



Unleash the Power of e-Learning

Administrator Manual – Control Panel

Version 1.8

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Product Support

If you have purchased a support package and have any questions during the use of Inquisiq™ that are not addressed in this guide, please visit our support site at:

<http://support.isclearninggroup.com/>

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Overview

The manual, **Administrator Manual – Control Panel**, covers all of the areas in the Inquisiq™ Learning Management System related to the Inquisiq Server Control Panel. Please note that there are multiple layout and icon options available within Inquisiq. The screenshots in this manual are from the Inquisiq **R4** layout paired with the **2014** icon set.

Review user guides, manuals, technical notes, sample SCORM packages, and white papers on the Inquisiq™ website at <http://www.inquisiq4.com/resources/documents/>

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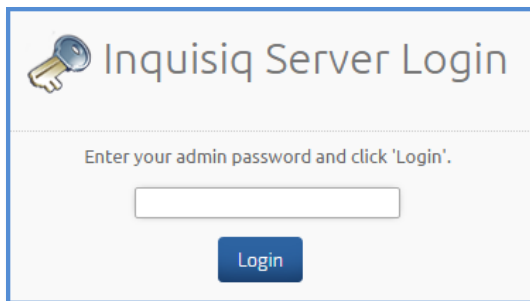
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Accessing the Inquisiq Server Control Panel

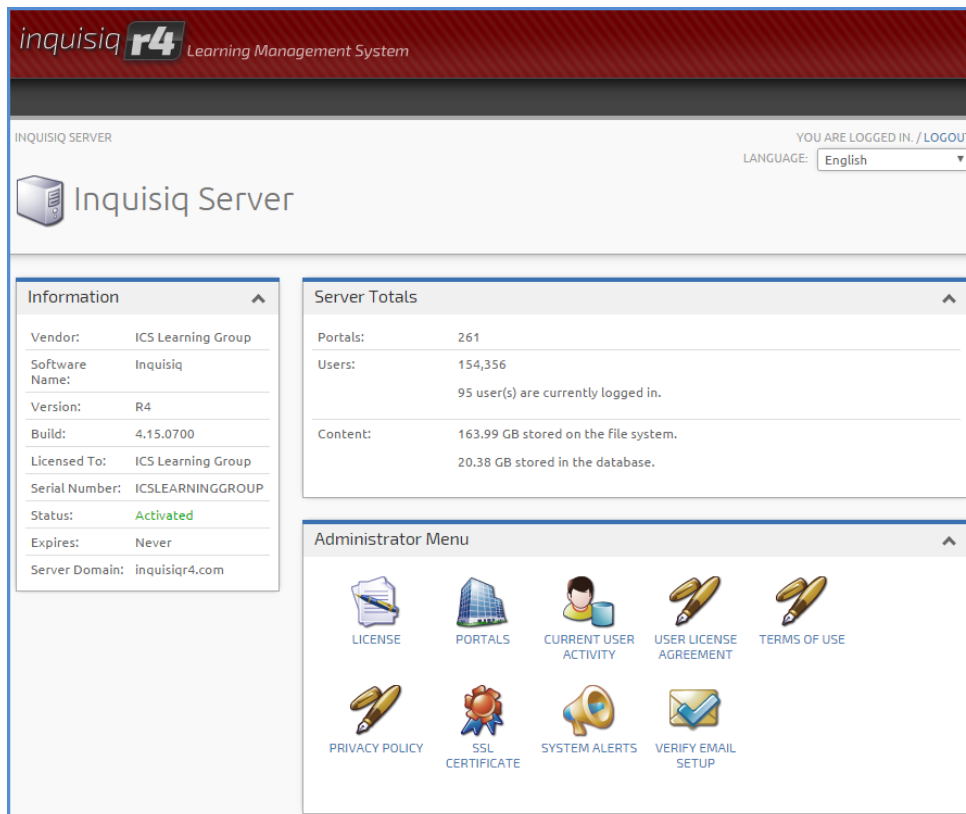
The Inquisiq Server Control Panel is used by system administrators to manage the installed Inquisiq application. It is only relevant to licensees that have their own Inquisiq Installed Solution and are responsible for the installation and setup of the Inquisiq software. After the Inquisiq application has been installed on a server, the next step is to access the Control Panel to create individual LMS portals and establish system-wide settings that extend to those LMS portals. The Control Panel is not relevant or accessible to clients that have the SaaS (Software as a Service) Solution.

To access the Inquisiq Server Control Panel:

1. Enter the URL address of your LMS Server Control Panel. It will be formatted as follows: <http://lmsportalname.basedomain.com/controlpanel> where “lmsportalname” can be any one of your portal names and “basedomain” is the domain you have established for your Inquisiq installation.
2. Enter the Control Panel password that was created during the installation process.



3. The **Inquisiq Server Control Panel** screen is divided into three main sections: **Information**, **Server Totals** and **Administrator Menu**.



Information	
Vendor:	ICS Learning Group
Software Name:	Inquisiq
Version:	R4
Build:	4.15.0700
Licensed To:	ICS Learning Group
Serial Number:	ICSLARNINGGROUP
Status:	Activated
Expires:	Never
Server Domain:	inquisiqr4.com

Server Totals	
Portals:	261
Users:	154,356 95 user(s) are currently logged in.
Content:	163.99 GB stored on the file system. 20.38 GB stored in the database.

Administrator Menu				
LICENSE	PORTALS	CURRENT USER ACTIVITY	USER LICENSE AGREEMENT	TERMS OF USE
PRIVACY POLICY	SSL CERTIFICATE	SYSTEM ALERTS	VERIFY EMAIL SETUP	

The **Information** section located in upper-left side of the screen displays general information about the installation such as software version, build, and activation status. The **Server Totals** section in the upper-right side of the screen displays statistical information such as the total number of LMS portals, total number of users, the total number of users currently logged in, and the total amount of content storage space available and is currently in use. The **Administrator Menu** section on the bottom-right side of the screen allows you to perform specific functions, which are described in more detail in the subsequent sections of this manual.



The Administrator Menu allows you to manage the following:

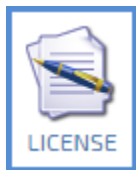
- **License** – where you view your Inquisiq License information and enter your activation code.
- **Portals** – where you create and configure new LMS portals.
- **Current User Activity** – where you view a list of all users who are currently logged into any of your LMS portals.
- **User License Agreement** – used only if the installation is configured to allow users to create trial accounts / portals.
- **Terms of Use** – where you establish your Terms of Use policy that is available to all users in the footer of the LMS portals.
- **Privacy Policy** – where you establish your Privacy Policy that is available to all users in the footer of the LMS portals.
- **SSL Certificate** – where you configure your SSL Certificate.
- **System Alerts** – where you create and broadcast System Alerts that go to all users currently logged into any of your LMS portals.
- **Verify Email Setup** – where you verify that the system email is working correctly.

License Information

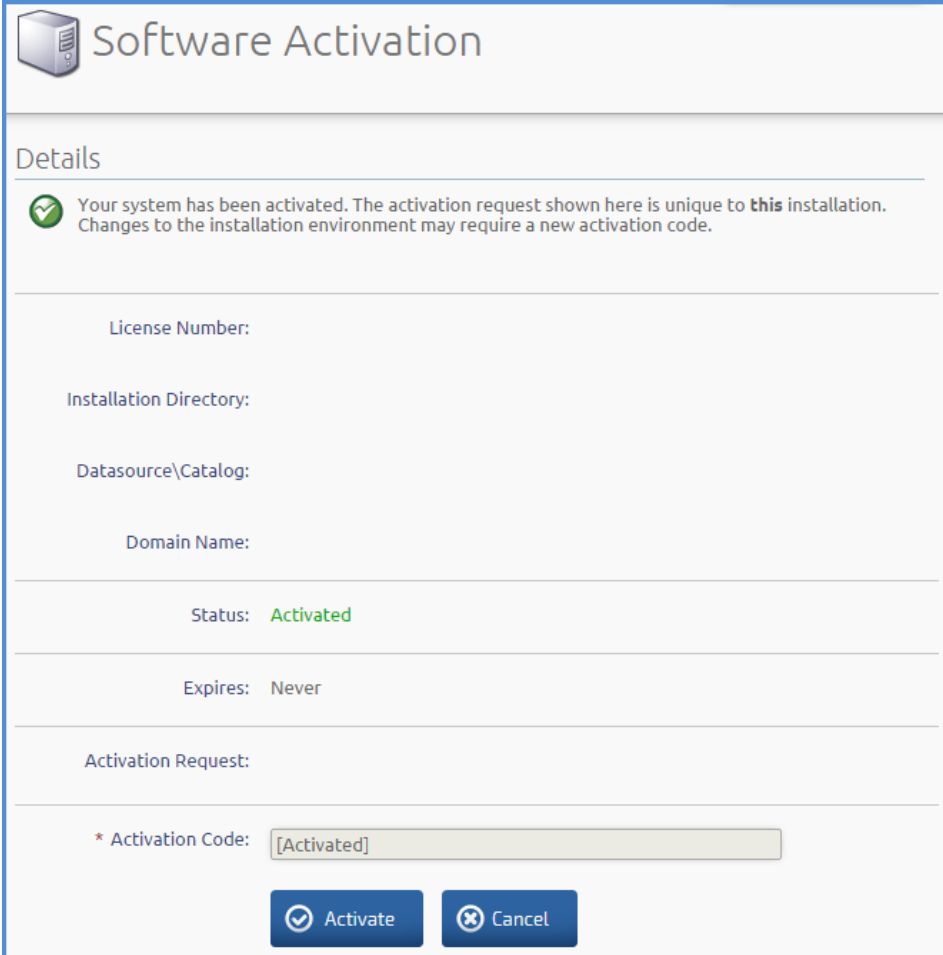
The **License** screen contains key information regarding your license and is where you obtain an activation request and input your activation code.

To access the License screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **License** icon.



3. The **License** screen displays key information such as your license number, installation directory, database information, base domain name, status, and license expiration date. From this screen you can activate your Inquisiq installation.



The screenshot shows a 'Software Activation' window. At the top left is a server icon. The title is 'Software Activation'. Below the title is a 'Details' section. A green checkmark icon is followed by the text: 'Your system has been activated. The activation request shown here is unique to this installation. Changes to the installation environment may require a new activation code.' Below this are several fields: 'License Number:', 'Installation Directory:', 'Datasource\Catalog:', and 'Domain Name:'. Further down, the 'Status:' is 'Activated' in green text, and 'Expires:' is 'Never'. Below that is the 'Activation Request:' field. At the bottom, there is an 'Activation Code:' field with the value '[Activated]'. At the very bottom are two buttons: 'Activate' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

Activating the Inquisiq Installation

The activation request is unique to your Inquisiq installation. Changes to the installation environment may require a new activation code. Please note that you should always confirm your current installation settings before activating.

To activate the Inquisiq Installation:

1. Log into the ICS support system at <http://support.icslearninggroup.com/>.
2. Copy and paste the **Activation Request** code into a support ticket and submit it to the Inquisiq Support Team.
3. Once received, the Inquisiq Support Team will then send back an activation code.
4. Copy and paste the code into the **Activation Code** field.
5. Read and check all of the **Agreement** boxes.
6. Click the **Activate** button. Note that once the system has been properly activated the status will change to "Activated."

Portals

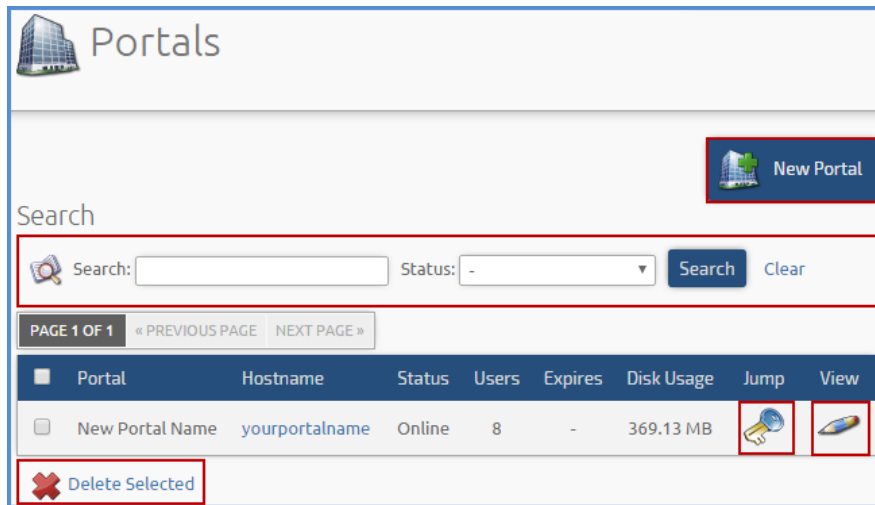
The **Portals** screen lists all of the LMS portals within the Inquisiq installation and displays key information such as the portal name, portal hostname (determines the URL address of the portal), status, total number of user accounts, portal expiration date, and disk usage (amount of content disk storage space that is currently being used by the portal).

To access the Portals screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **Portals** icon.




3. From this screen you can search, add, view, jump into, or delete portals.

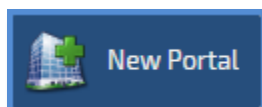


Adding or Modifying a Portal

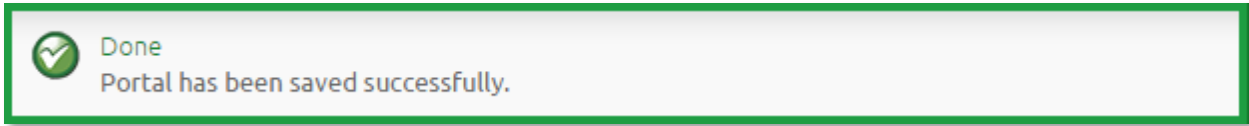
Your Inquisiq license includes the ability to create up to 7 perpetual LMS portals (1 full, 1 developer, and 5 content reseller). Please notify the Inquisiq Support Team each time that you create a new LMS portal and advise whether you would like to designate the portal as a full, developer, or content reseller. A developer portal can only be used for internal testing/development. A content reseller portal is different from a full portal in that "Content Manager" Permission cannot be assigned to any user account. Only the ADMINISTRATOR account can be used to create and configure your content. You can create a new LMS portal in two ways: create a brand new portal or duplicate an existing LMS portal. For additional information on duplicating a portal, please refer to the **"Duplicating a Portal"** section below.

To add or modify a portal:

1. Click the **New Portal** icon to add a new portal or click the **View** icon () to modify an existing portal.



2. Enter or modify the portal properties in the two tabs: Properties, Settings. For more detailed information on portal properties, please refer to the “Navigating the Portal Detail Screen” section below.
3. Click **Save Changes**.



Navigating the Portal Detail Screen

The Portal detail screen includes all portal information and is broken up into the following two tabs: Properties and Settings.

Properties Tab

This tab contains configuration information about the portal. Note that required information is indicated with a red asterisk.

A screenshot of a web form titled "Properties" (with a "Settings" tab also visible). The form contains several fields for configuring a portal. The "Portal Name" field is required and has a text box with a placeholder. Below it, a note states "Portal URL will be: http://[Portal Name].inquisigr4.com". The "Password" field is required and has a text box, with a "Confirm by entering again:" field below it. The "Parent Portal" field is a dropdown menu currently showing "-- Select". The "Contact" section includes required fields for "First Name" and "Last Name", and an "Email" field. At the bottom, there are two buttons: "Save Changes" (with a checkmark icon) and "Cancel" (with an 'X' icon).

Field Definitions:

- **Portal Name (Hostname)** – the portal hostname determines the URL address of the LMS portal. The “LMS URL” section will auto-complete as you type an entry into this field. This field is listed on the **Portals** screen in the “Hostname” column. The portal name must be at least 3 characters and no more than 50 characters and may only contain letters, numbers, or dashes.
- **Password** – this is the ADMINISTRATOR account password. Each LMS portal only has one ADMINISTRATOR account. Note that once the portal is created, this field will become the “Change Password” field where you can modify the existing ADMINISTRATOR account password.
- **Parent Portal** – if you are creating a portal for a customer who already has a portal, you can select that existing portal here. This associates the portals in the database, however it is simply a notation as there is no associated reporting functionality at this time.
- **Contact** – the name of the LMS Administrator and their email address. Please note that the email address entered here will be used for email notifications configured to send to the Administrator.
- **Portal Name** – this sets the title of the site in the learner’s browser title bar and will be the default title for any bookmarks that learners may set while on your LMS portal. This field is listed on the **Portals** screen in the “Portal” column.
- **Company Name** – the client’s company name (reference only).

Settings Tab

This tab allows you to control the state of the portal as well as other access and feature parameters.

The screenshot shows the 'Settings' tab of the LMS portal configuration interface. The left sidebar has 'Properties' and 'Settings' tabs, with 'Settings' selected. The main content area contains the following settings:

- User Limit:** A text input field followed by a checked checkbox labeled 'Unlimited'.
- Disk Limit:** A text input field, a dropdown menu set to 'MB', and a checked checkbox labeled 'Unlimited'.
- Expiration Date:** Two dropdown menus set to '-- Select', followed by a checked checkbox labeled 'Unlimited'.
- Status:** Radio buttons for 'Online' and 'Offline', with 'Offline' selected.
- Page Layout:** A dropdown menu set to 'R4 Layout'.
- Icon Set:** A dropdown menu set to '2014 Icons'.
- Content Mode:** Radio buttons for 'Simple' and 'Advanced (Normal)', with 'Advanced (Normal)' selected.
- Enabled Features:** A list of checkboxes for various features, all of which are currently unchecked:
 - E-commerce
 - User Authentication (includes LDAP and Active Directory)
 - SCO Fetching
 - Email Notifications
 - CSS/Style Editing
 - API
 - Discourse Discussion Board
 - JitBit Discussion Board

At the bottom of the settings area, there is a link that says 'Select: All | None'. At the very bottom of the form are two buttons: 'Save Changes' (with a checkmark icon) and 'Cancel' (with a close icon).


Field Definitions:

- **User Limit** – limit the number of user accounts for the LMS portal.
- **Disk Limit** – limit the amount of disk space for the LMS portal.
- **Expiration Date** – set a date for the LMS portal to expire or select the ‘Unlimited’ checkbox for no expiration. If a portal expires, all visitors to that LMS URL address will be greeted with a message that the [Portal Name] has expired. No other access to the portal is possible until the expiration date is changed in the Inquisiq Server Control Panel.
- **Status** – a portal may be set to ‘Online’ or ‘Offline’. Similar to the Expiration Date, if a portal is set to ‘Offline’, all visitors to that LMS URL address will be greeted with a message that the [Portal Name] is offline. No other access to the LMS portal is possible until the offline status is changed in the Inquisiq Server Control Panel.
- **Page Layout** – You have the option to choose from the “Classic”, “2014”, or “R4” layouts.
- **Icon Set** – You have the option to choose from the “Classic” or “2014” icon sets.
- **Content Mode** – By default, this is set to “Advanced” to allow Administrators more control over configuring lessons and courses. In “Simple” mode, SCORM Packages are uploaded through the **Courses** screen and are automatically imported and published to a course per the imsmanifest settings. No further manipulation of the lessons or courses is possible.
- **Enable Features** – list of features that can be enabled or disabled within a portal.
 - **E-commerce** – allows you to set up the payment gateway provider to use when customers purchase your courseware through the LMS. Please note that if you use Authorize.Net, an SSL certificate is required for this feature to work successfully.
 - **User Authentication (includes LDAP and Active Directory)** – please note that this feature can only be used if you host Inquisiq on your own servers.
 - **SCO Fetching** – this feature helps to avoid a script timeout issue by allowing you to pull the SCORM package from a high speed web server, thereby bypassing your network connection that may be too slow to transfer the complete file. For additional information, please refer to the “Fetching a SCORM Package” section in the **Administrator Manual – Content**.
 - **Email Notifications** – Key events within the LMS can trigger automatic email reminders and notifications.
 - **CSS / Style Editing** – allows you to customize the LMS look and feel by creating custom style sheets.
 - **API** – the Application Programming Interface (API) allows other software to interact with the Inquisiq software. Note that only specific functionality is supported by the Inquisiq API. For more details on the Inquisiq API, please refer to the **API Manual**.
 - **Discourse Discussion Board** – uses single sign on between Inquisiq and the Discourse discussion board software and requires that you create an account directly with Discourse. Please note that Discourse uses email addresses to identify users.
 - **JitBit Discussion Board** – uses single sign on between Inquisiq and the JitBit discussion board software and requires that you create an account directly with JitBit. Please note that JitBit uses username to identify users and does not validate this information, therefore it is recommended that you disable the 'Register' link and page on your JitBit account.

Configuring Advanced Parameters


This is essentially a shortcut to many of the items enabled or setup in the portal's Administrator Menu (and many of which the ADMINISTRATOR account does not have access to). However, improper settings can cause the portal to become non-functional. Recovery of your LMS functionality due to improper or incorrect settings in this section may not be covered by your Inquisiq Support and Maintenance Contract.

To access the Advanced Parameters screen:


1. Click the **View** icon () for the desired portal.
2. Click the **Advanced Parameters** icon.



3. The **Advanced Parameters** screen lists all of the parameters within the Inquisiq portal. Please note that incorrect values or removal of certain parameters may cause the portal to stop functioning.



Portal : Advanced Parameters


 **ALERT**
DO NOT alter these values unless you have a complete understanding of what they do.
Incorrect values may cause this account to stop functioning!

<input type="checkbox"/> Parameter	Value
<input type="checkbox"/> activeuser.threshold	25
<input type="checkbox"/> archiving.setting	force
<input type="checkbox"/> catalog.calendar.enabled	true
<input type="checkbox"/> catalog.enabled	true
<input type="checkbox"/> catalog.listprivate	true
<input type="checkbox"/> catalog.search.enabled	true
<input type="checkbox"/> content.mode	advanced

Duplicating a Portal

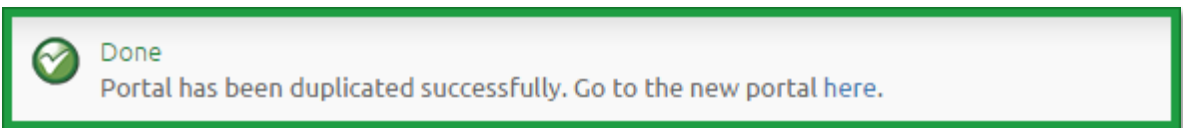
Duplicating an existing LMS portal will copy over all of the content (SCORM packages, courses, course materials, certificates, etc.) and LMS configuration settings into a new portal. However, no user accounts or user data will be copied over. For additional information on how to create a new portal, please refer to the “**Adding or Modifying a Portal**” section above. Please note that duplicating a portal during peak usage periods could negatively impact page loading speeds for learners that are currently logged in, therefore you may want to duplicate portals in the early morning or late evening.

To duplicate a portal:

1. Click the **View** icon () for the portal that you would like to duplicate.
2. Click the **Duplicate Portal** icon.



3. Enter the new portal name and password for the portal’s ADMINISTRATOR account.
4. Click **Save Changes**.

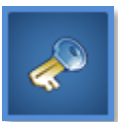


Jumping into a Portal

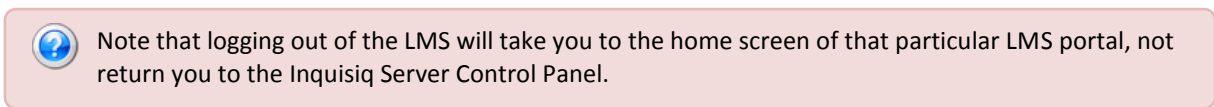
Inquisiq allows you to quickly “jump into” (log into) any one of your LMS portals through your Inquisiq Server Control Panel.

To jump into a portal:

1. Click the **Jump** icon for the desired portal.



This will automatically log you into the selected LMS portal as the ADMINISTRATOR.

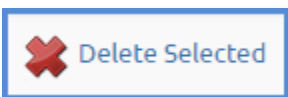


Deleting a Portal

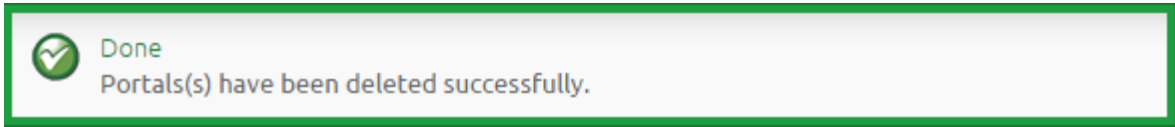
When you delete a portal, the portal is completely removed from the Inquisiq installation. All user data will be permanently removed.

To delete a portal:

1. Select the checkbox to the left of the portal(s) that you want to delete.
2. Click the **Delete Selected** link.



3. Follow the onscreen instructions and click **OK** to delete the portal(s).

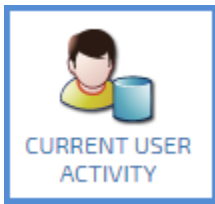


Current User Activity

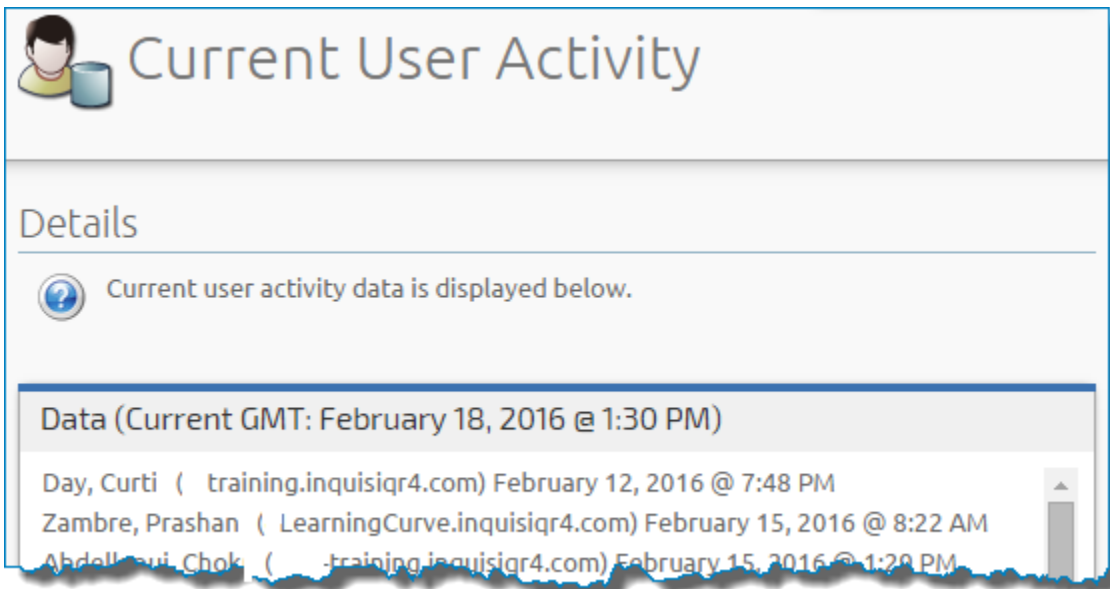
The **Current User Activity** screen displays a running log of all current user activity across all of the portals in your Inquisiq installation.

To access the Current User Activity screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **Current User Activity** icon.



3. The **Current User Activity** screen will display a list of all users with active sessions in all portals within your Inquisiq installation. Click the **Refresh** button as needed to get a sense of the traffic your server is handling at any given moment or how 'popular' a given portal may be.



User License Agreement

You can configure your Inquisiq installation to offer trial accounts (essentially letting users create their own portals / sites). If configured to do so, there is a new portal signup page that would have this agreement displayed (along with the Terms of User and Privacy Policy referenced below) and a check box verifying that they agree to all agreements in order to create a new portal. This signup page is the only place where users would ever see the User License Agreement displayed.

To access the User License Agreement screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **User License Agreement** icon.



3. Enter the license agreement as it should be presented to new portal registrations and click **Save Changes**.

Terms of Use

This is an important legal item to include in your LMS installation.

To access the Terms of Use screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **Terms of Use** icon.



3. Enter the Terms of Use agreement and click **Save Changes**. The Terms of Use will be displayed in the footer for all Inquisiq portals (bottom-left side of the screen).

Privacy Policy

This is an important legal item to include in your LMS installation.

To access the Privacy Policy screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **Privacy Policy** icon.



3. Enter the Privacy Policy agreement and click **Save Changes**. The Privacy Policy will be displayed in the footer for all Inquisiq portals (bottom-left side of the screen).

SSL Certificate

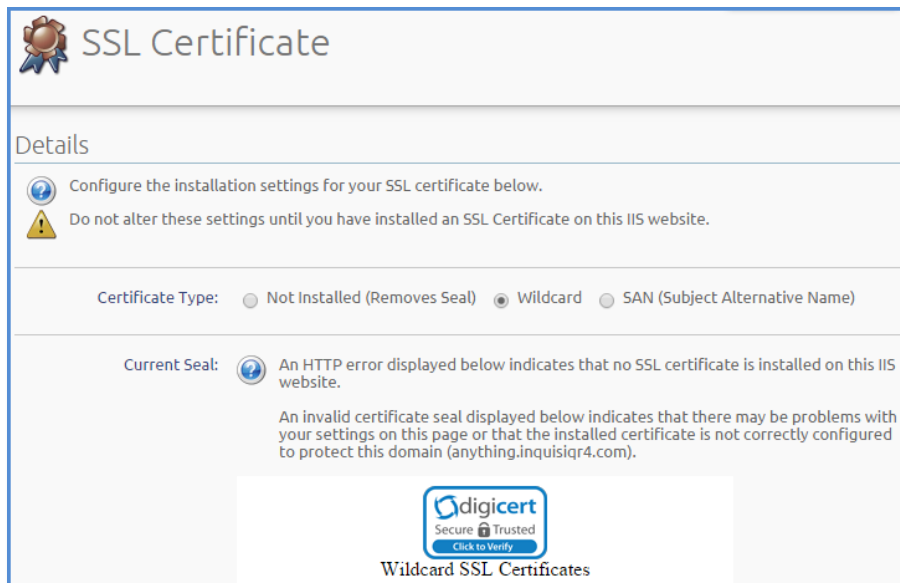
If you will be using E-commerce, specifically Authorize.Net to accept online payments for course registrations, you must have a Secure Socket Layer (SSL) certificate. Likewise, if you want or need your LMS installation to run under 'https' for any reason, you need an SSL certificate.

To access the SSL Certificate screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **SSL Certificate** icon.



3. Follow the onscreen instructions. Be sure you have located your Seal Code, provided by your SSL certificate provider, in order to completely setup the SSL certificate on your LMS installation.



4. Click **Save Changes**.

System Alerts / Announcements

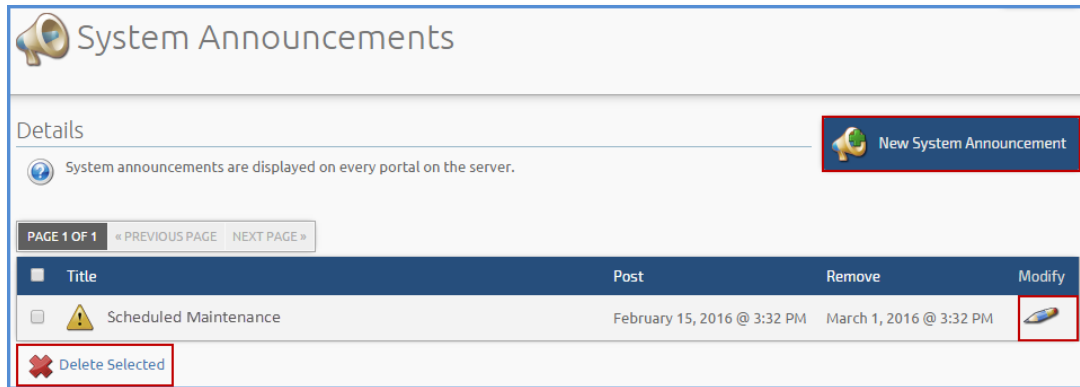
System Announcements are displayed on every portal of your Inquisiq installation and can be used to alert users to scheduled items such as software upgrades or server maintenance.

To access the System Announcement screen:

1. Log into the **Inquisiq Server Control Panel**.
2. Click the **System Alert** icon.



- The **System Announcement** screen displays key information such as the announcement title, the date and time the announcement will be posted, and the date and time the announcement will be removed. From this screen you can add, modify, or delete system announcements.

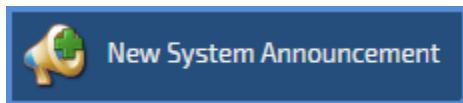


Adding or Modifying a System Announcement

System announcements will appear just below the LMS main menu for all user-facing pages (i.e. Home, Course Catalog, My Account, etc.).

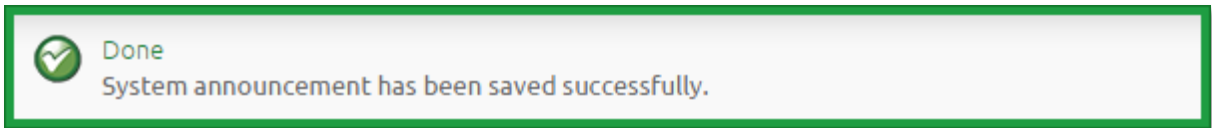
To add or modify an announcement:

- Click the **New System Announcement** icon to add a new announcement or click the **Modify** icon (✎) to modify an existing announcement.



- Enter the Title, Type, Lifespan, and Announcement. The title will be displayed above the announcement message, and the color bordering the alert is dictated by the 'Type' you select.

3. Click **Save Changes**.



Verify Email Setup

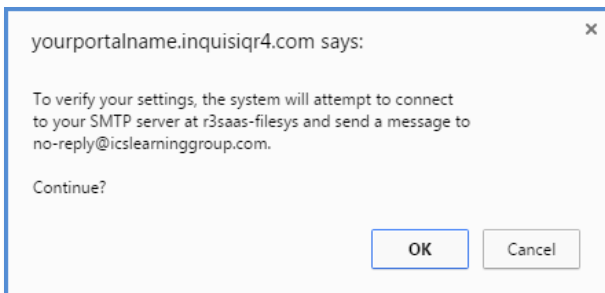
There is no setup necessary. By clicking the **Verify Email Setup** icon, an email is generated through the mail server configured to your Inquisiq installation and sent to the default recipient email address for your Inquisiq installation. The recipient email address and mail server used in this test are setup in the config file; the email address is the address used when applying the license registration for your Inquisiq installation.

To verify email setup:

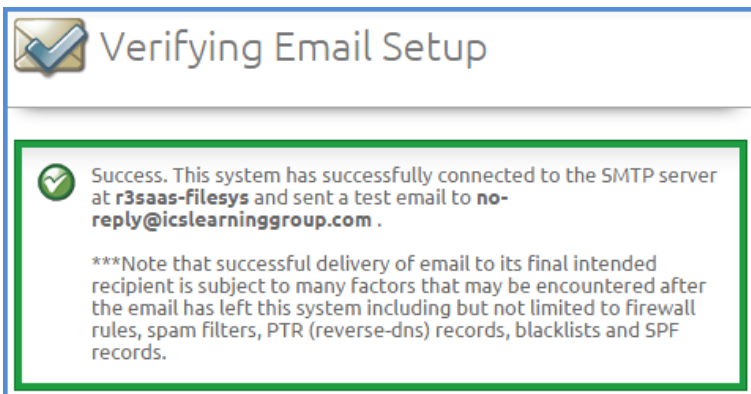
1. Log into the **Inquisiq Server Control Panel**.
2. Click the **Verify Email Setup** icon.



3. Click **OK** to send a test email to the default recipient email address.



If successful, a "Success" message will be displayed. Please be sure to actually check the noted account to ensure the email has arrived).



Please note that Inquisiq cannot manage your server's email settings or functionalities. Setting up your web server and IIS to properly route email is outside the scope of this document. If you need assistance setting up your web server's email functionality, please contact the Inquisiq Support Team at <http://support.icslearninggroup.com>