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Rustici Software: Technical FAQs

SCORM Cloud

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Failed initial pipe message error

Dispatch learners who are unable to launch the course via their learning management system (LMS) may experience the "**Failed to receive initial pipe message from dispatch driver**" error which looks like this:
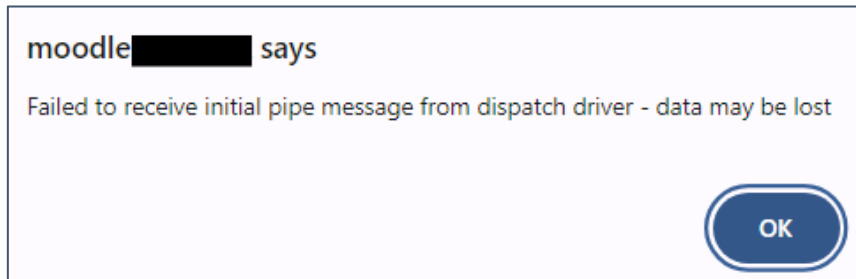
This error is displayed to new learners who are trying to enrol when:

- the registration cap is reached
- the registration is closed

Existing learners already enrolled can launch the course but new registrations cannot.

Increasing the registration cap or opening the registration will resolve the issue.

For additional information, see the following links:

- https://support.scorm.com/hc/en-us/articles/360026041193-Dispatch-Failed-to-Receive-Initial-Pipe-Message-Error
- https://support.scorm.com/hc/en-us/articles/206164186-Requirements-to-successfully-deploy-your-Dispatch-file-from-a-Client-LMS

Missing Key-Pair message error

Dispatch learners who are unable to launch the course via their LMS may experience the "**MissingKeyMissing Key-Pair-Id query parameter or cookie value**" error which looks like this:
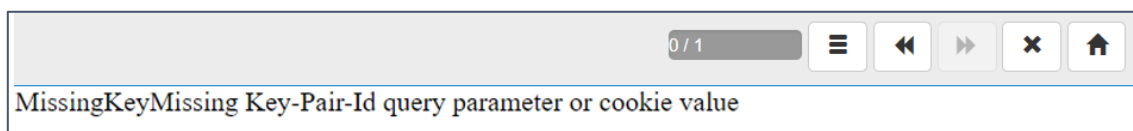

This is an authentication error caused by the use of cookies by SCORM Cloud to determine if a learner is authorised to view course content.
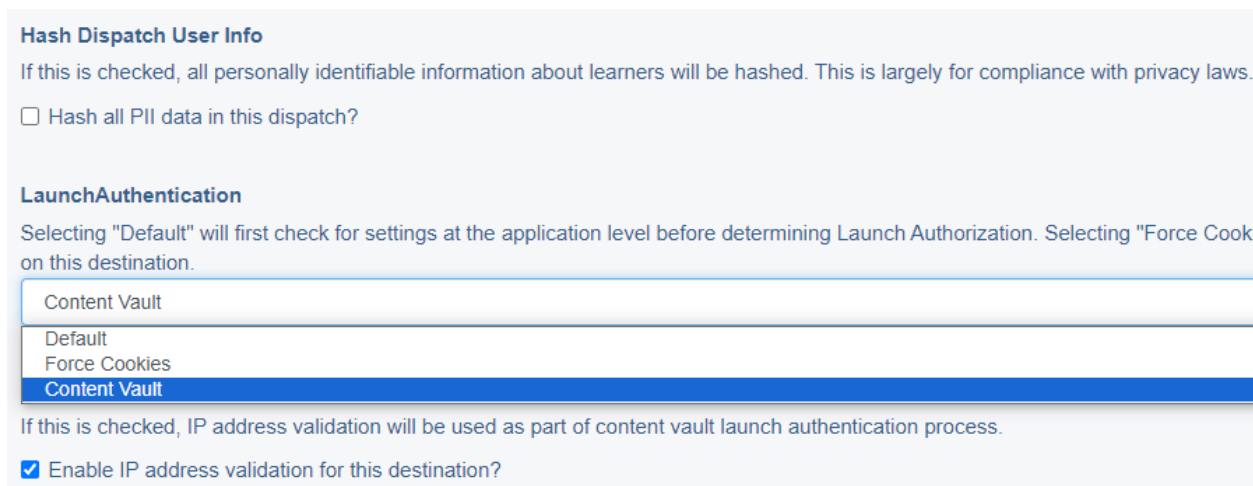
To resolve this issue, change the launch authentication to '**Content Vault**' at the '**Destination**' level. Content Vault uses the learner's IP address rather than a third party cookie to authenticate the launch.

Changing the launch behaviour:

In SCORM Cloud, click on '**Dispatch**' in the main navigation panel and then click on '**Destinations**' (pink arrow):
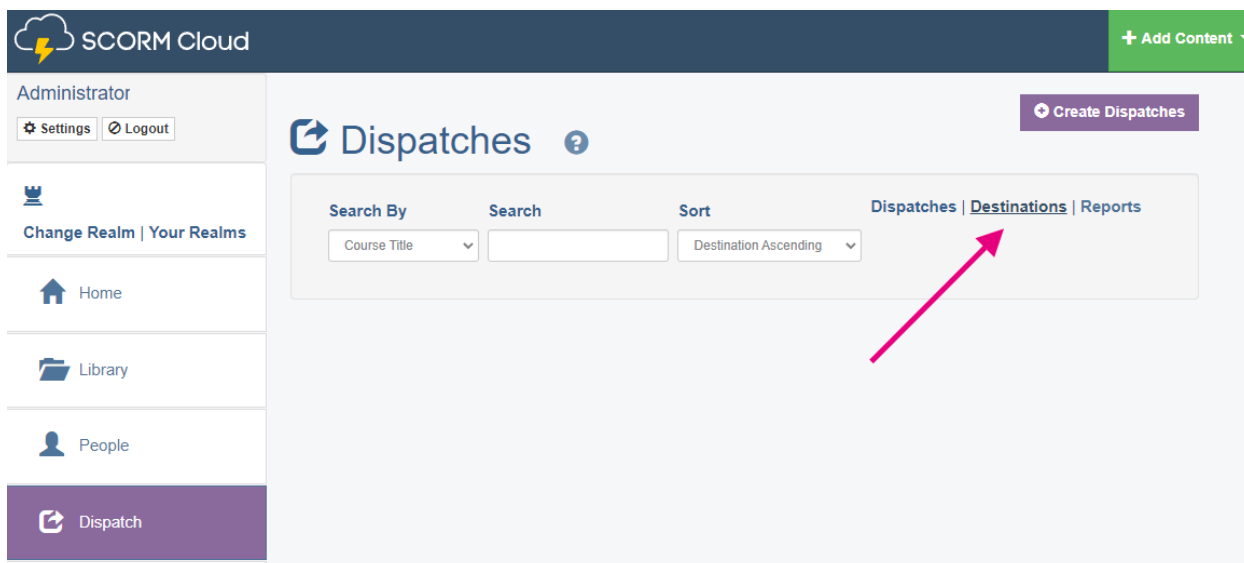
In the 'Destinations' window, click on '**Edit**', then in the following window, select '**Content Vault**' from the drop-down menu under '**LaunchAuthentication**'.
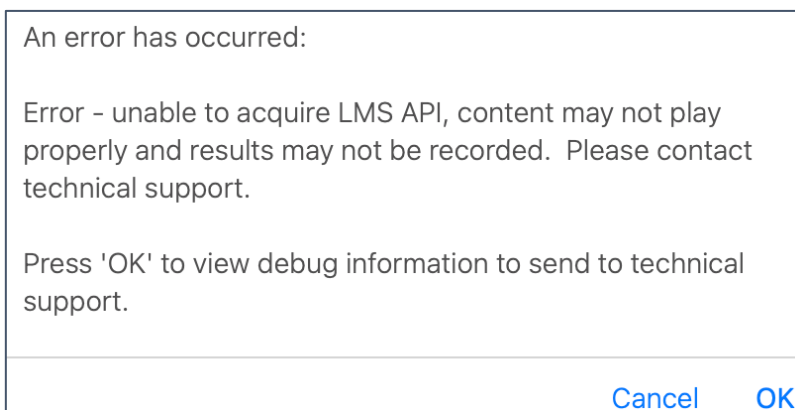

For additional information, see the following link:

- https://support.scorm.com/hc/en-us/articles/360042728333-Cookieless-Content-Authorization-in-SCORM-Cloud-Content-Vault

Unable to acquire LMS API message error

Dispatch learners who are unable to launch the course via their LMS may experience the "**Error – unable to acquire LMS API**" error which looks like this:

> An error has occurred:
>
> Error – unable to acquire LMS API, content may not play properly and results may not be recorded. Please contact technical support.
>
> Press 'OK' to view debug information to send to technical support.
>
> Cancel   OK

On the LMS side, changing the launch behaviour to "SCO Launch Type = Frameset" and "Player Launch Type = Frameset" will cause issues with the certificate. The best and easiest option to resolve this is to configure the launch behaviour to 'Content Vault' in SCORM Cloud as explained above.

Browser support

The following browsers are supported:

- Edge
- Safari
- Chrome
- Firefox

Additional configuration may be required by the end-user browser settings, including:

- Allowing pop-up windows
- Add SCORM Cloud domain as a trusted site
- Accept third party cookies

Reporting Dashboard

By default, the reporting data on registrations and completion rates are only shown for the last 30 days. The dashboard link for course administrators is configured to show the full calendar year. A new dashboard link must be provided for each calendar year.

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- Giving confidential expert guidance in response to requests for assistance.

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