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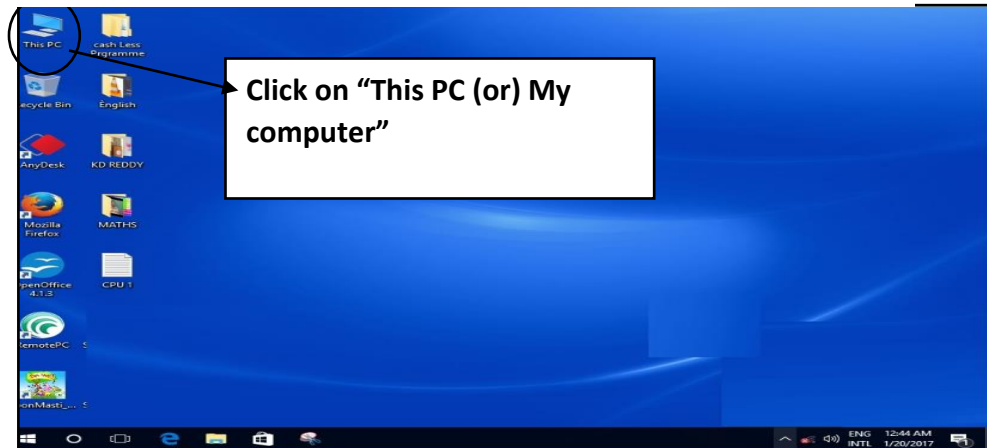
[FAQ 13 - How do I know if a lesson is there in PLMS? OR How should I search for a lesson in PLMS?](#)

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1. What should I do if PLMS desktop icons are deleted? OR I can't find the PLMS desktop icons.

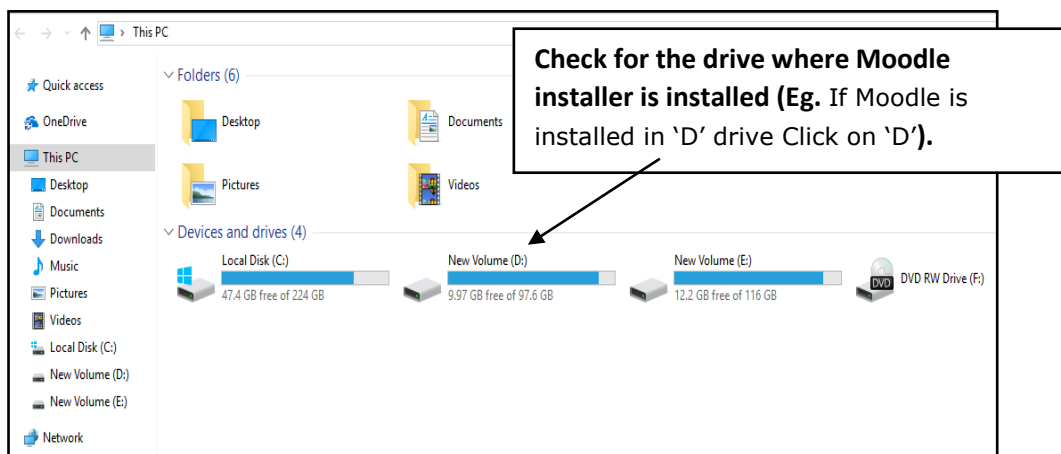
Step 1 – On Desktop Click on “This PC or My computer” icon as shown in Figure 1

Figure 1

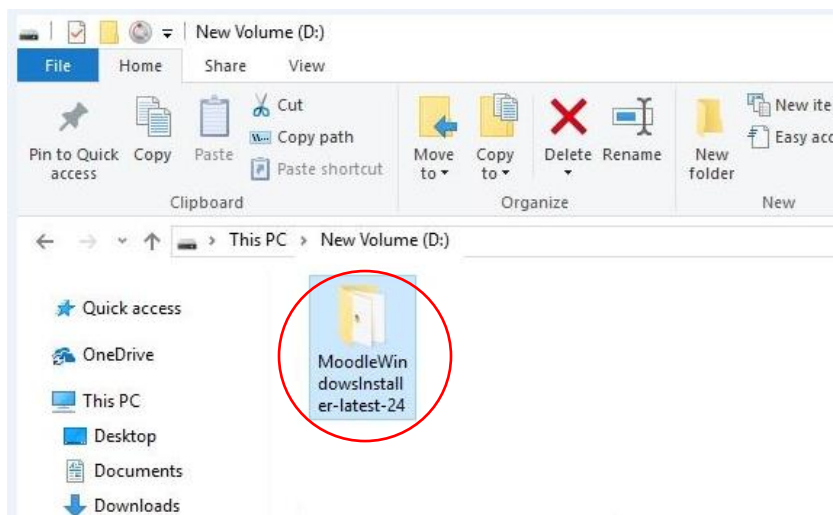


Step 2 – Go the drive where Moodle is installed as shown in Figure 2

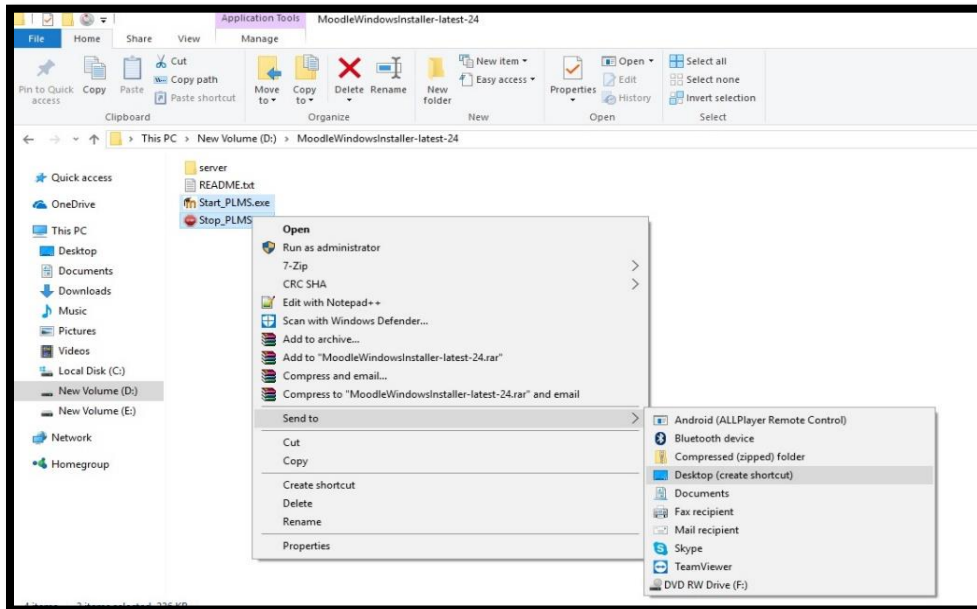
Figure 2



Step 3 – Click on Moodle installer latest folder.



Step 4 - Select 'Start & Stop PLMS' icons – right click and go 'send to' - Desktop

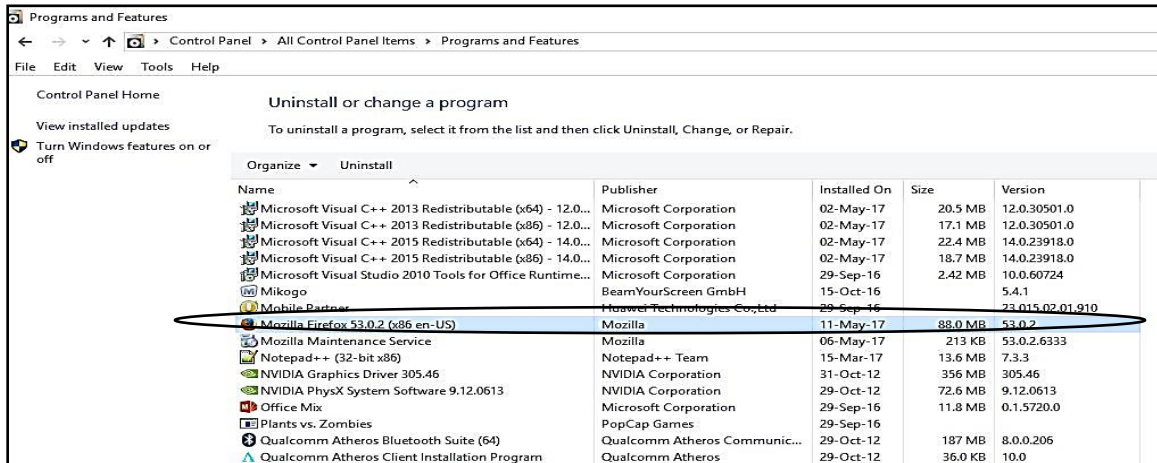


Step 5 – If in Moodle installer 'Start & Stop' icons not showing or delete permanently. Contact PRAVINYA helpdesk.

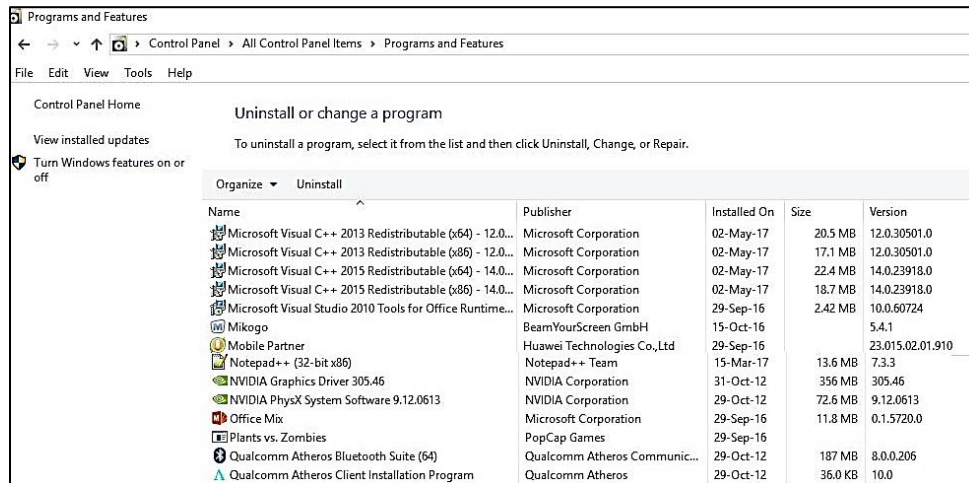
2. Mozilla Firefox is not working or uninstalled. What should I do?

Step 1 – Go to control panel – ‘programs and features’. Check if Mozilla Firefox is there or not.

If Mozilla is already there but not working, go to Programs and Features. In “Programs and Features” Double click on ‘Mozilla Firefox’ uninstall. Now reinstall again. Note: For installation go through step3.

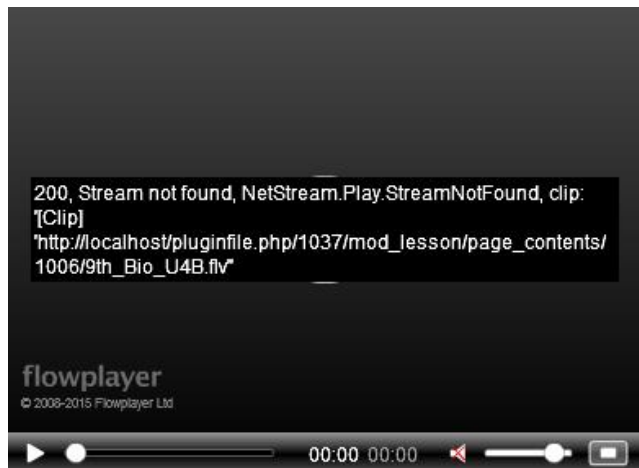


Step 2 - If Mozilla is not already installed (See the below image), please go through next step.



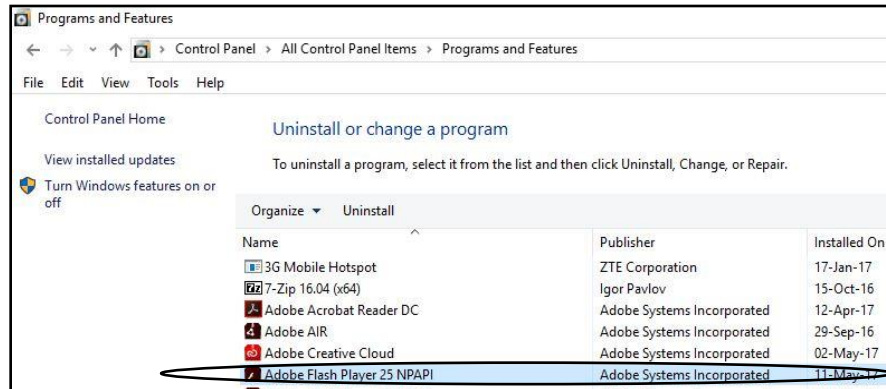
Step 3 – Insert PLMS support cd → support software folder → double click on Mozilla Firefox and install. (if you don't know how to install Firefox, please go to document. Read following steps and install).

3. Videos are not playing in PLMS

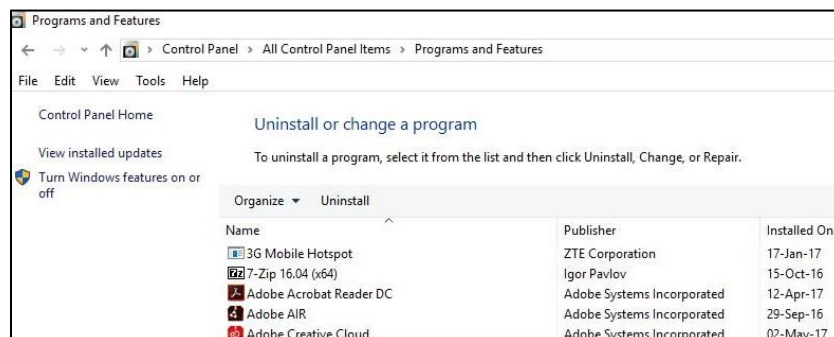


Step 1 – Go to control panel – ‘programs and features’ and check if ‘Adobe flash player’ is there or not. if it is there but not working, double click on ‘Adobe Flash Player’. Uninstall and reinstall again as given in step 3 below.

If not there go through next steps.



Step 2 - If it is not there (See the below image), please go through next step.



Step 3 – Insert PLMS support cd → support software folder – double click on Adobe flash player and install. (if you don't know how to install flash player, please go to document. read, follow steps and install).

4. I forgot PLMS user name and password

The format for user name and password for accessing lessons of each class is as follows.

C<class>student1 where <class> is 1 to 10

So, if you want to access lessons of class 7, please type

User name – C7student1

Password - C7student1

You can also refer to this on "How to start PLMS" poster' with 'You can also refer to this on the poster under "How to start PLMS

username/ password

| తరగతి | 4వ తరగతి | 5వ తరగతి | 6వ తరగతి | 7వ తరగతి | 8వ తరగతి | 9వ తరగతి | 10వ తరగతి |
|----------|------------|------------|------------|------------|------------|------------|-------------|
| username | c4student1 | c5student1 | c6student1 | c7student1 | c8student1 | c9student1 | c10student1 |
| password | c4student1 | c5student1 | c6student1 | c7student1 | c8student1 | c9student1 | c10student1 |

తరగతిని బట్టి c తరువత నెంబర్ మారుతుంది. అదేవిధంగా చివరన ఉన్న 1 number స్థానంలో 1 నుండి 10 వరకు ఏ అంకెను అయిన వినియోగించవచ్చు.

5. While we were using PLMS, we had a power cut. After that when we restarted, PLMS is not working

or

While we were using PLMS, we had a power cut. After that when we restarted, it shows a message “Server not found” or ‘Unable to connect’

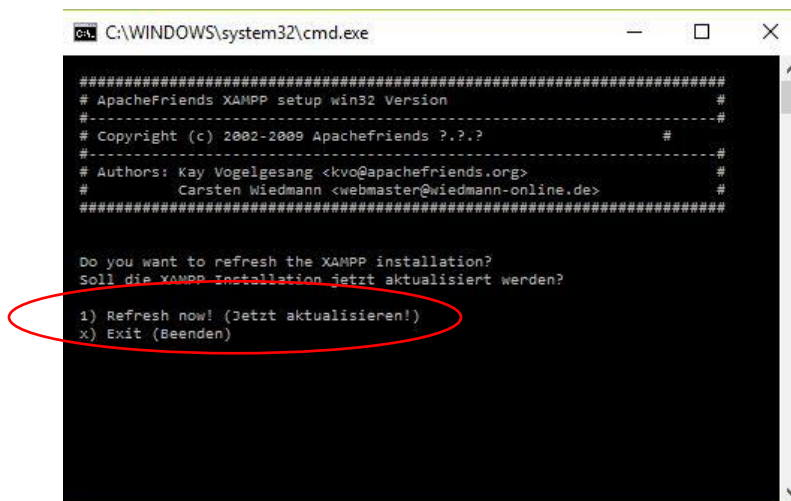
Step 1 – Click on “Start PLMS”. Please check which of the above message/ action you see

Step 2-

a. If cmd window pops up and closes automatically, it means that the system is affected by malware/ virus. Please suggest formatting the system.

OR

b. If cmd window opens and shows **press ‘1’**, “Refresh” or ‘exit’, Please enter ‘1’ in same window and enter. Wait 30 seconds.



```

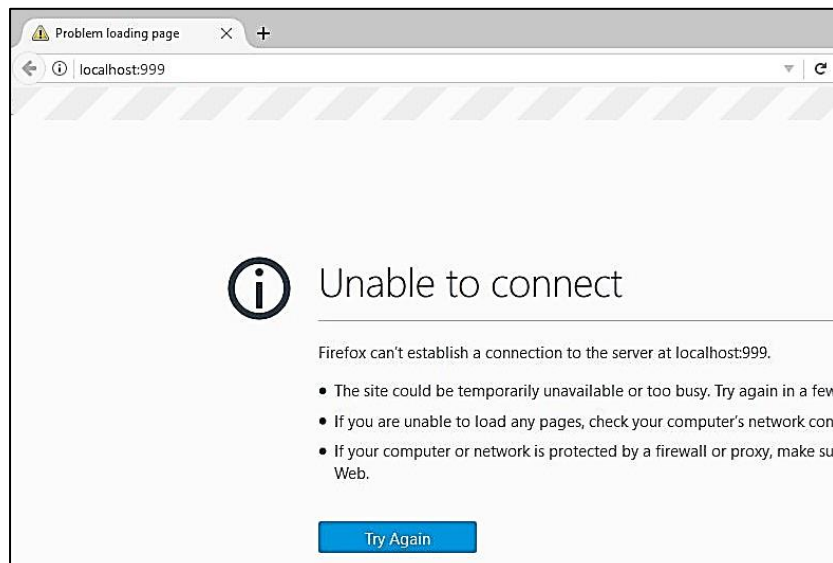
C:\WINDOWS\system32\cmd.exe

#####
# ApacheFriends XAMPP setup win32 Version                               #
#-----#
# Copyright (c) 2002-2009 ApacheFriends ?.?.?                          #
#-----#
# Authors: Kay Vogelgesang <kvo@apachefriends.org>                       #
#          Carsten Wiedmann <webmaster@wiedmann-online.de>              #
#-----#
#####

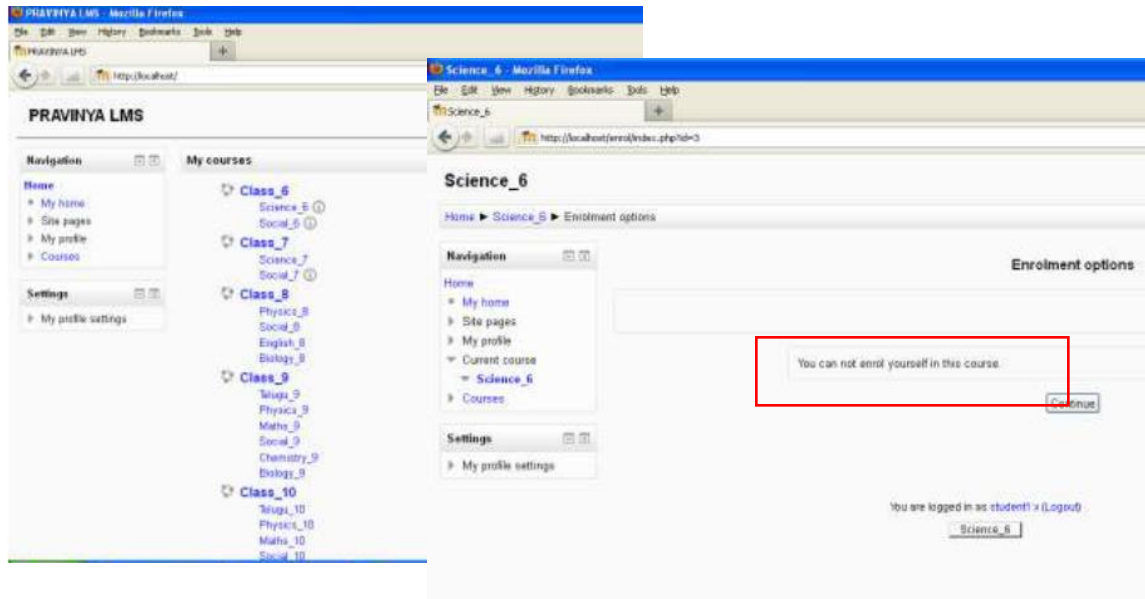
Do you want to refresh the XAMPP installation?
Soll die XAMPP Installation jetzt aktualisiert werden?

1) Refresh now! (Jetzt aktualisieren!)
x) Exit (Beenden)
  
```

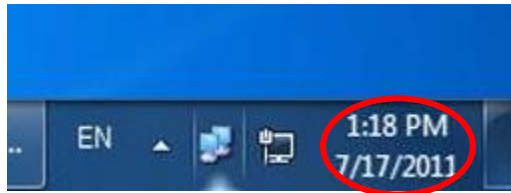
Step 3- Go to Mozilla Firefox click on ‘try again’ or refresh press ‘F5’ key on keyboard.



6. After logging in, all the courses are showing but it says “You cannot enroll in this course”



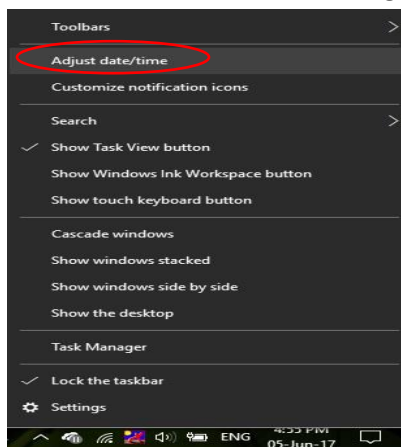
Step 1- Please check the system date and time is correct on Desktop right side bottom corner in system tray (Where it shows time)



If the date and time are not correct carry out the next steps

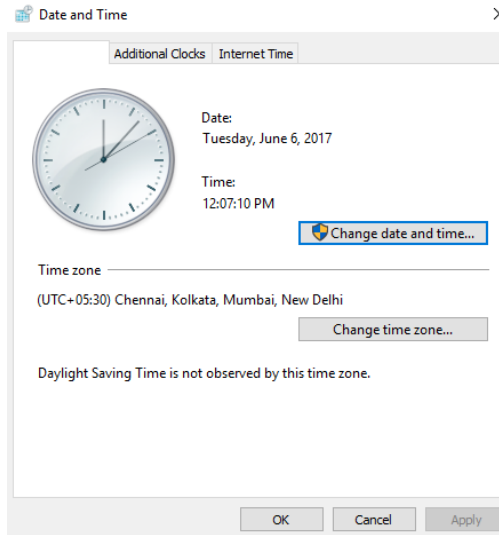
On desktop right side bottom corner look for the system tray In some cases, task bar showing left, right side or on top – Hold down the primary mouse button, and then drag the mouse pointer to the place on the screen horizontal(Bottom). (Where it shows time). –

If the time or date shown is wrong go through next steps.



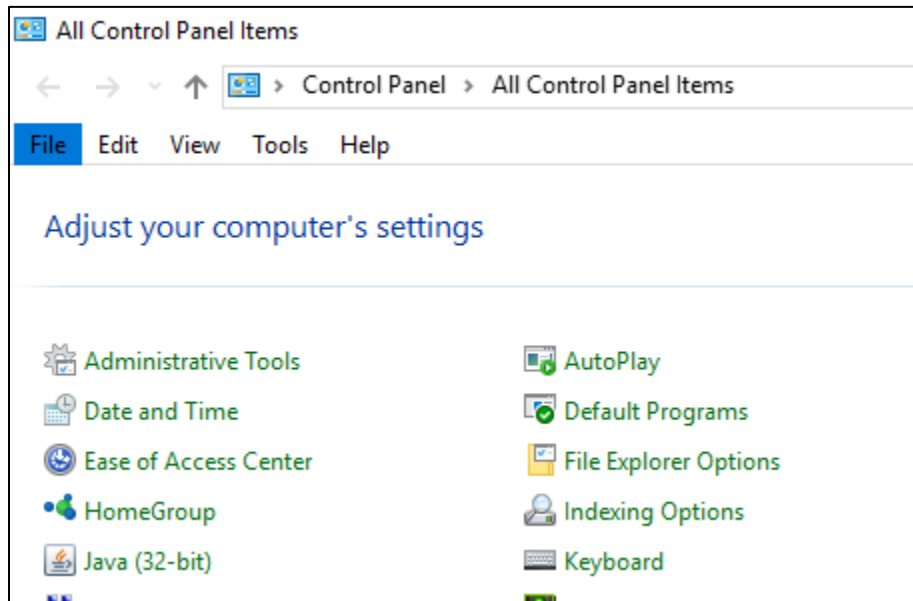
Step 2- Right click on time -Click on Adjust date/time

a. Click on Change date and time...



Step 3. If you are using old system. When start system check the date and time. If it is correct, then start PLMS.

Step 4. If date and time are not shown on desktop, please go through Control Panel – double click on Date and time.



7. Fourth cmd screen takes a lot of time to open (mostly in kyan systems)



Important Note - In K-Yan system for opening PLMS don't use double click on start PLMS.

Step 1 - Place mouse on start PLMS and right click and choose open. Now fourth command won't take more time to open.

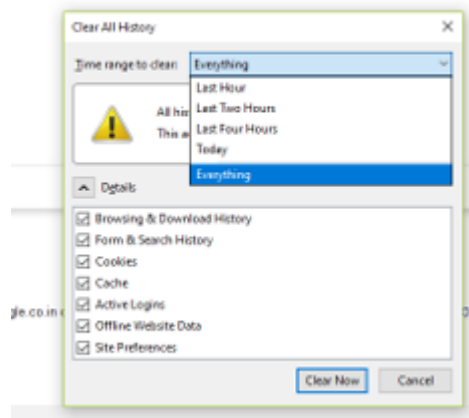


8. Ver 08 P - OLabs is installed separately, PLMS shows “404 Object not found”.

<Please show screen shot>

Step 1 – Open Mozilla Firefox

Step 2 - Press Ctrl + Shift + Delete. Select **“Everything”** and click on clear now. all history delete.



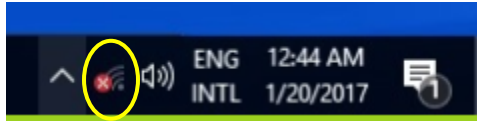
Step 3 - Close and start PLMS again.

9. When we try to start PLMS it shows a dialogue box with message “It is a serious offence to illegally copy/use this content”.

Important Note – You will see this message if PLMS has not been activated by Pravinya team

If it has been activated by Pravinya Team and still you are getting this message, please try the following steps-

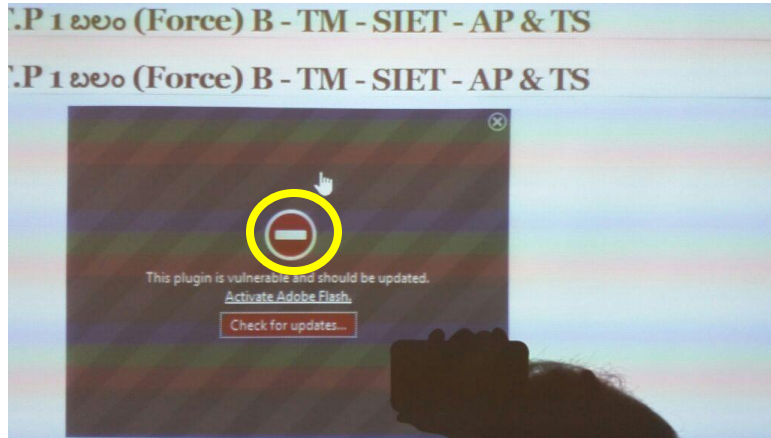
Step 1 – First check if internet is connected.




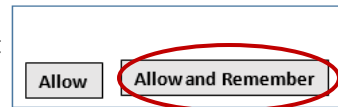
Step 2 - Check and disable Wi-Fi and Bluetooth in adapter settings.

Step 3 – If this does not solve the problem, please call PRAVINYA helpdesk number.

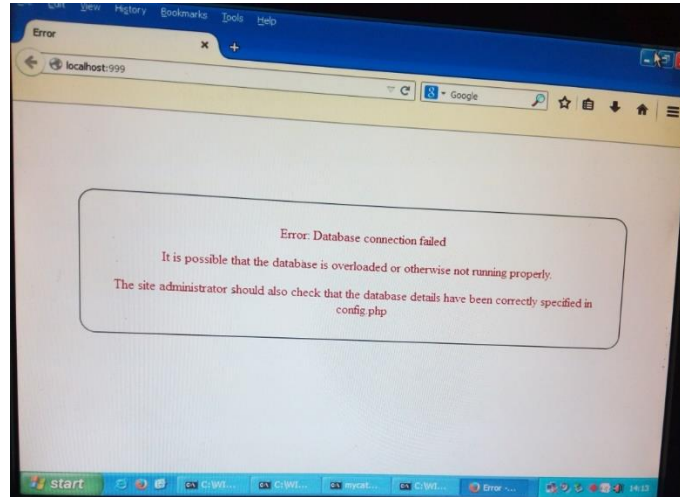
10. Flash player is asking for an update (or) activate Adobe Flash.




Step 1- Click on . From the pop-up menu select
Click on “Allow and Remember”.



11. “Data base error”. When you are operating PLMS If you get like similar image.



Step 1: If using windows 10 OS, click on '  ' or press 'F5' on keyboard.

Note: If get this error in windows XP & 7 OS. As of now we are unable to resolve.

12. Where can we access PLMS + Subject Manuals?

PLMS + Subject Manuals you can access in 3 ways

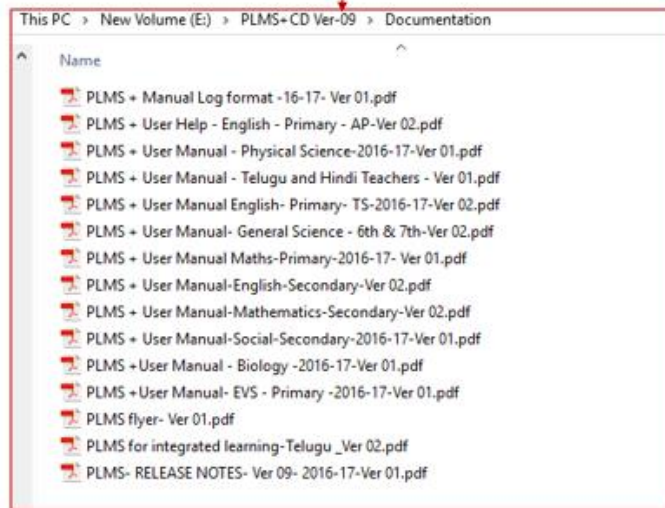
1. PLMS+ CD Ver-09
2. In school computer
3. PRAVINYA Website

PLMS + Subject Manuals - You can access from PLMS CD/DVD which provided by PRAVINYA executive.

OR

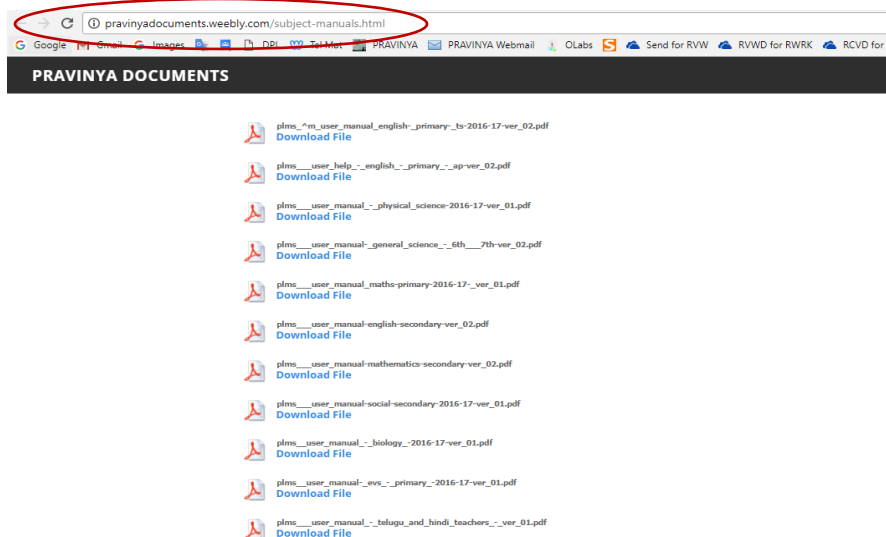
Also available in your Computer one of the drive with folder name **PLMS + Ver 09**

PLMS CD/DVD → Documentation → Subject Manuals



PLMS + Subject Manuals are available in PRAVINYA Website. To download click below link

<http://pravinyadocuments.weebly.com/subject-manuals.html>



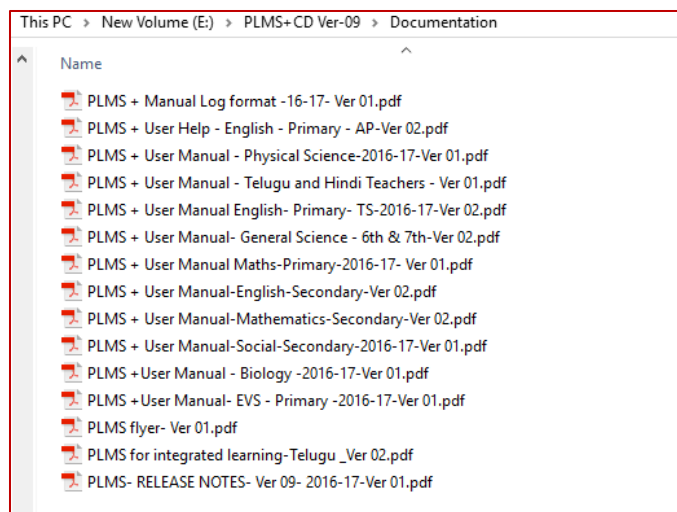
13. How do I know if a lesson is there in PLMS? OR How should I search for a lesson in PLMS?

Please access your subject Manual and check required topic/unit available in PLMS+

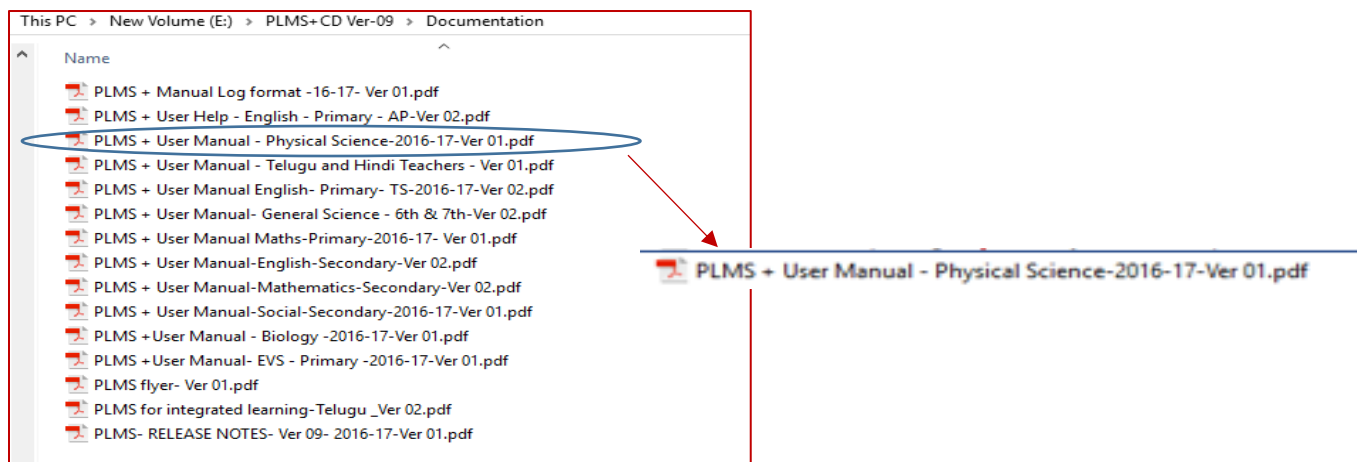
PLMS CD/DVD →

Documentation →

Subject Manuals



Ex: Click on PLMS-User Manual-Physical Science-2016-17-Ver 01.pdf file.



For example: Physics subject Manual and check required Class and subject

PLMS Subject Manual/Index File convention

| | | | |
|----|-----------|--|-------|
| 35 | 8th Class | T.P.U2 ఘర్షణ (Friction) Lab AC1 - EM -AP & TS - OLabs - 1st year - Physical Science - Animation/Simulation - T.P.U2 Friction-OLabs | OLabs |
|----|-----------|--|-------|

SNo

Class

Third Party

Unit No

Lesson/Topic

Activity

EM/TM

State

Content Source Application

| | | | |
|----|-----------|---|------|
| 44 | 8th Class | T.P. U4B లోహాలు మరియు అలోహాలు (Metals and Non-Metals) -TM & EM - Adiclasses - AP & TS | PLMS |
|----|-----------|---|------|

SNo

Class

Third Party

Unit No

Lesson/Topic

EM/TM

State

Content Source Application

14. How to shut down “Ubuntu” and switch to “Windows 10”?

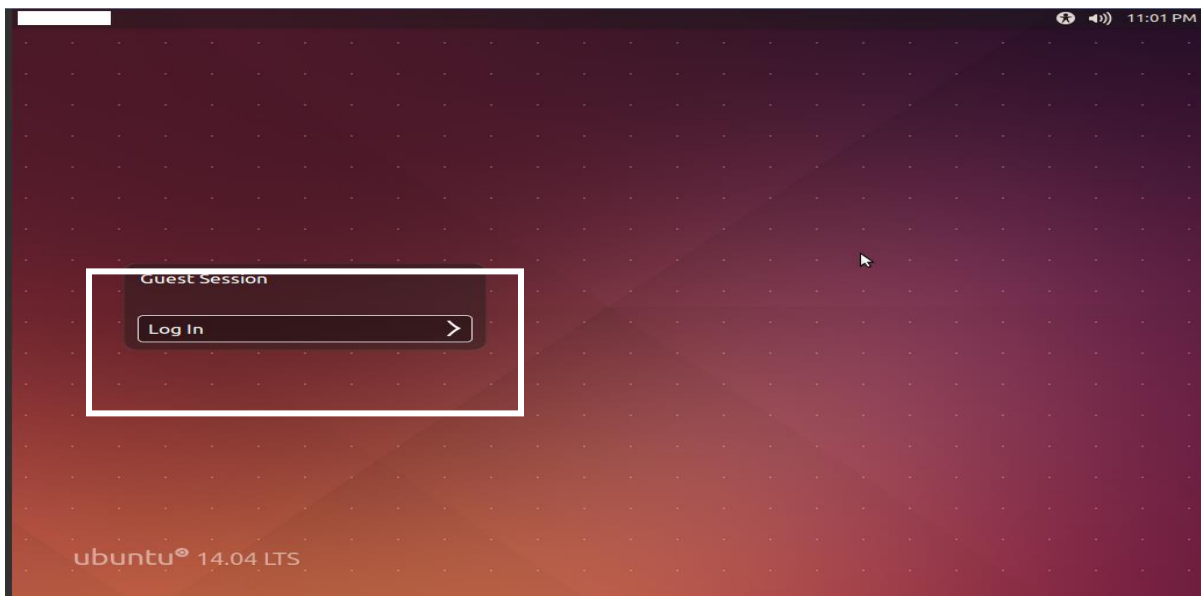
Step: 1 – Open screen of ubuntu – shown in Figure – 1

Figure - 1



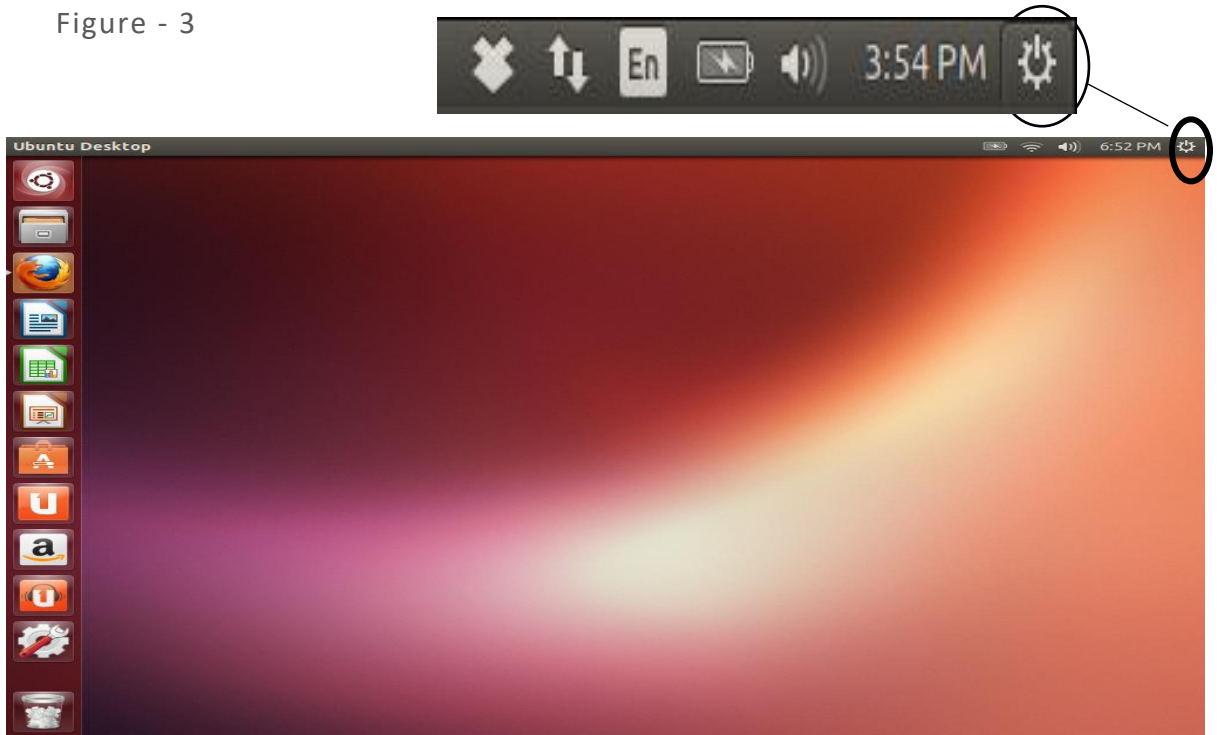
Step: 2 – Click in “login” (**there is no password for the ubuntu login*) or you can just press “Enter” key in your keyboard and wait for 10 to 20 seconds for ubuntu to login to the guest session.

Figure - 2



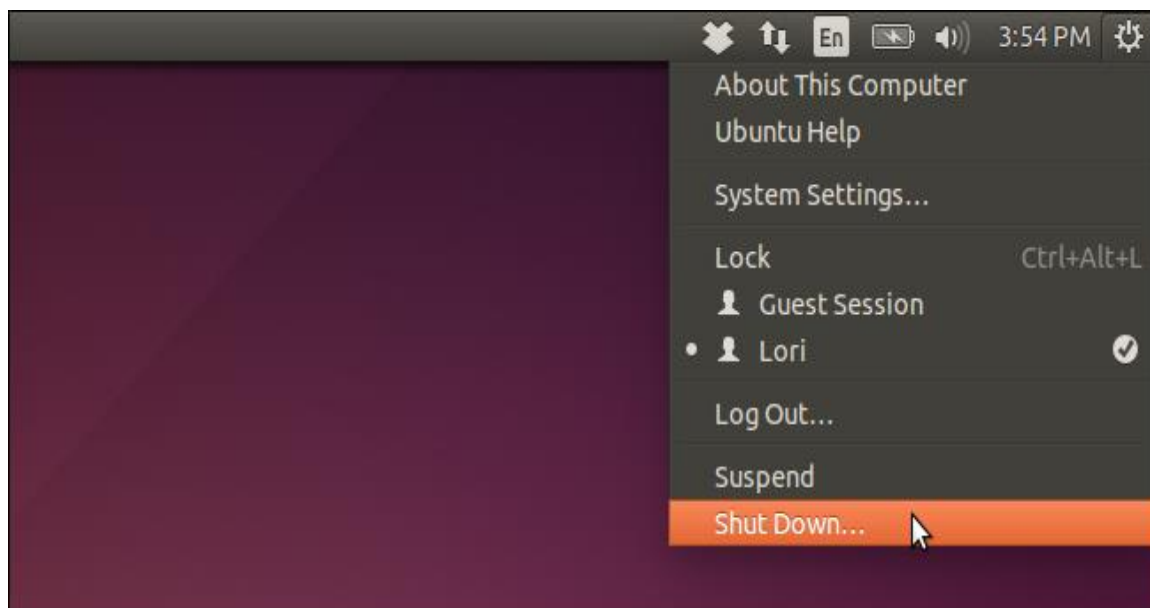
Step: 3 – Now click on “settings” symbol with the help of the mouse

Figure - 3



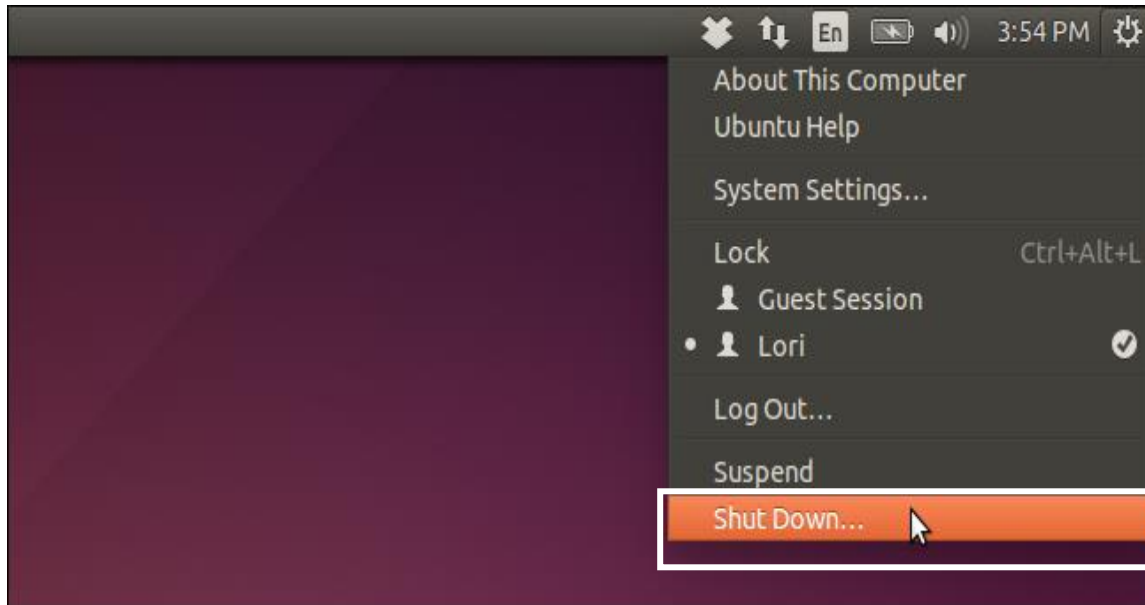
Step: 4 – Now you can see the various options, as show in the **Figure 4**

Figure - 4



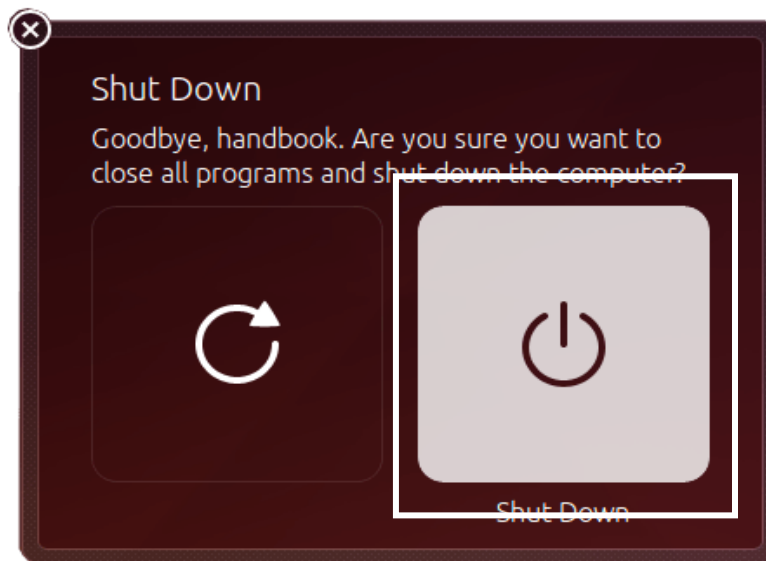
Step: 5 – Now click on “Shut Down” option to close the ubuntu.

Figure – 5



Step: 6 – When you click on “Shut Down” option one more option pop’s up (as shown in figure 6), now again click on “Shut Down” option.

Figure – 6



Within 1-minute Ubuntu shutdowns and you can see the green light in the KYAN switching off.