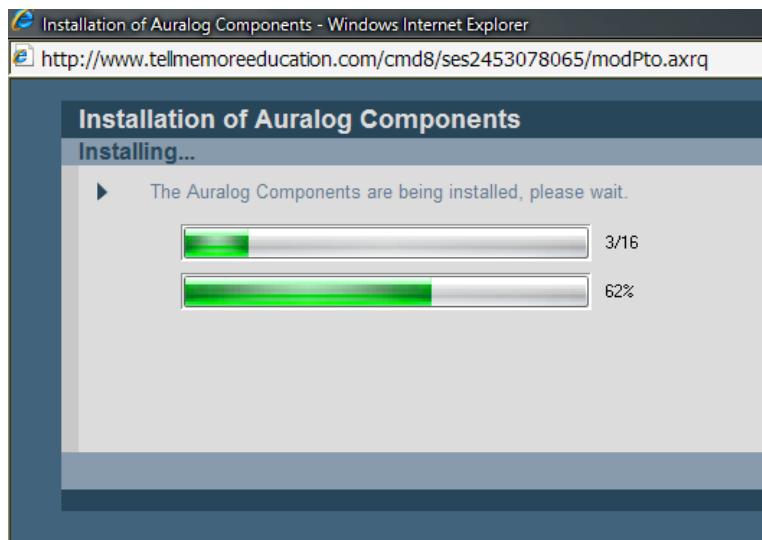
4. Enable *“Automatic prompting for ActiveX controls”*



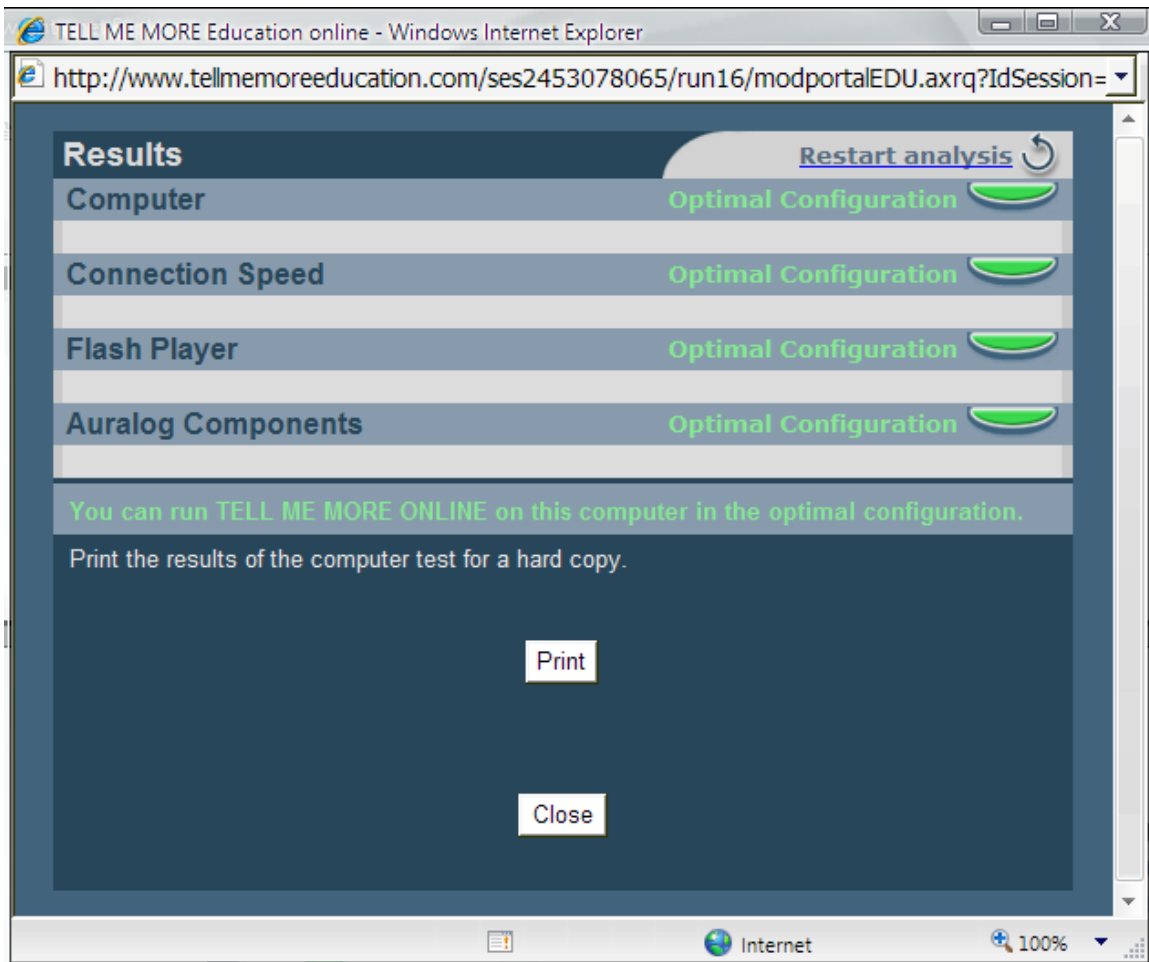
5. Click on *OK* button
6. Click *Apply*
7. Click *OK*
8. Restart the computer test.
9. You should now be prompted with a pop up similar to this. Click *Install*



The components should now show they are installing:



Upon successful installation, you should see the following screen:



You have completed the IE7 Configuration Troubleshooting steps.