

Brower/End User Configuration Best Practices

The following section outlines the minimum system requirements for an end user computer and browser configuration. These standards/settings should be followed to minimize end user issues when using the application.

Computer Requirements

The minimum hardware requirements are Pentium II 266mhz processor with 2 GB of RAM. The application is optimized for a 1024x768 screen resolution but will work on larger/smaller screens. Java is required to be installed on the client PC.

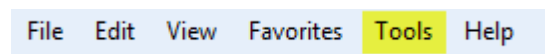
Supported Browsers

eLogic Learning's eSSential™ LMS is a web-based application that runs through a standard web browser. Internet Explorer 7 and higher, Google Chrome, and Firefox are the supported browser versions. Internet Explorer 9 works best in 32bit mode. The 64bit version of IE9 has known issues with many websites.

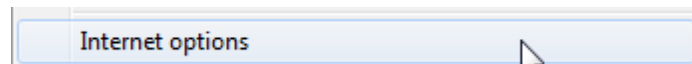
Internet Explorer Browser Configuration

In order to ensure optimal performance when using IE, please add the site URL to the list of trusted sites in your browser. The screenshots below demonstrate how this is performed in IE9. The process is similar in IE8 as well.

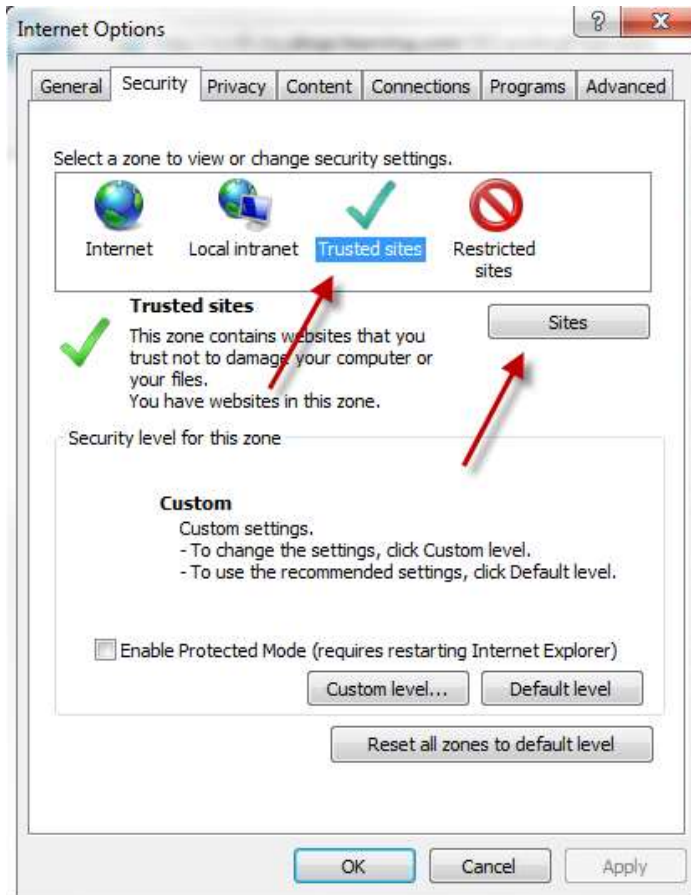
Step 1 – Open your browser and select Tools from the menu.



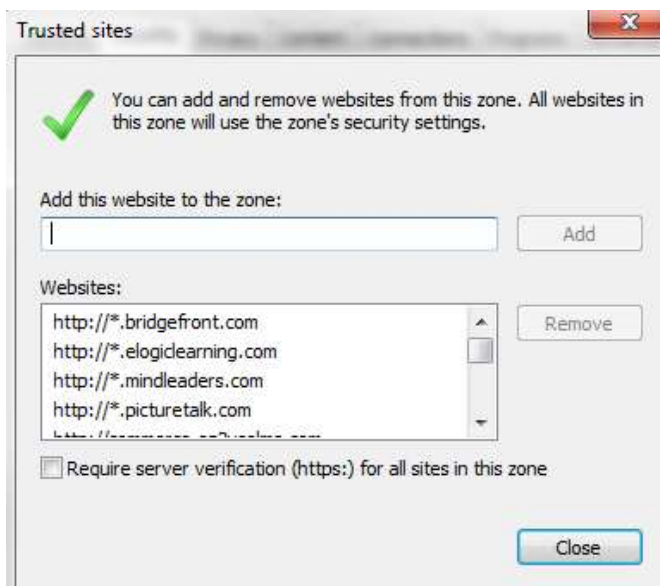
Step 2 – Select Internet Options from the Tools menu.



Step 3 – From the Internet Options pop-up, select the Security tab. On the security tab, select the Green Checkmark image which will display the trusted sites section. Click on the trusted sites button.

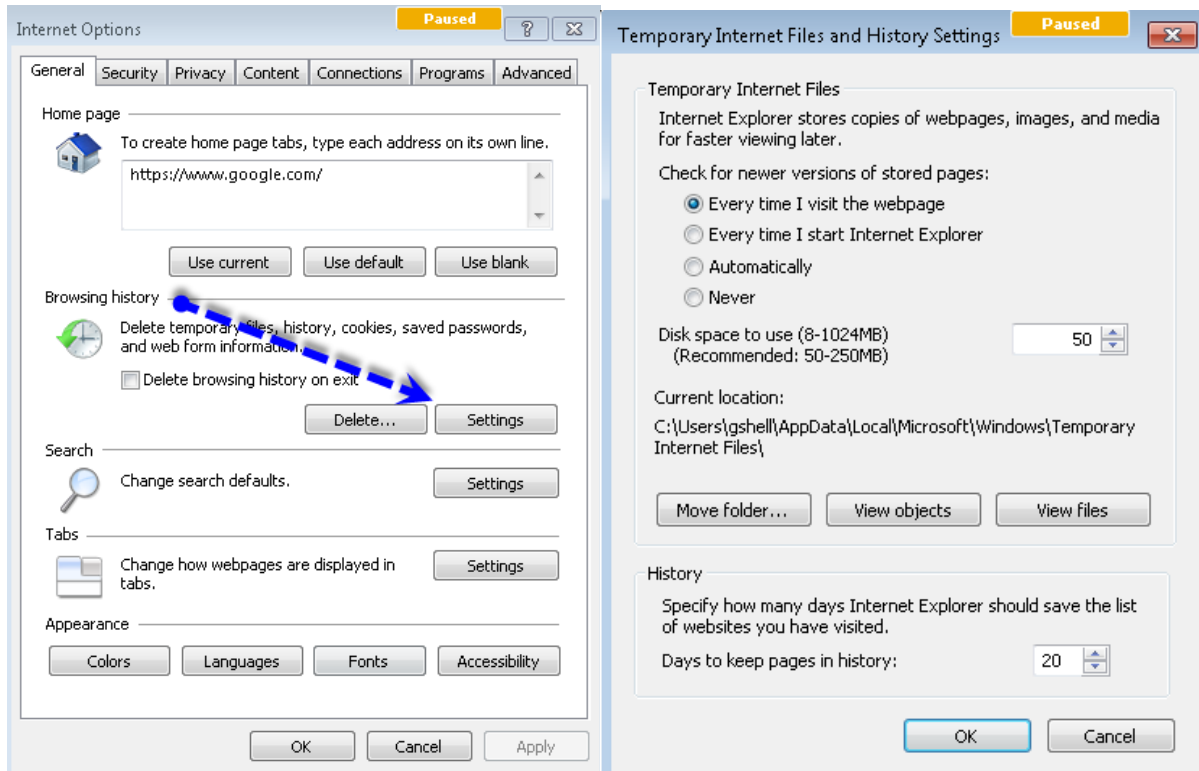


Step 4 – Type the URL for the LMS in the Add this website to the zone box. Make sure you include the http:// or https:// (if you are an ecommerce client). Select the Add button and then Close. Select OK to close the Internet Options window.



Browse History Setting

If you are performing administrative functions in the LMS, you will want to ensure your browser is set to check for new versions of the web page each time the page is visited. To enable this setting in Internet Explorer, select Internet Options from the Tools menu in your browser. Once the internet options page opens, select the Settings Button under the Browsing History section of the General Tab. This will open the Temporary Internet Files and History Settings page. Make sure the “Every time I visit the webpage” option is selected.



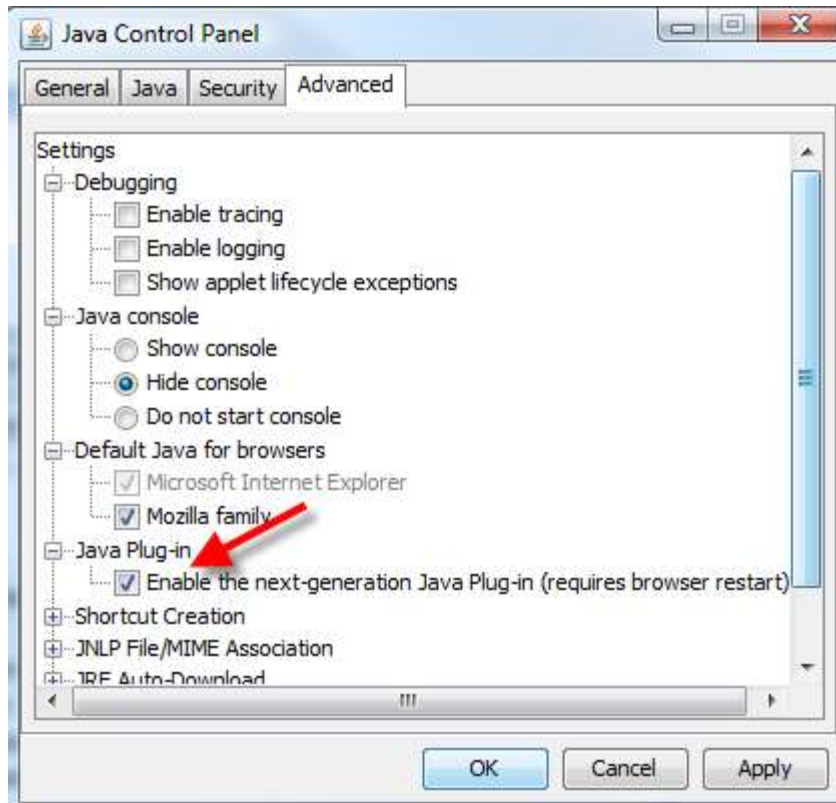
Browser Plug-Ins

Depending on your eLearning courses and the material you place in the portal areas, your end-users will likely need other common internet plug-ins. Most of these plug-ins are standard and already installed on computers.

- Flash
- Adobe Viewer (PDF)
- Microsoft’s Media Player
- Java

Next-Generation Java Plug-In

In IE8 and with some IE9 configurations, some users have encountered issues when the next-generation Java Plug-in is enabled. If you are using Windows Vista or Windows XP, the plug in can be disabled by opening your control panel, searching by the term Java, and opening the java control panel. In the control panel, select the Advanced tab and Uncheck the option under the Java Plug-in section.



If you are using Windows 7, there are two Java Control panels installed on your machine. The version that is launched from the control panel is the 64 bit version. Since we recommend using the 32 bit version of IE, you will need to open the 32 bit Java Control panel. We recommend creating a short cut on your desktop to open the 32 bit Java Control panel since Java updates can occasionally change the plug-in setting. To install a short-cut to the 32 bit Java Control Panel, perform the following steps:

Step 1 – Right click anywhere on your desktop. This will display a small pop-up menu. On this menu, select new and then select Shortcut.

Step 2 – The actions performed in Step 1 will open the Create Shortcut wizard. Select the browse button to navigate to the 32 bit Java Control Panel exe. The exact path to the exe may be different from computer to computer but it will be found in the (x86) directory structure under program files. The path below is a common path.

C:\Program Files (x86)\Java\jre6\bin\javacpl.exe