

# *Technology Requirements*

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# Content

About This Document .....	3
Document Change Log .....	4
System & Configuration Requirements .....	6
<b>Workstation System Requirements</b> .....	6
Windows .....	6
Apple Macintosh .....	6
<b>Workstation Configuration</b> .....	7
Enable JavaScript and ActiveX Controls .....	7
Popup Blockers .....	7
Enable Cookies .....	8
Download & Install Plug-ins .....	8
Plug-ins for Windows users .....	9
Plug-ins for Mac® OS X users .....	9
Adobe® Reader® (for Windows® and Mac) .....	9
Additional Software .....	9
Sun Java .....	9
Compatible Software .....	10
Mobile Ready Courses .....	10
<b>Network Requirements &amp; Configuration</b> .....	10
Open Ports .....	11
Internet Connection Speed .....	11
Filtering Software .....	11
Additional Information .....	11

# About This Document

*Disclaimer: The system requirements provided by Saints Online are intended to be a guideline based on current hardware and software technologies. Actual performance may vary due to specific site hardware and software configuration parameters as well as other applications running on the computers at the same time. Due to advances and changes in these technologies, system requirements are subject to change without notice.*

This document provides guidance to Saints Online customers about the environmental specifications for accessing Ed Options Academy.

In general, most users experience the Internet via standard HTML web pages, which use simple text and graphics that do not consume much bandwidth. Saints Online has gone beyond HTML to provide much higher production value. Therefore, the system requirements for Saints Online are higher than simple web browsing on HTML pages.

In addition, many other factors can affect Saints Online performance, including the following:

- Proxy servers and web caching
- Firewalls
- Switches
- Available bandwidth of the local network
- Quality of the bandwidth provided by an Internet Service Provider

All of these factors interact with each other. Any combination of these variables **may** affect the overall performance of Plato Courseware.

**If you are reading a printed copy of this document, please understand that this document is updated frequently. The most updated version of this document is located on the Edmentum Support Services website:**

<http://redirect.Platoweb.com/346334>

## Additional Available Services

Additional assistance is available to ensure the overall system is ready to run Saints Online. EdOptions Academy offers onsite, fee-based consulting services to assist with most situations. When using Edmentum's consulting services, the trained technical staff will work with the technical department to troubleshoot and remedy problems if encountered after the initial installation.

To find out more about Edmentum's fee-based consulting services, call 1-800-447-5286 or e-mail [info@edmentum.com](mailto:info@edmentum.com).

# Document Change Log

The following table lists the most recent changes to Saints Online System and Configuration requirements:

## 12/14/2013

- Added iOS requirements for Mobile Ready Courses.
- Removed Authorware® references.
- Removed cache server information.

## 05/16/2013

- Added Firefox support.

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## 04/11/2013

- Removed Mac OS 10.5.x support.
- Added Mac OS 10.8.x, Windows 8, Safari 6.x, Internet Explorer® 10, Chrome support.

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## 08/06/2012

- Removed Internet Explorer® 7 support.

## 04/14/2012

- Removed PowerPC, Safari 3.2.x, Safari 4.x, Mac OS 10.4.x support.
- Added Mac OS 10.7.x support.
- Added Safari 5.1.x support.
- Added Internet Explorer® 9 support.
- Added Windows Media Player and RealPlayer requirements for Spring 2012 electives.

## 08/30/2011

- Updated Authorware® link for Windows.
- Added Knowledgebase article link related to status of Internet Explorer® 9 support.
- Added Safari 5.0.X as a supported browser under Mac OS 10.5.x.

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## 12/13/2010

- Removed “K-12” on the cover page.
- Updated “content” to “Courseware” where appropriate.
- Mac OS 10.6 Updates (Mac 10.6 is supported for Flash and Shockwave courseware as of (12/13/2010)
  - Updated to include support for Mac 10.6 for Shockwave based courseware.
  - Deleted separate sections for Platform and Courseware.

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**11/22/2010**

- Updated Mac OS support statement on pages 5, 6, and 7.

**10/18/2010**

- Updated to include support for Mac OS 10.6 for the Platform and Flash based Courseware.
- Created separate sections for Platform, Flash-based courseware, and non-Flash based courseware.
- Formatting updates.
- Updated cover page to remove OS listing.
- Added Java under the plugin section.

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**05/17/2010**

- Fixed formatting. Edited text

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**04/16/2010**

- Added references to Windows 7.
- Removed 2 GB RAM requirement for Windows Vista and Windows 7.
- Fixed formatting.

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**12/11/2009**

- Added 2.0 to cover page.
- Updated memory requirements for Windows Vista SP2 (512 MB – 1 GB) to (1 GB – 2 GB).
- Removed support for Windows® 2000 Professional with SP4.
- Removed support for Internet Explorer® 6.0 with Service Pack 1 from Windows® XP Home or Professional with SP3.

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**12/01/2009**

- Initial Draft.

# System & Configuration Requirements

## Workstation System Requirements

The following information is the hardware and software requirements for workstations in order to access the **Saints Online**. Systems should function without error at an acceptable performance level when requirements are met.

## Windows

- Windows® XP Home or Professional (SP3)
- Windows® Vista Home Basic/Home Premium/Business/Ultimate (SP1)
- Windows® 7 Home Premium/Business/Ultimate (SP1)
- Windows® 8

### Processor Speed / Memory

- 1 GHz processor or faster with 1GB RAM

### Internet Connection

- (See Internet Connection Speed on page 11)
- 

### Web Browser

- Internet Explorer® 8
- Internet Explorer® 9
- Macintosh® OS 10.6.X
- Macintosh® OS 10.7.X
- Macintosh® OS 10.8.X
- Internet Explorer® 10 (Desktop mode only)
- Firefox 19 and above
- Chrome 25 and above

## Apple Macintosh

### Processor Speed / Memory

- Intel-based Mac with 1GB RAM
- 

### Internet Connection

- (See Internet Connection Speed on page 11)
- 

### Web Browser

- Safari 5.0.x (Macintosh® OS 10.6.X only)
- Safari 5.1.x (Macintosh® OS 10.6.X, 10.7.X only)
- Safari 6.x
- Chrome 25 and above
- Firefox 19 and above

### Browser Cache Size

The default cache size of the web browsers on the workstations may be adequate. However, modifying the cache size setting *may* make a difference in the performance of the system. In general, increasing the cache size setting on the browsers typically improves system performance.

# Workstation Configuration

## Enable JavaScript and ActiveX Controls

**Internet Explorer®** web browsers must have ActiveX® controls and JavaScript™ enabled to run Plato Courseware (PLE).

Most browsers have these features enabled by default. However, they may be disabled if the default settings in the web browser have been changed.

For **Macintosh®** operating system-based machines check the web browser's Help file for instructions on how to enable plug-ins, enable scripting, or control access of Java Scripts.

## Popup Blockers

Popup blockers must be disabled or configured properly in order to run Plato Courseware successfully.

Pop-up blockers or stoppers are used to prevent additional windows, typically advertisements, from opening within the web browser.

Popup blocking software may disable JavaScript™ popup ads, but it also disables legitimate web site functionality using JavaScript™. Plato® web-based courseware depends on JavaScript™ in order to run correctly.

The procedures to disable or configure popup blockers vary, depending on the software used. Assistance with configuring the settings should be available within the popup blocker application. Several widely available popup blockers, such as Yahoo!® or Google®, contain menus or buttons on the toolbar which allow users to uninstall or disable the blocker.

For more details, click here: [How to turn off pop-up blockers to run activities.](#)

## Enable Cookies

Cookies are required to be enabled on all workstations.

Web browsers have cookies **enabled** by default. If cookies are not enabled for the browser on workstation, instructions can be found in the web browser's Help file. Simply start the web browser and then click "Help" on the menu bar at the top of the screen or from the menu bar.

## Download & Install Plug-ins

Saints Online requires the use of plug-ins on workstations. The required plug-ins can be downloaded either from the login window or directly from vendor web sites.

For more details, go to the: [System Requirements Checker](#).

Downloading and installing the plug-ins may take a fair amount of time. Connection speed to the Internet, network traffic, and the number of workstations requiring the plug-ins are major factors in the installation time. It is recommended that plug-ins are downloaded and installed prior to students running courseware for the first time. Users must have administrative privileges to the workstation in order to install the plug-ins. In addition, all programs must be closed at the point of installation.

If users encounter difficulty downloading or installing plug-ins, try the following:

- Check the rights on Windows® workstations. Windows® users must have administrative privileges to the local workstation or be set up as power users in order to install plug-ins. Check with the local network administrator for further assistance.
- If a proxy server is present on the network, check setting that may require anonymous authentication to allow plug-ins to be installed. Once the plug-ins are downloaded, anonymous authentication can be disabled. Check with the local network administrator for further assistance.
- Check desktop security programs or forced Group Policies that may be limiting access to the workstation operating systems. Check with the local network administrator for further assistance.

## Plug-ins for Windows users

The following plug-ins are required. To download and install plug-ins on workstations with Windows operating systems, click on the links below.

- [Flash Player](#)
- [Shockwave® Player \(Full Install\)](#)
- [Plato® Xtras](#)
- [Java](#)

## Plug-ins for Mac® OS X users

The following plug-ins are required. To download and install plug-ins on workstations with Mac OS X operating systems, click on the links below.

- [Flash Player](#)
- [Shockwave® Player \(Full Install\)](#)
- [Plato Xtras](#)
- [Java](#)

## Adobe® Reader® (for Windows® and Mac® OS)

Online documentation requires Adobe® Reader® 7.0 or higher. The latest version of Adobe® Reader® can be downloaded directly from

<http://get.adobe.com/reader/>.

## Sun Java

New and updated courseware contain Java simulations to enrich the user's experience. In order to utilize the new courses, the Java plug-in must be installed.

## Compatible Software

In addition to new courses, new offline lessons will utilize the following files types: **.doc**, **.xls**, and **.ppt**. Several software suites available in Windows and Macintosh OS versions support these files types, including:

- iWork (Macintosh)
- MS Office (Windows or Macintosh)
- Open Office (Windows or Macintosh)

Lastly, video is utilized in several courses. Video files will be available in the following formats: **.mov** and **.mpg / .mpeg**. Video Players are capable of playing the following file types:

- QuickTime (.mov)
- MPEG (.mpg, .mpeg)

[Plato Electives Powered by eDynamic Learning](#) require:

- [Windows Media Player](#)
- [RealPlayer](#)

## Mobile Ready Courses

[Mobile Ready Courses](#) require an iPad 2 or greater, running iOS 6.0+.

# Network Requirements & Configuration

Before courseware can be accessed through the network, the following configuration settings must be made to the local network.

## Open Ports

If courseware is to be accessed from behind a firewall or other network security device that limits access to the Internet, the following ports must be opened for network data traffic. Courseware cannot be accessed unless the ports are opened for bidirectional traffic.

In addition, security devices are frequently set to automatically disconnect a user session after a period of inactivity. Edmentum suggests timeout periods should be set to disconnect sessions after no less than 30 minutes.

**Port 80**      Standard HTTP port for web page access

**Port 443**      Must be open for HTTPS for an SSL connection (Secure Sockets Layer)

## Internet Connection Speed

Courseware requires a connection to the Internet. Performance on this connection is dependent on:

- the courseware being used
- the number of computers *simultaneously* accessing the courseware (this is not the same as the total number of workstations)
- the available unused bandwidth of the connection

In general, Saints Online recommends the following bandwidth:

- Courseware requires 128Kbps per *simultaneous* workstation

## Filtering Software

It is recommended that web filters are not used to scan the content of courseware. Filtering courseware content may dramatically reduce performance. If a content

filter is present on the network, it is recommended that it is configured to trust all content from the domain.

Great precautions are taken to ensure all content is delivered free from viruses and inappropriate material. Filtering within the local network is redundant and will significantly reduce the overall performance.

## **Additional Information**

Additional information on firewall and content filtering configurations can be found on the Courseware Support Services website, or by clicking on the following link: [Which URLs/IPs/domains need to be accessible in order to run Plato lesson](#)