



## **PLATO® Web Learning Network System and Configuration Requirements**

Aug 1st, 2009

- Windows® Vista SP2
- Windows® XP Professional SP3
- Windows® XP Home Edition SP3
- Windows® 2000 Professional with SP4
- Mac® OS 10.5 and 10.4.11

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## About this document

*Disclaimer: The system requirements provided by PLATO Learning are intended to be a guideline based on current hardware and software technologies. Your actual performance may vary due to specific site software configuration parameters and other software you may be running. Due to advances and changes in these technologies, system requirements are subject to change without notice.*

This document provides guidance to PLATO customers about the environmental specifications for PLATO® Web Learning Network (PWLN).

In general, most user experience on the Internet is with standard HTML web pages, which use simple text and graphics that do not consume much bandwidth. PLATO Learning, Inc. has gone beyond HTML to provide much higher production values; therefore, the system requirements for PLATO Web Learning Network and PLATO® courseware are higher than if you were simply browsing HTML web pages.

In addition, many other factors can affect your Web Learning Network performance, including the following:

- Proxy servers and caching
- Firewalls
- Switches
- Available bandwidth of your local network
- Quality of the bandwidth provided by your Internet Service Provider

All of these factors interact with each other and can impact performance. Any combination of these variables may affect your PWLN performance.

If you need help to make sure your system is ready to run PLATO® software, PLATO Learning offers onsite, fee-based consulting services for your needs. When you use PLATO Learning's consulting services, our trained technical staff will work with your technical department to troubleshoot and remedy problems if they are encountered after the initial installation.

To find out more about PLATO Learning's fee-based consulting services, call 1-800-44-PLATO or e-mail [info@plato.com](mailto:info@plato.com).

## Document Change Log

The following table lists the most recent changes to PLATO® Web Learning Network System and Configuration requirements:

Date	Updates
8/26/09	<ul style="list-style-type: none"> <li>• Removed support for Internet Explorer 8.0</li> </ul>
7/10/09	<ul style="list-style-type: none"> <li>• Added support for Internet Explorer 8.0</li> <li>• Updated Vista service pack requirements to SP2.</li> <li>• Updated Vista memory requirements.</li> <li>• Updated XP Pro and Home service pack requirements to SP3.</li> <li>• Updated Internet Connection Speed section.</li> <li>• Updated Safari requirements to 3.2.x</li> <li>• Update Mac OS 10.5 memory requirements.</li> </ul>
10/27/08	<ul style="list-style-type: none"> <li>• Updated Mac OS X requirements to 10.4.11 from 10.4.10</li> <li>• Updated Safari requirements to 3.x.x</li> </ul>
06/04/08	<ul style="list-style-type: none"> <li>• Removed support for Mac OS 10.3</li> </ul>
03/06/08	<ul style="list-style-type: none"> <li>• Updated Processor Speed minimum from 500MHz to 1 GHz.</li> <li>• Updated Processor Speed for Macs to PowerPC or Intel.</li> <li>• Updated Content Cache statement.</li> <li>• Updated Internet Connection Speed section.</li> <li>• Removed support for Mac OS 10.2</li> <li>• Removed support for Netscape®.</li> <li>• Updated minimum Memory requirement from 256 MB to 512 MB.</li> <li>• Removed support for virtual computing platforms.</li> </ul>
11/29/07	<ul style="list-style-type: none"> <li>• Added support for Mac® OSX 10.5 with Safari 3.0.3</li> <li>• Updated Mac® requirements to version 10.4.10 with Safari 2.0.4</li> <li>• Discontinued support for PLATO® Learning, Inc. products running on platforms with Mac® operating system 10.1</li> <li>• Updated Internet Connection Speed to a minimum of 128kbps per workstation.</li> </ul>
04/30/07	<ul style="list-style-type: none"> <li>• Added support for Windows® Vista operating systems, effective March 15, 2007.</li> </ul>
03/30/07	<ul style="list-style-type: none"> <li>• Updated the minimum required version of Adobe® Reader® from version 6.0.1 to version 7.0</li> </ul>
02/08/07	<ul style="list-style-type: none"> <li>• Added support for Internet® Explorer 7 for Windows® XP and Windows® 2000 Operating Systems.</li> </ul>
01/18/07	<ul style="list-style-type: none"> <li>• Discontinued support for PLATO® Learning, Inc. products running on platforms with Windows® Millennium (ME) and Windows® 98 Second Edition. End of support date: December 31, 2006.</li> <li>• Discontinued support for iPCD3 and MPAS courseware running on Intel Macintosh® Operating Systems.</li> </ul>
10/11/06	<ul style="list-style-type: none"> <li>• Added support for Intel® processor with Mac® OS 10.4.6 while running Safari™ with Rosetta® mode enabled.</li> </ul>
06/27/06	<ul style="list-style-type: none"> <li>• Updated Mac requirements to versions 10.1, 10.2, 10.3.9 with Safari 1.3.2, and 10.4.6 with Safari 2.0.3</li> </ul>

## Document Change Log, *continued*

Date	Updates
03/21/06	<ul style="list-style-type: none"> <li>• Mac OS 9.x is no longer a supported operating system.</li> <li>• Removed open UK ports requirement.</li> </ul>
09/09/05	<ul style="list-style-type: none"> <li>• Added Mac OS 10.4.2 with Safari® 2.0.1</li> </ul>
05/25/05	<ul style="list-style-type: none"> <li>• Netscape® 8 is not supported at this time.</li> <li>• Mac OS 10.3.9 and Safari 1.3 are not supported at this time.</li> <li>• Mac OS 10.4 and Safari 2.0 are not supported at this time.</li> </ul>
04/26/05	<ul style="list-style-type: none"> <li>• Removed open port 443 requirement.</li> <li>• Added support for Windows® XP SP2.</li> <li>• Mac OS 10.3.9 and Safari 1.3 are not supported at this time.</li> <li>• Added ability to configure pop-up blockers instead of disabling them to enable PLATO® courseware.</li> </ul>
04/08/05	<ul style="list-style-type: none"> <li>• Updated minimum bandwidth requirements from 30 kbps to 40 kbps.</li> </ul>
04/01/05	<ul style="list-style-type: none"> <li>• Updated Mac processor, OS, and browser requirements.</li> </ul>
03/16/05	<ul style="list-style-type: none"> <li>• Removed requirements for Mac users.</li> <li>• Updated Support site and Request form URLs.</li> </ul>
03/17/04	<ul style="list-style-type: none"> <li>• Added requirement to disable pop-up blockers.</li> <li>• Added Adobe® Reader® 6.0.1 requirement.</li> <li>• Updated Pre-Installation Checklist.</li> </ul>
09/01/04	<ul style="list-style-type: none"> <li>• Added Netscape® 7.0 as a supported browser for Mac® OS 9.2.</li> <li>• Increased memory requirement for Mac OS 9.2 from 128 MB to 256 MB; may be all physical memory or a combination of physical and virtual memory.</li> <li>• Changed memory allocation to browser from 40 MB to 60 MB.</li> <li>• Added statement that Service Pack 2 for Windows® XP is not supported; it is currently being tested.</li> <li>• Under browser support for Mac OS X IE, added note about potential “Session ID error”; workaround is to refresh the screen.</li> </ul>

# PLATO Web Learning Network System & Configuration Requirements

## Workstation System Requirements

Following are hardware and software requirements for workstations to run PLATO® Web Learning Network. The system should function without error at an acceptable performance level when requirements are met.

Virtual computing platforms--including but not limited to Thin Client, NComputing, Citrix, and others--are not supported by PLATO Learning. Use of any virtual computing platform while using PLATO Learning products may produce unpredictable results. PLATO® Support is unable to answer questions or provide guidance for PLATO Learning products running on these platforms.

<b>Windows® Vista with SP2</b>	
<b>Processor Speed</b>	<ul style="list-style-type: none"> <li>• 1 GHz processor or faster.</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>• 512 MB or more for Vista Home Basic.</li> <li>• 1GB or more for Home Premium / Business / Ultimate.</li> </ul>
<b>Sound card</b>	<ul style="list-style-type: none"> <li>• Sound card and headset (required only if running PLATO Learning audio courseware).</li> </ul>
<b>Web browser</b>	<ul style="list-style-type: none"> <li>• Internet® Explorer 7.0</li> </ul>
<b>Connection</b>	<ul style="list-style-type: none"> <li>• (See Connection Speed to PWLN Servers page 4).</li> </ul>
<b>Windows® XP Home or Professional with SP3 Windows® 2000 Professional with SP4</b>	
<b>Processor speed</b>	<ul style="list-style-type: none"> <li>• 1 GHz processor or faster.</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>• 512 MB or more.</li> </ul>
<b>Sound card</b>	<ul style="list-style-type: none"> <li>• Microsoft compatible sound card and headset or speakers (required only if running PLATO audio courseware).</li> </ul>
<b>Web browser</b>	<ul style="list-style-type: none"> <li>• Internet® Explorer 6.0 with Service Pack 1.</li> <li>• Internet® Explorer 7.0</li> </ul>
<b>Connection</b>	<ul style="list-style-type: none"> <li>• (See Connection Speed to PWLN Servers page 4).</li> </ul>

**Note: Windows 64-bit Operating Systems are not supported at this time.**

### Macintosh OS 10.5.X users

<b>Processor</b>	<ul style="list-style-type: none"><li>• PowerPC or Intel</li><li>• <b>Note: The Intel® processor is currently only supported on OS 10.5 while running Safari with Rosetta® enabled. For instructions on how to enable Rosetta mode, please visit <a href="http://support.plato.com/kb/tip.asp?psid=8522">http://support.plato.com/kb/tip.asp?psid=8522</a>. PLATO Learning will continue to support our products running in Rosetta on the Intel-based Mac as long as Apple® is actively supporting Rosetta.</b></li></ul>
<b>Memory</b>	<ul style="list-style-type: none"><li>• 1GB or more</li></ul>
<b>Internet Connection</b>	<ul style="list-style-type: none"><li>• (See Internet Connection Speed on pages 7-8)</li></ul>
<b>Browsers</b>	<ul style="list-style-type: none"><li>• Safari 3.2.X</li></ul>

### Macintosh OS 10.4.11 users

<b>Processor</b>	<ul style="list-style-type: none"><li>• PowerPC or Intel</li><li>• <b>Note: The Intel® processor is currently only supported on OS 10.4.11 while running Safari with Rosetta® enabled. For instructions on how to enable Rosetta mode, please visit <a href="http://support.plato.com/kb/tip.asp?psid=8522">http://support.plato.com/kb/tip.asp?psid=8522</a>. PLATO Learning will continue to support our products running in Rosetta on the Intel-based Mac as long as Apple® is actively supporting Rosetta.</b></li></ul>
<b>Memory</b>	<ul style="list-style-type: none"><li>• 512 MB or more</li></ul>
<b>Internet Connection</b>	<ul style="list-style-type: none"><li>• (See Internet Connection Speed on pages 7-8)</li></ul>
<b>Browsers</b>	<ul style="list-style-type: none"><li>• Safari 3.2.X</li></ul>

**Note: iPCD3 and MPAS courseware is not supported on Intel Mac as detailed in the requirements update dated October 10, 2006 and located at [http://support.plato.com/alert\\_MacIntel.asp](http://support.plato.com/alert_MacIntel.asp).**

All workstations also require the following:

- Hard disk space sufficient to run your workstation's operating system and browser properly.
- Mouse
- Keyboard
- Monitor

## CONFIGURATION REQUIREMENTS

Before you can access PLATO® Web Learning Network and run PLATO® courseware, the following configuration requirements must be met. Please make sure you or your network administrator have met these requirements before you or your students use PWLN.

### Open Ports

If you access PWLN from behind a firewall or other network security device that limits port access to the Internet, you must open the following ports for network data traffic. You will not be able to access PWLN or run courseware through PWLN unless these ports are open.

In addition, you should make sure that none of your security devices are set to automatically disconnect a user session prematurely. PLATO® Learning suggests that you do not set any disconnect settings for less than 30 minutes.

<b>Port 80</b>	Standard HTTP port for web page access
<b>Port 1209</b>	Ports 1209 must be open to TCP outbound only.

## Internet Connection Speed

PLATO Learning requires a connection to the Internet. Performance of PLATO products on this connection is dependent on:

- the courseware you are running,
- the number of computers *simultaneously* accessing the courseware (this is not the same as the total number of workstations), and
- the available unused bandwidth of the connection.

In general, PLATO recommends the following bandwidth:

- PLATO® Straight Curve® Courseware – 128Kbps per *simultaneous* workstation
- PLATO® Life Science, Physical Science, and Earth and Space Science Courseware – 128Kbps per *simultaneous* workstation
- All other PLATO® Courseware requires 40Kbps per *simultaneous* workstation

Your actual performance may vary due to specific site software configuration parameters and other software you may be running.

To optimize your internet connection, PLATO highly recommends the use of a Content Cache Server. A Content Cache will reduce the amount of bandwidth required and will improve the performance of the PLATO products.

CONFIGURATION  
REQUIREMENTS,  
*continued*

We recommend using a DSL or cable Internet connection instead of a dialup modem to run PLATO courseware. DSL and cable Internet connections are capable of much higher data transmission speeds than a modem and telephone line.

### Filtering Software

We recommend that you do not use web filters to scan the content of PWLN files. Filtering PWLN files may dramatically reduce performance. If your network uses a content filtering system, we recommend that it be configured to trust all content from our domain. We take great precautions at our data center to insure that all content delivered is free from viruses and inappropriate material. Any filtering at your location is redundant and will significantly reduce the overall performance of PWLN.

### Browser Cache Size

The default cache size of the web browsers on your workstations may be adequate; however, the cache size they are set to can make a difference to the performance of your system. In general, you may find that increasing the cache size on your workstations improves system performance.

CONFIGURATION  
REQUIREMENTS,  
*continued*

## Content Cache Server

The PLATO Content Cache Server represents the latest generation of caching content acceleration designed especially for schools. The PLATO Content Cache Server is the ideal choice for networks with dedicated Internet or WAN uplinks as low as 10 Mb/s with moderate Internet, Intranet and web application use.

The PLATO Content Cache Server:

- Maximizes delivery speed of PLATO Learning content to learners while reducing 65-80% of bandwidth consumption.
- Supports more PLATO Learning users without adding bandwidth.
- Minimize ongoing infrastructure and bandwidth costs.

A member of the PLATO Learning Engineering staff will work with your technical team to identify the appropriate deployment option and configure the server(s) to integrate with your existing network configuration in order to maximize content delivery speed to your learners' desktop. Ongoing appliance monitoring and management is easily accomplished via the web administrator GUI or an SSH client.

CONFIGURATION  
REQUIREMENTS,  
*continued*

Enable JavaScript™ and ActiveX®  
Controls

**Internet® Explorer** web browsers must have ActiveX® controls and JavaScript™ enabled to run PLATO courseware.

Most browsers have these features enabled by default. However, they may be disabled if someone has changed the default settings in your web browser.

If your workstation has a **Macintosh®** operating system, please see your web browser's Help file for instructions to enable plug-ins, enable scripting, or control access of Java Scripts.

If your workstation has a **Windows®** operating system, follow the instructions below for your web browser and version:

**Internet® Explorer Version 6.0 (SP1) and higher.**

1. Start Internet Explorer.
2. Click Tools > Internet Options.
3. Click the Security tab.
4. Click the "Default Level" button, and then click **OK**.

*Note: If the "Default Level" button is not active, then your browser already has the correct settings. You do not need to make any changes.*

CONFIGURATION  
REQUIREMENTS,  
*continued*

## Popup Blockers

For more details, go to <http://support.plato.com/256>  
Popup blockers must be disabled or configured properly in order to run PLATO courseware successfully.

Popup blockers or stoppers are typically used to prevent extra popup windows (usually advertisements) from opening in your browser. Popup blocking software disables JavaScript™ popup ads, but it also disables legitimate web site functionality that uses JavaScript. PLATO web-based courseware depends on JavaScript to run.

The procedures to disable or configure popup blockers are all different, depending on the software. Look for help files in your popup blocker for instructions, or look for menus or buttons on toolbars (such as Yahoo!® or Google®) that allow you to uninstall or disable the blocker.

## Enable Cookies

We recommend, but do not require, that you enable cookies on all workstations that will be running PLATO® Web Learning Network. PWLN uses cookies to remember your account number. If cookies are enabled on your workstations, you will not have to enter your account number each time you log in.

Web browsers have cookies enabled by default. If you find that cookies are not enabled for the browser on your workstation, you can enable them by following the instructions in your web browser's Help file. (Start your web browser, and then click "Help" on the menu bar at the top of the screen.).

## CONFIGURATION REQUIREMENTS, *continued*

### Download & Install Plug-ins

PLATO® Web Learning Network requires the use of plug-ins on your workstation. You can download and install the required plug-ins when you log in to PWLN, or download them direct from vendor web sites.

For more details, go to <http://support.plato.com/7978>

Downloading and installing the plug-ins may take a fair amount of time, depending on your connection speed and number of installs. We recommend that you download and install plug-ins ahead of time, before students try to run courseware. When users download plug-ins, they must have administrative privileges to the workstation and close all open programs.

If you have trouble with downloading or installing plug-ins, try the following:

- Check the rights on Windows® workstations. Windows® users must have **administrative privileges** to the local workstation or be set up as power users in order to install plug-ins. Please see your network administrator if you need help.
- If you have a proxy server, check to see if it requires authentication to allow plug-ins to be installed. Anonymous authentication may be required to install plug-ins. (Once the plug-ins are downloaded, anonymous authentication can be disabled.) Please see your network administrator if you need help.
- Check to see if desktop security programs or forced policies are limiting access to workstation operating systems. Please see your network administrator if you need help.

## Plug-ins for Windows® users

The following plug-ins are required to run PLATO Learning courseware. To download and install plug-ins on workstations with Windows operating systems, click the links below.

[PLATO Plug-ins.](#)

[Flash Player](#)

[Shockwave® Player \(Full Install\)](#)

[Authorware® \(Full Install\)](#)

[PLATO Xtras](#)

## Plug-ins for Mac® OS X users

The following plug-ins are required to run PLATO Learning courseware. To download and install plug-ins on workstations with Mac OS X operating systems, click the links below.

[PLATO Mac Installer program.](#)

[Flash Player](#)

[Shockwave® Player \(Full Install\)](#)

[Authorware® \(Full Install\)](#)

[PLATO Xtras](#)

## Adobe® Reader® (for Windows® and Mac)

Online documentation for PLATO products requires Adobe® Reader® 7.0 or higher. You can download the latest version of Adobe Reader from

<http://www.adobe.com/support/downloads/>