

SUPPORTED OPERATING SYSTEMS, INTERNET BROWSERS, AND INTERNET BROWSER SETTINGS

It is **strongly recommended** that you download and install a supported version of Microsoft® Internet Explorer or Netscape Navigator.

The supported operating system platforms and browser versions are:

- **Windows 95/98/NT/2000/XP** (Microsoft® Internet Explorer 5.5 – 6.x)
- **Macintosh OS 9** (rev. 9.2.1) (Microsoft® Internet Explorer 5.1.6 or Netscape 4.7 – 4.8)
- **Macintosh OS X** (rev. 10.2.2) (Microsoft® Internet Explorer 5.2.2)
- **AOL and certain other Internet service provider browsers** (Juno, MSN, NetZero, etc.) – the Web browser provided with AOL's software and certain other Internet service providers (Juno, MSN, NetZero, etc.) is, in fact, either Internet Explorer or Netscape, depending on the provider. These Internet service providers, however, have changed some of the functionality of the browser. We recommend that you connect to the Internet using your Internet service provider account, minimize the account's window, and then launch one of the above supported web browsers (depending on your computer platform). If you do not have a supported web browser installed on your computer, you will need to download the appropriate web browser from the web browser manufacturer. Links to download web browsers can be found below:
 - Microsoft® Internet Explorer – <http://www.microsoft.com/windows/ie/default.htm>
 - Netscape Communicator -- http://wp.netscape.com/download/archive/client_archive4x.html

NOTE: The online course software **does not** support Netscape 6.x or any browsers not listed above (such as Safari and Opera) or any beta or public preview versions of any browser or operating system.

We are in the process of beta testing Netscape 7.x and have found very few problems when using Netscape 7.x in conjunction with the online course software. However, we are not officially supporting Netscape 7.x until all problems encountered have been resolved. If you wish to use Netscape 7.x, please be advised that you may encounter problems for which we are unable to provide a solution.

Checking Browser Settings – Cookies, Cache, Java and JavaScript

Some web sites store information in a small text file, called a “cookie,” on your hard disk. Cookies contain information about you and your preferences for that site. We do not collect or sell any information obtained from a cookie. Cookies must be enabled for your course(s) to work properly. (See the *Configuring Your Browser to Accept Cookies* section below.) From time to time, it may be necessary to clear the cookies stored on your computer. (See the *Clearing Your Browser's Cookies* section below.)

Your web browser stores recently visited web pages in a cache directory on your hard disk so that you can return quickly to the page without requesting it from the original server. When you hit the "Reload" button, your browser compares the cached page with the current page out on the network, and updates your local version if necessary. Often this cache directory becomes full and needs to be emptied. (See the *Clearing Your Browser's Cache* section below.)

Java/JavaScript is a language used to enable web authors to design interactive sites. We use Java/JavaScript to spice up our software and deliver dynamic content for your courses. Java and

JavaScript must be enabled for your course(s) to work properly. (See the *Enabling Java and JavaScript for Your Browser* section below.)

Configuring Your Browser to Accept Cookies:

Internet Explorer 6.x (PC only)

- Launch Internet Explorer.
- Click *Tools* located on the menu bar and select **Internet Options**.
- Click the **Privacy** tab.
- Select **Advanced**.
- Check the **Override Automatic Cookie Handling** box.
- Check the **Always Allow Session Cookies** box.
- Under the **First-party Cookies** section, select **Accept**. Note: If you want a warning before accepting a cookie, select **Prompt**.
- Under the **Third-party Cookies** section, select **Accept**. Note: If you want a warning before accepting a cookie, select **Prompt**.
- Click **OK**.

Internet Explorer 5.5 (PC only)

- Launch Internet Explorer.
- Click *Tools* located on the menu bar and choose **Internet Options**.
- Click on the **Security** tab.
- Click on the **Custom Level** button.
- Scroll down to the section titled **Cookies**.
- Under the **Allow cookies that are stored on your computer** section, select **Enable**. Note: If you want a warning before accepting a cookie, select **Prompt**.
- Under the **Allow per-session cookies (not stored)** section, select **Enable**. Note: If you want a warning before accepting a cookie, select **Prompt**.
- Click the **OK** button.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.2.2 (Macintosh only)

- Launch Internet Explorer.
- Click *Explorer* located on the menu bar and choose **Preferences**.
- Expand the **Receiving Files** category.
- Click **Cookies**
- Select *Never ask* under the **When Receiving Cookies** section. Note: If you want a warning before accepting a cookie, select **Ask for each cookie**.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)

- Launch Internet Explorer.
- Click *Edit* located on the menu bar and choose **Preferences**.
- Expand the **Receiving Files** category.
- Click **Cookies**
- Select *Never ask* under the **When Receiving Cookies** section. Note: If you want a warning before accepting a cookie, select **Ask for each cookie**.
- Click the **OK** button.

- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Netscape 4.7x – 4.8x

- Launch Netscape.
- Go to the **Edit** menu and choose **Preferences**.
- Go to the **Category** section of the **Preferences** dialog box and click on the word **Advanced**.
- In the section titled **Cookies**, choose **Accept all cookies**. Note: If you want a warning before accepting a cookie, check the box titled **Warn me before accepting a cookie**.
- Click the **OK** button.
- Close Netscape.
- Launch Netscape and login to the online course software.

America Online (AOL) and certain other Internet service providers (Juno, MSN, NetZero, etc.)

The Web browser provided with AOL's software and certain other Internet service providers (Juno, MSN, NetZero, etc.) is in fact either Internet Explorer or Netscape, depending on the provider. These Internet service providers, however, have changed some of the functionality of the browser. We recommend that you connect to the Internet using your Internet service provider account, minimize the account's window, and then launch one of the above supported web browsers (depending on your computer platform). If you do not have a supported web browser installed on your computer, you will need to download the appropriate web browser from the web browser manufacturer. Links to download web browsers can be found below:

- Microsoft® Internet Explorer – <http://www.microsoft.com/windows/ie/default.htm>
- Netscape Communicator -- http://wp.netscape.com/download/archive/client_archive4x.html

Clearing Your Browser's Cookies:**Internet Explorer 5.5 – 6.x (PC only)**

- Launch Internet Explorer.
- Click *Tools* located on the menu bar and select **Internet Options**.
- Be sure the *General* tab at the top is selected.
- In the middle section, under *Temporary Internet Files*, click the button that says **Delete Cookies**.
- Click **OK**. Note: This may take a few minutes depending on the size of your cookies folder, and the speed of your computer.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.2.2 (Macintosh only)

- Launch Internet Explorer.
- Click *Explorer* located on the menu bar and select **Preferences**.
- Expand the **Receiving Files** category.
- Click **Cookies**
- Select the cookies you wish to delete, and then click the **Delete** button.
- Click the **OK** button. Note: This may take a few minutes depending on the size of your cookies folder and the speed of your computer.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)

- Launch Internet Explorer.
- Click *Edit* located on the menu bar and select **Preferences**.

- Expand the **Receiving Files** category.
- Click **Cookies**
- Select the cookies you wish to delete, and then click the **Delete** button. Note: This may take a few minutes depending on the size of your cookies folder and the speed of your computer.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Netscape 4.7x – 4.8x

- Go to the **Edit** menu and choose **Preferences**.
- Go to the **Category** section of the **Preferences** dialog box and double-click on the word **Advanced**.
- Click the **Clear Memory Cache** button. Note: This may take a few minutes depending on the size of your cookies folder and the speed of your computer.
- Click the **OK** button.
- Close Netscape.
- Launch Netscape and login to the online course software.

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- Netscape Communicator -- http://wp.netscape.com/download/archive/client_archive4x.html

Clearing Your Browser's Cache:

Internet Explorer 5.5 – 6.x (PC Only)

- Launch Internet Explorer.
- Click **Tools** on the menu bar, and select **Internet Options**.
- Be sure the *General* tab at the top is selected.
- In the middle section, under *Temporary Internet Files*, click the button that says **Delete Files**.
- On the dialog box, make sure the **Delete All Offline Content** box is checked.
- Click **OK**. Note: This may take a few minutes depending on the size of your cache, and the speed of your computer.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.2.2 (Macintosh only)

- Launch Internet Explorer.
- Click *Explorer* located on the menu bar and select **Preferences**.
- Expand the **Web Browser** category.
- Click **Advanced**.
- In the *Update pages* field of the *Cache* section, choose **Always**.
- Under the *Cache* section, click the **Empty Now** button. Note: This may take a few minutes depending on the size of your cache and the speed of your computer.

- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)

- Launch Internet Explorer.
- Click *Edit* located on the menu bar and select **Preferences**.
- Expand the **Web Browser** category.
- Click **Advanced**.
- In the *Update pages* field of the *Cache* section, choose **Always**.
- Under the *Cache* section, click the **Empty Now** button. Note: This may take a few minutes depending on the size of your cache and the speed of your computer.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Netscape 4.7x – 4.8x

- Launch Netscape.
- Click **Edit** on the menu bar, and select **Preferences**.
- In the left side of the dialog box, expand the **Advanced** item, and then click on **Cache**.
- Click **Clear Disk Cache**. Note: This may take a few minutes depending on the size of your cache and the speed of your computer.
- Click the **OK** button.
- In the *Document in cache is compared to document on network* section, select **Every time**.
- Click **OK**.
- Close Netscape.
- Launch Netscape and login to the online course software.

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- Netscape Communicator -- http://wp.netscape.com/download/archive/client_archive4x.html

Enabling Java and JavaScript for Your Browser:

NOTE: If you log in using a **System Manager** or **Registrar** account, you **MUST** have Sun Microsystems' JRE 1.3.1 installed in order to run reports and view the hierarchy. JRE 1.4.1 is **not** compatible with these features of the online course software. To download JRE 1.3.1 go to http://java.sun.com/products/archive/j2se/1.3.1_06/index.html and click on the appropriate link.

Once installed, follow the instructions below to enable Java and JavaScript for your browser. System Managers and Registrars will not be able to view reports or use the hierarchy feature unless Internet Explorer 5.5 – 6.x is used on a Windows 95/98/NT/2000/XP platform. The Netscape browser and Macintosh operating system are not supported for reports and the hierarchy feature.

Internet Explorer 6.x (PC only; Windows XP only)

**Initially, please make sure that you have the Microsoft Java Virtual Machine installed for your browser. This component can be downloaded from Microsoft's website at:

<http://www.microsoft.com/java/download.htm>. For some course features, the Java Runtime environment may also need to be downloaded. Please continue reading this section for instructions on downloading and installing this component. If, after this installation, particular features of your course do not appear to be functioning, please check the following settings:

- In Internet Explorer, choose Tools, then Internet Option
- Click the Advanced Tab
- Under the Java(sun) section, *uncheck* the option for Use Java 2 for <applet>

Note: Windows XP does NOT provide the Java Runtime Environment (JRE) needed for certain features of the online course software. Before checking your settings for JAVA, please download and install the JRE from Sun Microsystems:

- Browse to: <http://java.sun.com/getjava/download.html>
- Click the *Begin Download* button
- Follow the onscreen instruction to install the software
- Once the JRE has been installed (or if the application has been previously installed), please consult the following instructions for Internet Explorer 6.x to enable the proper Java settings:
 - Launch Internet Explorer.
 - Go to **Tools** located on the menu bar and select **Internet Options**.
 - Click the **Advanced** tab and scroll down to the **Microsoft VM** section.
 - The following options should be checked:
 - Java console enabled
 - Java JIT compiler for virtual machine enabled
 - **For Registrars and System Managers only:** If there is a **Java (Sun)** section on the **Advanced** tab, be sure all options under this section are unchecked.
 - Click the **OK** button.
 - Close Internet Explorer.
 - Launch Internet Explorer and login to the online course software.

Internet Explorer 5.5 – 6.x (PC only)

- Launch Internet Explorer.
- Go to **Tools** located on the menu bar and select **Internet Options**.
- Click the **Advanced** tab and scroll down to the **Microsoft VM** section.
- The following options should be checked:
 - Java console enabled
 - Java JIT compiler for virtual machine enabled
- **For Registrars and System Managers only:** If there is a **Java (Sun)** section on the **Advanced** tab, be sure all options under this section are unchecked.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.2.2 (Macintosh only)

- Launch Internet Explorer.
- Click *Explorer* located on the menu bar and select **Preferences**.
- Expand the **Web Browser** category.
- Click **Java**.
- Under the *Java options* section, be sure the **Enable Java** box is checked.
- Click the **OK** button.

- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Internet Explorer 5.1.6 (Macintosh only)

- Launch Internet Explorer.
- Click *Edit* located on the menu bar and select **Preferences**.
- Expand the **Web Browser** category.
- Click **Java**.
- Under the *Java options* section, be sure the **Enable Java** box is checked.
- Click the **OK** button.
- Close Internet Explorer.
- Launch Internet Explorer and login to the online course software.

Netscape 4.7x through 4.8x

- Launch Netscape.
- Go to the **Edit** menu and select **Preferences**.
- Go to the **Category** section of the **Preferences** dialog window and click the word **Advanced**.
- The following options should be checked:
 - Enable Java
 - Enable JavaScript
- Click the **OK** button.
- Close Netscape.
- Launch Netscape and login to the online course software.

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- Netscape Communicator -- http://wp.netscape.com/download/archive/client_archive4x.html

As A Last Resort...

Sometimes, clearing your browser's cache and making changes to your browser's Java/JavaScript, cache and cookie settings does not solve your problem. As a last resort, reinstall your web browser and try to log in to the online course software. If this does not solve your problem, please contact the Help Desk at 1-800-569-6505 or help@clega.com.