

Minimum System Requirements for SiTELMS

6/12/2014

| Computer Requirements | |
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| Hardware/Software | Requirement |
| Bandwidth | 240 Kb/s (30 KB/s) per concurrent user |
| Connection | Broadband/T1/Cable/DSL |
| Operating System | Windows XP, Windows Vista, Windows 7 |
| Processor Speed | 500+ MHz Pentium |
| RAM | 256+ MB RAM |
| Web Browser | Supported: Internet Explorer 8 (set at 32 bit) , Firefox 7.0 and higher Compatible: Internet Explorer 7, Firefox 3.6 and higher |
| Plug-Ins | Adobe Acrobat, Adobe Flash Player 10.3, Unity Player (see page 2) |
| Monitor | 17" |
| Pixel Resolution | 1024 x 768 |
| Speakers/Headphones | Recommended |
| Mouse/Keyboard | Required |
| Sound Card | Recommended |
| Proxy and Firewall Administration | |
| The following URLs and IP addresses must be allowed through your organization's firewall. | |
| Purpose | URLs, IP, Port, Email Addresses |
| SITELMS | *.sitelms.org *.sitel.org |
| Content | client.hccsun54.com |
| Video Content | 64.147.96.155 http://pecl.php.net https://payments.verisign.com http://fpdownload.macromedia.com https://oauth.live.com http://vimeo.com |
| LivePerson | http://server.iad.liveperson.net https://server.iad.liveperson.net http://get.adobe.com |
| Google API JavaScript API | https://ajax.googleapis.com https://maps.google.com http://www.w3.org *.google.com *.googleapis.com |

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| | *.aicc.org http://www.imsproject.org http://www.adlnet.org http://www.imsglobal.org |
| Public | http://sstatic.net http://www.learningjquery.com http://yahoo.com http://api.jquery.com http://static.jstree.com |

| Plug-Ins | | |
|------------------------|--|---|
| Purpose | Plug-In | |
| SITELMS | Adobe Reader (download at www.adobe.com/products/acrobat/readstep2.html) Adobe Flash Player 7 (download at www.get.adobe.com/flashplayer) | |
| Simulation Content | Unity Web Player (download at www.unity3d.com/webplayer) | |
| Additional Settings | | |
| Settings | Internet Explorer | Firefox |
| Security Tab | Click the Tools drop-down menu, then Internet Options. The Security tab should be set to Medium-high. | Click the orange Firefox drop-down menu, hover over Options, then click Options. Check the Content and Security settings. |
| Privacy Tab | Click the Tools drop-down menu, then Internet Options. The Privacy slide bar should be set to Medium. | Click the orange Firefox drop-down menu, hover over Options, then click Options. Check the Privacy settings. |
| Pop-Up Blockers | Pop-up blocking software must be disabled so that it does not block certain pages and affect the features of SiTELMS. If pop-up blockers are required, specific exceptions must be made for the URLs and IP addresses listed on the first page of this document. | |
| Cookies | Cookies must be allowed for content and course management. | |
| Proxy Servers | If your organization has a firewall or proxy server, users of SiTELMS must be able to access the URLs and IP addresses listed on the first page of this document. | |
| Additional Information | | |

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| General Information | | |
| <p>Any caching of SiTELMS pages at the network level must be disabled, including caching at the proxy or other network appliance.</p> | | |
| <p>Increasing the size of your browser's cache up to about 50MB can result in performance gains.</p> | | |
| <p>Access to all of SiTELMS's URLs and IP addresses should be granted in any web-filtering product and in the organization's firewall where appropriate.</p> | | |
| <p>If the Firewall supports a URL truncation feature (typical in the Cisco Pix Firewall), this feature must be disabled. URL filtering via WebSense integrated with Cisco must provide for explicit exception for the IP addresses listed on the first page.</p> | | |
| <p>Bandwidth utilization approaching 80% can cause latency issues, resulting in poor user experience such as slow response time and courses not completing properly.</p> | | |
| <p>Some SiTELMS customers successfully use our products in thin client environments. However, SiTELMS does not test its products in those environments nor does it provide technical support of thin client environments. SiTELMS recommends customers test the use of any products in a thin client environment to ensure compatibility.</p> | | |
| Contact Information | | |
| <p>For questions or problems utilizing SiTELMS, please contact us at 202-364-8192, within the DC Metro area, or 1-877-SiTELMS (1-877-748-3567), outside of the DC Metro area.</p> | | |