SCORM course not loading?

A one-page troubleshooting checklist. Start from what you see, confirm the cause with one check, then fix the package or the LMS setting. Keep the browser's developer console (F12) open while you test: most of these causes leave an error there.

Course

LMS and browser

Date

	CAUSE	YOU SEE	CONFIRM IT	FIX
In the package	The LMS cannot find or open the course files.			
☐ 1	**Launch file wrong or missing**	A blank frame, a 404, or the LMS's "file not found" page.	In imsmanifest.xml, follow organization, item, resource, href. Does that exact file exist in the zip, same case?	Republish, or make href match the file name exactly.
☐ 2	**Files not at the zip root**	Upload rejected: "manifest not found" or "invalid package".	Open the zip without extracting. Is imsmanifest.xml at the top, not inside a folder?	Zip the folder's contents, not the folder.
In the browser and the LMS window	The package is fine; the launch is not.			
☐ 3	**SCORM API not found**	"Unable to acquire LMS API", "API not found", or no tracking.	Does the SCORM version match the LMS setting? Launched from the LMS? Course on the LMS's domain?	Republish for the right version. Launch only from the LMS.
☐ 4	**Mixed content**	Missing fonts, styles, video or embeds on an https LMS.	Mixed content errors in the console? Any http:// links in the course files (namespaces aside)?	Use https://, or put the file in the package with a relative path.
☐ 5	**Cross-site cookies or storage**	Works in Chrome, fails or forgets progress in Safari.	Course files on another site than the LMS? Works with Safari's Prevent cross-site tracking off (test only)?	Host the package on the LMS or a subdomain of its domain.
☐ 6	**Popup blocker**	Launch does nothing, or no window appears.	Blocked-window icon in the address bar? Does it open once popups are allowed for the LMS?	Allow popups by policy, or launch in the same window or a frame.
In the course's tracking	It plays, but the LMS records nothing.			
☐ 7	**Initialize or Commit not called**	Not attempted, no score, or no bookmark after relaunch.	Does the course call Initialize first, commit after changes, and Terminate on exit? Any values set before Initialize?	Turn on LMS reporting in the publish settings, for the LMS's SCORM version.

Before you escalate

what to send the LMS admin

1. The browser and its version, and whether the course fails in every browser or only one.
2. How the LMS opens the course: a new window or a frame on the page.
3. Whether it fails for every learner or only some.
4. The errors from the developer console, copied as text.
5. What the package does on its own, outside the LMS: its API calls, checks and warnings.