I'm using the Kofax Training CBT on Internet Explorer 11. When I run the CBT modules, I receive the following message and nothing happens: 

Loading Controls

What is causing a 'Loading Controls' error when I run the Kofax Training CBT on Internet Explorer 11 (21900)

QAID # 21900 Published

Question / Problem:

I'm using the Kofax Training CBT on Internet Explorer 11. When I run the CBT modules, I receive the following message and nothing happens:

Loading Controls

What can cause this issue?

Answer / Solution:

This issue can be caused due to an update to Flash Player.

Under that scenario, the steps below can resolve this issue:

1. Using Internet Explorer (version 11 recommended), right-click on the web page that you are trying to view.
2. A menu will appear; select Global Settings...

Settings...
Global Settings...
Check for Updates...
About Adobe Flash Player 23.0.0.162...

3. Go to the Advanced tab, and click the Trusted Location Settings... button.
4. On that screen, add the folder that runs the Flash via clicking the Add... button:

Applies to:

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