The Red Hat Foundations, First Cloud Conversation, and a few mature ELT courses such as "Red Hat JBoss Middleware Sales Overview" and "Platform Migration" are Flash- and JavaScript-based courses. Both must be enabled and all "protections" that protect this content from playing in your browser have to be removed.

A recent update either to Flash and/or to individual browsers has caused issues recently for various users when trying to play these courses and assessments.

Below are a couple of sites that you can use to test playing Flash- and JavaScript-based content in your browser:

1. Test Adobe Flash within your browser at this link: http://get.adobe.com/flashplayer/about
2. Test Javascript within your browser at this link: http://www.enable-javascript.com/

Below are some browser-specific settings that you can try:

GOOGLE CHROME
JavaScript & Flash
Try Chrome with the following settings:
1. Click the Chrome menu on the browser toolbar.
2. Select Settings.
3. At the bottom of the page, click Advanced to show the advanced settings.
4. In the Privacy section, click Content settings.
5. Ensure that you configure the following options as directed. When finished, click Done.

    Images Show - all images
    JavaScript - Allowed - Allow all sites to run JavaScript (recommended)
    Flash- Allow sites to run Flash and Do not ask first.
    Unsandboxed plugin access - Run automatically (recommended)
    Pop-ups - Allow all sites to show pop-ups
    Unsandboxed plug-in access - Ask me when a site wants to use a plug-in to access my computer (recommended)

FIREFOX
JavaScript
JavaScript is usually enabled in Firefox by default. You can check by going to about:config and checking that the javascript.enabled option is set to true.

Flash
Firefox uses a downloaded Flash plug-in. Make sure to download the latest version for your browser.
1. Go to Menu-->Add-ons.
2. Click Shockwave Flash.
3. Make sure that the Enable Flash Protected Mode check box is NOT checked.

   4. Select Always Activate from the drop box.

INTERNET EXPLORER
JavaScript
   1. Go to Tools-->Internet Options.
   2. Click the Security tab.
   3. Click "Custom Level...".
   4. Scroll down to Scripting-->Active Scripting and click Enable.
   5. Click OK, click Yes, and then click OK again.

Flash
Make sure that you have Flash installed and that it is working. Go to the following site for details:
https://helpx.adobe.com/flash-player.html

SAFARI MAC
Javascript and Flash
For macOS X 10.8 and 10.9
   1. Open Safari, and choose Safari-->Preferences.
   2. Click the Security tab. Ensure that Enable JavaScript and Allow Plug-ins are selected. ...
   3. Select Adobe Flash Player. From the When visiting other websites menu, choose Allow.

Cookies & Website Data
In addition to the Flash and Javascript issues, we know that Safari on a Mac can produce errors that users of other OS's and browsers don't see. If you use this combination, can see the error that you got: "MissingKeyMissing Key-Pair-Id query parameter or cookie value".

To fix this issue:
   1. Open Safari, and choose Safari-->Preferences.
   2. Click Privacy-->Cookies and website data. Set it to always allow.