

Offline Players March 2024

Table of Contents

[Offline Player Application Overview 1](#_Toc161997066)

[Local Network Player Overview 3](#_Toc161997067)

[Offline Network Player Overview 6](#_Toc161997068)

[Configure Course for Offline Network Player 12](#_Toc161997069)

[Offline Network Player Install Wizard 14](#_Toc161997070)

[Offline Network Player Installer Instructions 15](#_Toc161997071)

[Offline Player Overview 16](#_Toc161997072)

[Configure Course for Offline Player Use 17](#_Toc161997073)

[Offline Player Installer Instructions 19](#_Toc161997074)

Offline Player Application Overview

With the Offline Player, users can launch online classes while no Internet connection is available. These online classes should be pre-loaded to the device while connected to the Internet. Note: The Offline Player must be installed on a user's computer by their organization's IT department.

Permissions

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| Offline Content | Grants ability to download and complete training items offline via a mobile device or the new Offline Player. This permission cannot be constrained. This is an end user permission. | Mobile |

Once the Offline Player is connected with your transcript, you can download and play the eligible online classes that are in their transcript via the Offline Player. Using the Offline Player, online courses behave as though they are being used online. The player keeps bookmarks, saves progress, etc. Once the training is complete and users must reconnect to the Internet, and then the results can be uploaded back to the system.

You may also partially complete a course while online, continue working on the course while offline, and then complete the course online.

In order for a course to be eligible for use with the Offline Player, the course must be flagged as Available Offline by the administrator. If this flag is not set, users do not have the option to download the course. Courses must also meet the technical requirements in order to be eligible for use with the Offline Player. Note: Curricula are not supported by the Offline Player. Further, online courses within a curriculum cannot be accessed via the Offline Player. See Offline Player (New) - Technical Requirements for additional information.

Multiple users can use the Offline Player on the same computer by logging out and logging in as the appropriate user.

Once a course is downloaded, the course is locked on the transcript. This is to prevent users from overwriting their offline progress. Courses are locked until the results are uploaded from the Offline Player. A user can also unlock a locked course from their transcript by clicking the Unlock link in the Options column, but this overwrites any progress that has not been uploaded using the Offline Player.

Launch Offline Player

The Offline Player must be installed to your computer by your organization's IT department. After the Offline Player is installed, launch the player by double-clicking the Offline Player icon on your desktop.



After launching the Offline Player, you must log in to the Offline Player. See Offline Player (New) - Log In for additional information.

Local Network Player Overview

The Local Network Player allows a local administrator to download courses from the Course Catalog within the online Learning Management System (LMS) to their shared network. When an end user of the LMS then launches the course from their online transcript, the system launches the course from the local network, if available. If the course is not available on the network, the course is launched seamlessly from the online location. Depending on a system preference, the user may also have the option to pick whether they want to launch the course from the online or the offline solution.

The Local Network Player is a Microsoft Windows based SCORM LMS course player that both launches locally stored courses and allows for downloading of courses based on privileges. The Local Network Player is installed locally on the user's computer. The Local Network Player can be installed outside of the system by an information technology department or by a user within the system if they have the necessary security permission. The player then posts the results back to the LMS system. This player helps organizations reduce bandwidth usage and allows users to take courses offline.

In addition, modifications are made to the system's LMS functionality to support the Local Network Player and allow for launching and downloading of courses.

The following are required to support the Local Network Player:

* Cornerstone LMS
* Windows XP (SP3), Windows 7, Windows 8
* Domain Authentication
* Cornerstone Account
* Supported Web Browser - See General Minimum Requirements for additional information.

Workflow



Use Cases

A local trainer needs to assign training to his division. The trainer is located in a remote country with limited bandwidth access to the LMS. This solution enables the trainer to download courses from the online LMS to his shared network.

The trainer then assigns the training to an end user. When the end user launches the course locally from their transcript, the system then launches the course from the offline repository, if available. If the course is not available offline, an error message is displayed that advises the user to launch the course via the online link. If the user launches the course via the online player, the course is launched seamlessly from the online location.

Security

This functionality is controlled by a backend setting and is disabled by default. To enable this functionality, contact Global Customer Support.

The following permissions apply to this functionality:

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| Local Network Player - Download Courses from Catalog | Grants access to the Download Network Player link in Course Catalog. Also, grants access to download courses to the local network from the Course Catalog. Users must also have permission to access the Course Catalog. A user can download any course to which the user has permission to view within the Course Catalog. This permission is controlled by a backend setting. This permission is recommended for end users of the LMS, local trainers, and LMS administrators. | Learning |

|  |  |  |
| --- | --- | --- |
| Local Network Player - Launch Courses Offline Through the Network Player | Enables users to see the Launch Locally link on their transcript for courses that have been downloaded and can be launched through the local network. This permission cannot be constrained. This permission is recommended for end users of the LMS. | Learning |

|  |  |  |
| --- | --- | --- |
| Local Network Player - Set Network Player Download Paths Preference | Grants ability to set the preference that allows administrators to set the download paths to which users can choose to download courses. This permission is controlled by a backend setting. This permission can be constrained by OU or User's OU. This permission is recommended for local trainers and LMS administrators. | Learning |

|  |  |  |
| --- | --- | --- |
| Local Network Player - File Download Link - View | Grants access to the Download Network Player link in Course Catalog and on the Transcript. Users must also have permission to access the Course Catalog. This permission cannot be constrained. This permission is recommended for local trainers who deliver course content remotely. This is an end user and local trainer permission. If the user no longer needs to view the download link after installation, this permission can be removed for those users. | Learning |

Offline Network Player Overview

The Offline Network Player enables users to complete training offline using a kiosk or a shared device, eliminating the need to download or sync courses.

Administrators can do the following:

* Designate Online Courses to be available to be launched from an offline network location via the Course Catalog.
* Specify a network location for hosting courses to be available offline.
* Download courses to a predefined network location.
* Sync user data to the system server via the Offline Network Player when an Internet connection is available.

Users can launch courses from a network location without Internet connectivity.

Workflow - Administrator Configures Content for Offline Learning



Workflow - User Utilizes Offline Network Player



Workflow - Administrator Syncs User Data



Use Cases

Acme Organization operates cruise ships where minimal or no Internet connection is available. While operating a cruise voyage, the employees must complete training. The organization wants to define courses that are available for all employees on each cruise ship using shared kiosks with no Internet connection.

Jim, the system administrator, is responsible for configuring the content for one of the cruises.

1. Jim accesses the organization's portal and searches for the necessary courses within the Course Catalog.
2. Jim edits one of the courses and configures it to be available for offline network learning.
3. Jim edits additional courses and enables them to be available for offline network learning.
4. Jim automatically registers the appropriate users in the courses via Proxy Enrollment.
5. Now that the courses are configured to be available for offline network learning, Jim wants to download the courses to a network location. With an active Internet connection, Jim installs the Offline Network Player and defines the network location for downloading content.
6. After the Offline Network Player is installed, Jim logs in to the Offline Network Player and views the administrator options that are available.
7. From the Options menu, Jim selects Download Courses. All courses that are available for download are displayed.
8. Jim selects three courses and downloads them to the predefined network location.
9. When the download process is complete, Jim finishes the configuration and the courses are available for launching offline from the network location.

Sam is an employee who works on the cruise ship for which Jim is the system administrator, and Sam must take training while on the cruise. The first time Sam logs in to the Offline Network Player, Sam must be connected to the Internet in order to authenticate his credentials with the online server.

1. When an Internet connection is available, Sam accesses the Offline Network Player and logs in with his username and password.
2. After the system validates his credentials, Sam's username and password are stored in an encrypted manner on the device.
3. Sam views a progress wheel when his transcript is being synced with the online server. Once the transcript is synced, courses that are configured to be available for offline network learning are automatically locked on Sam's online transcript.
4. Sam is now able to access the application on the same device and launch courses without an Internet connection.
5. Sam can also register the application by logging in to the portal and defining a device under Devices in My Account. After registering the application, Sam's alias and PIN are stored in an encrypted manner on the device, and Sam can log in with the alias and PIN.

While on a cruise voyage, Sam access the Offline Network Player on the same device on which he registered.

1. With no Internet connectivity, Sam logs in to the Offline Network Player and views his transcript.
2. Sam launches one of the courses, makes progress, and completes the course. The course's progress and status are stored locally on the device in an encrypted manner.
3. Sam launches another course. This course is not available on the local network. An error message appears, explaining that the course is not available.

After the administrator syncs the data with the online server, Sam accesses the online portal and views that his transcript is updated.

Considerations

* The Offline Network Player must be installed on each device that will be utilized. Installation is done by the system administrator.
* Each user must first log in to the Offline Network Player while connected to the Internet in order to be authenticated prior to completing training offline.
* Users must complete the training on the same device on which they registered.
* If a user completes the same training item online and offline, the sync feature applies the offline progress and overwrites the online progress unless the training item was completed online.
* Courses must meet the technical requirements in order to be eligible for use with the Offline Network Player.
* The following content standards are supported by the Offline Network Player: SCORM 1.2, SCORM 2004.
* Courses that can only be run using an Internet Explorer (IE) browser cannot be completed via the Offline Network Player.

Security

The following permissions apply to this functionality:

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| My Account Devices - Manage | Grants ability to access the Devices tab of My Account. The Devices tab enables users to register their mobile devices with the Cornerstone application. This permission cannot be constrained. This is an end user permission. | Mobile |

|  |  |  |
| --- | --- | --- |
| Offline Player Network Learning - Flag courses to be available Offline from a network location | Grants administrators the ability to designate online courses as available to be completed offline a network location using the Offline Network Player. This designation is done via the Course Catalog. This permission is only available if the Offline Network Player is enabled. This permission cannot be constrained. This is an administrator permission. | Learning - Administration |

|  |  |  |
| --- | --- | --- |
| Offline Player Network Learning - Launch courses from a network location | Grants end users the ability to access and utilize the Offline Network Player. This permission is only available if the Offline Network Player is enabled. This permission cannot be constrained. | Learning |

|  |  |  |
| --- | --- | --- |
| Offline Player Network Learning - Manage download courses and sync users' data | Grants administrators the ability to download courses in order to be launched from a local network location. This permission also grants administrators the ability to sync users' data. This permission is only available if the Offline Network Player is enabled. This permission can be constrained by OU, User's OU, User, User's Self, User's Direct Reports, and User Self and Subordinates. This is an administrator permission. | Learning - Administration |

Configure Course for Offline Network Player

In order for a course to be eligible for use with the Offline Network Player, the course must be flagged as available offline by the administrator. If the course is not properly flagged, administrators cannot download the course for use with the Offline Network Player. Courses must also meet the technical requirements in order to be eligible for use with the Offline Network Player.

Note: The Offline Network Player supports SCORM 1.2 and SCORM 2004 3rd Edition courses that are loaded via Course Publisher. AICC courses are not eligible for use with the Offline Player. Courses must be hosted by CSOD. Courses cannot exceed 100MB. Courses cannot contain server-side files (aspx, php, jsp, cfm, etc). Courses cannot contain external content.

When the Offline Network Player is enabled within the system, the Available Offline options are available for eligible courses when editing courses in the Course Catalog.

Permissions

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| Course Catalog - Update | Grants ability to manage and edit training items listed in the Course Catalog and also grants access to the Course Console, where training can also be managed and edited. This permission also grants access to the Popular Requests and Highest Rated widgets on the Learning Admin Console (in conjunction with the Learning Admin Console - View permission). This permission also allows administrators to reversion online courses via the Course Console page. This permission also allows administrators to access an Edit Training option for training items included as objectives in Development plans. This permission can be constrained by OU, User's OU, Training Type, Training Item, Provider, ILT Provider, User's ILT Provider, User, User Self and Subordinates, and User's LO Availability. This is an administrator permission.Note: Adding an OU constraint and a provider constraint to this permission results in an "AND" statement. | Learning - Administration |

|  |  |  |
| --- | --- | --- |
| Course Catalog - View | Grants access to view the learning objects in the course catalog and enables administrators to view the Course Console and the Popular Requests and Highest Rated widgets on the Learning Admin Console (in conjunction with the Learning Admin Console - View permission). This permission can be constrained by OU, User's OU, Training Type, Training Item, Provider, ILT Provider, User's ILT Provider, and User's LO Availability. This is an administrator permission.Adding an OU constraint and a provider constraint to this permission results in an "AND" statement. | Learning - Administration |

|  |  |  |
| --- | --- | --- |
| Offline Content Administration | Grants ability to access and manage the Offline Preferences page. This permission also enables the administrator to select which learning objects are available for use with the new Offline Player via the Course Catalog. This permission cannot be constrained. This is an administrator permission. | Mobile |

|  |  |  |
| --- | --- | --- |
| Offline Player Network Learning - Flag courses to be available Offline from a network location | Grants administrators the ability to designate online courses as available to be completed offline a network location using the Offline Network Player. This designation is done via the Course Catalog. This permission is only available if the Offline Network Player is enabled. This permission cannot be constrained. This is an administrator permission. | Learning - Administration |

To flag a course as available for use with the Offline Network Player, select the following options for the course in Course Catalog:

* Allow download for offline consumption
* Allow launch from offline network location

The Available Offline options are only available to administrators with permission to administer offline functionality.

Courses must meet the technical requirements in order to be eligible for use with the Offline Network Player. When the Offline Network Player is enabled within the system, the Available Offline options are available for eligible courses when editing courses in the Course Catalog.

See Course Catalog - General for additional information.



Offline Network Player Install Wizard

When utilizing the Offline Network Player, the Install Wizard enables administrators to define the network location to which courses are downloaded for offline access.

To select a network location, click the Browse button. This enables the administrator to browse for and select a network location to which the administrator can later download courses for offline access.

When a network location is selected, the Install Wizard validates the location, and then the administrator can complete the installation process.



Offline Network Player Installer Instructions

The Offline Network Player enables users to complete training offline using a kiosk or a shared device, eliminating the need to download or sync courses.

Requirements

Note: In order to support .mov file types, the user must have QuickTime installed on their machine. For other file types (e.g., .mp4, .wmv), support is built into the Offline Network Player.

To download the latest version of the Offline Network Player (ONP), you must use an FTP access tool (e.g., FileZilla). Using an FTP access tool, connect to [**ftp.offlinenetworkplayer.csod.com/**](http://ftp.offlinenetworkplayer.csod.com/) using Port 22.

Use the following credentials to access the download:

* Username: offlinenetworkplayer
* Password: pLay0FFL1ne

Installation Requirements:

* Operating System:
	+ Windows XP
	+ Windows 7
	+ Windows 8
	+ Windows 10
	+ Windows Server 2003

Installation

To install the Offline Network Player:

1. Unzip the CSOD Offline Player #.zip file. # refers to the version number (e.g., 3\_1 refers to version 3.1).
	* The maximum path length for the installation files is 260, so it is recommended that the files are unzipped into a location that has a short path (e.g., C:\Installer\).
2. Execute the setup.zip file.
	* If the target machine does not have .NET 4.0 or higher installed, the installer will install it on the machine prior to installing the Offline Network Player.
3. Choose a destination folder for the Offline Network Player.

Offline Player Overview

The offline player allows users to complete online courses while not connected to the Internet. While using the offline player, online classes behave as though they are being used online: bookmarks are kept, progress is saved, etc. After reconnecting to the Internet, the results of the training must then be uploaded to the server by the user.

To enable this functionality, contact your Account Manager.

Note: The Offline Player supports SCORM 1.2 and SCORM 2004 3rd Edition courses. AICC courses are not eligible for use with the Offline Player. Files of up to 500MB are supported by Offline Player.

To use the offline player, the organization's IT department must first install the offline player on each user's computer. When the offline player is purchased, the client is provided an MSI package to assist IT departments in deploying the offline player to users' computers. Once the player is installed, users can log in with their portal credentials or using a registered device pin. Using the Offline Player, users can download available training courses while online, and complete the training while offline. When they are back online, users can upload the results of their offline training.

Note: In order to support .mov file types, the user must have QuickTime installed on their machine. For other file types (e.g., .mp4, .wmv), support is built into the Offline Player.

Security

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| Offline Content Administration | Grants ability to access and manage the Offline Preferences page. This permission also enables the administrator to select which learning objects are available for use with the new Offline Player via the Course Catalog. This permission cannot be constrained. This is an administrator permission. | Mobile |

|  |  |  |
| --- | --- | --- |
| Offline Content | Grants ability to download and complete training items offline via a mobile device or the new Offline Player. This permission cannot be constrained. This is an end user permission. | Mobile |

To enable the offline player features for a role, add the applicable permissions to the role through Security Role Administration (Admin > Security).

Configure Course for Offline Player Use

In order for a course to be eligible for use with the Offline Player, the course must be flagged as available offline by the administrator. If this flag is not set, users do not have the option to download the course to the Offline Player. Courses must also meet the technical requirements in order to be eligible for use with the Offline Player.

* Note: The Offline Player supports SCORM 1.2 and SCORM 2004 3rd Edition courses. AICC courses are not eligible for use with the Offline Player.

Note: Files of up to 500MB are supported by Offline Player.

* Note: Curricula are not supported by the Offline Player. Further, online courses within a curriculum cannot be accessed via the Offline Player.
* Note: In order to support .mov file types, the user must have QuickTime installed on their machine. For other file types (e.g., .mp4, .wmv), support is built into the Offline Player.

When the Offline Player is enabled within the system, the Allow download for offline consumption option is available in the Available Offline section for eligible courses when editing courses in the Course Catalog.

Permissions

|  |  |  |
| --- | --- | --- |
| PERMISSION NAME | PERMISSION DESCRIPTION | CATEGORY |

|  |  |  |
| --- | --- | --- |
| Course Publisher | Grants access to LCMS Course Publisher, which enables upload and publishing of SCORM and AICC compliant online courses, created either in the LCMS Course Builder, or from a third party course building tool. Administrators must also be granted a content license from the Manage Licenses page. This is an administrator permission.After Content Publisher is activated in the system, users with this permission are automatically granted the permissions to upload and publish online classes via the Content Publisher, and also the permission to view the Upload History page. | Learning - Administration |

|  |  |  |
| --- | --- | --- |
| Course Publisher Update | Grants ability to update existing online training courses previously published via the course publisher. Administrators must also be granted a content license from the Manage Licenses page. This is an administrator permission.With the Oct '17 release, after the Content Publisher is activated in the system, users with this permission are automatically granted the permission to modify online classes. | Learning - Administration |

|  |  |  |
| --- | --- | --- |
| Offline Content Administration | Grants ability to access and manage the Offline Preferences page. This permission also enables the administrator to select which learning objects are available for use with the new Offline Player via the Course Catalog. This permission cannot be constrained. This is an administrator permission. | Mobile |

To flag a course as available for use with the Offline Player, select the Allow download for offline consumption option for the course in Course Catalog. See Course Catalog - General for additional information.



Offline Player Installer Instructions

The offline player allows users to complete online courses while not connected to the Internet. While using the offline player, online classes behave as though they are being used online: bookmarks are kept, progress is saved, etc. After reconnecting to the Internet, the results of the training must then be uploaded to the server by the user.

Requirements

Note: In order to support .mov file types, the user must have QuickTime installed on their machine. For other file types (e.g., .mp4, .wmv), support is built into the Offline Player.

Installation Requirements:

* Operating System:
	+ Windows XP
	+ Windows 7
	+ Windows 8
	+ Windows 10
	+ Windows Server 2003

Installation

To install the Offline Player:

1. Unzip the CSOD Offline Player #.zip file. # refers to the version number (e.g., 3\_0 refers to version 3.0).
	* The maximum path length for the installation files is 260, so it is recommended that the files are unzipped into a location that has a short path (e.g., C:\Installer\).
2. Execute the setup.zip file.
	* If the target machine does not have .NET 4.0 or higher installed, the installer will install it on the machine prior to installing the Offline Player.
3. Choose a destination folder for the Offline Player.