

CUSOURCE Knowledge Network Technical Requirements

CUSOURCE Knowledge Network LMS and eLearning courses require specific software and settings to operate properly.

Please review these requirements. Before completing any configuration or download please contact your IT department to ensure these requirements do not conflict with any existing configuration or installation on your network.



1. Hardware Requirements (Minimum)

Pentium III PC or equivalent
128MB RAM
Sound Card (applicable to course available with sound)

2. General Browser and Software Requirements

Our LMS was designed for use on a Windows operating system using Internet Explorer 7 (IE7) but can be used with IE8 and IE9 with minimal issues.

If you experience issues with IE8 and IE9, try using the [Compatibility View feature](#). When you turn on Compatibility View, the website you're viewing will be displayed as if you were using an earlier version of Internet Explorer.

If Internet Explorer recognizes a webpage that isn't compatible, you'll see the Compatibility View button on the Address bar. To turn Compatibility View on, click the Compatibility View button to make the icon change from an outline  to a solid color  OR go to **Tools > Compatibility View settings** and add the following sites:

sumtotalsystems.com
cusource.ca
Skillport.com
Skillwsa.com

If you are using a MAC, our LMS provider recommends using Netscape 7.2.

For more information please contact Client Solutions at clientsolutions@cusource.ca.

Additional Software Requirements:

Sun Java 2 v1.4.2 or higher
Adobe Acrobat Reader
Macromedia Flash Player
Disable Pop-up Blockers
Disable Microsoft Virtual Machine
Enable Browser Cookies

Note: Microsoft Virtual Machine & Pop-up blockers may or may not exist on the computer.

3. Harvard ManageMentor Software Requirements

Browser: Internet Explorer (IE) 6.x, IE 7, or Firefox 2.0 +
JavaScript and Cookies enabled

Operating System: Windows 2000 or XP

Software:

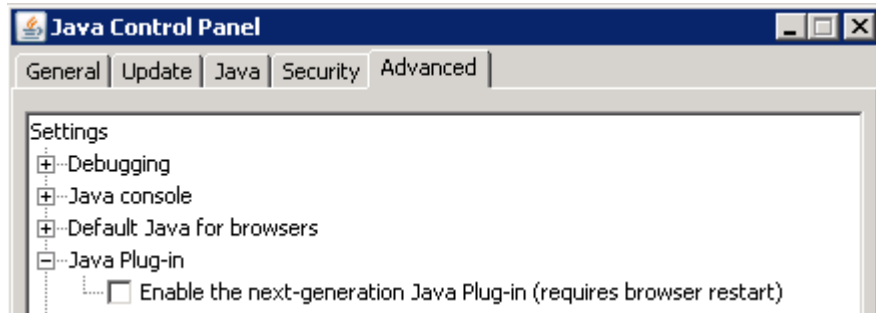
Microsoft Office 2000 +
Acrobat Reader 4.x +
Flash 7.x +

More...

4. SkillSoft Software Requirements

Java Settings: In order for your SkillSoft module's progress details to update on the LMS you will need to make sure that the “**Enable the next-generation Java Plug-in (requires browser restart)**” setting is **unchecked (disabled)** in your Java Control Panel if you are running Java SE 6 Update 10 or higher.

- To find out what version of Java you are running go to Start > Control Panel > Java > General > About.
- If you have Java SE 6 Update 10 or higher, go to the Advanced > Java Plug-in within your Java Control Panel.



- Please remember to restart your browser after changing this setting.
- You will need to **check this setting every time you update** your Java to ensure that it is disabled.

Browser Check: Before taking a SkillSoft course please perform a SkillSoft Browser Capabilities Check to ensure that your computer is properly configured.

To access this tool please go to <http://browser.skillport.com/bh/default.asp>