

CUSOURCE Knowledge Network e-Learning Technical Requirements

CUSOURCE Knowledge Network e-Learning courses require specific Internet Browser settings and software downloads to operate properly.

Our IT Staff recommend you or a representative from your IT department review the technical requirements for e-Learning courses and use the tools provided to ensure your computer is setup properly for you to participate in a CUSOURCE Knowledge Network e-Learning course.

Before completing any download please contact your IT department to ensure that the software does not conflict with any existing configuration or installation on your network

The list below outlines the recommended specifications for each computer running CUSOURCE Knowledge Network e-Learning courses.

1. **Hardware Requirements (Minimum)**

Pentium III PC or equivalent

128MB RAM

Sound Card (applicable to course available with sound)

Note: Mac Computers are not supported by the CUSOURCE Knowledge Network Technical Support department.

2. **General Software Requirements**

Microsoft Internet Explorer 5.5 to 7.0 ****Please note that LMS pages do not render correctly in IE 9 Beta****

Sun Java 2 v1.4.2 or higher

Adobe Acrobat Reader

Macromedia Flash Player

Additional Software Configuration

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 +

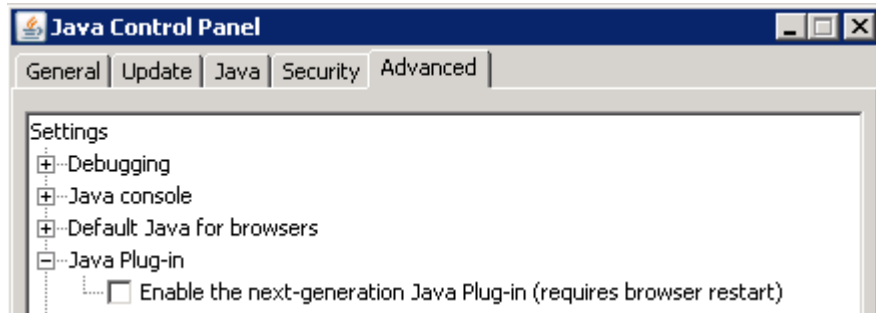
Flash 7.x +

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>

Note: Although other browsers including Netscape, Mozilla and Firefox, may run CUSOURCE Knowledge Network e-Learning courses, the CUSOURCE Knowledge Network Technical Support department can only support Microsoft Internet Explorer users. ****Please note that LMS pages do not render correctly in IE 9 Beta****