



## **System Requirements and Troubleshooting Guide**

Due to the distinct and separate networks within DOL, each agency will have different desktop browser settings depending on how the desktop was configured for use with Internet Explorer.

As a result, some Users may need assistance in adjusting their browser settings to optimize LearningLink courseware.

This document is a guide to help troubleshoot problems that might arise when opening courses in LearningLink. Depending on the issue reported, this guide will assist in determining how to detect symptoms and diagnose problems for your specific environment.

### **System Requirements**

This product has been certified against the following systems and software. Please contact your agency-specific helpdesk or [help@plateau.com](mailto:help@plateau.com) if you are experiencing technical difficulties accessing LearningLink.

#### Operating System (Client)

- Windows 95/98//2000/XP
- Windows XP Professional

#### Browsers

- Internet Explorer 6.0 (Windows) Service Pack (SP) 2
- Internet Explorer 7.0 (Windows)

#### Java Plug-in

- Sun JRE (Java Plug-in) 1.5.0\_06 or later

#### Reports (PDF-based) reader

- Acrobat Reader 6.01
- Acrobat Reader 7.0
- Acrobat Reader 8.0

#### Additional Requirements

- Macromedia Flash Player 9.0 or above
- Pop-up blockers must be disabled or configured to allow pop-ups from <https://learninglink.dol.gov>
- JavaScript must be enabled

#### Recommendations for a smooth experience

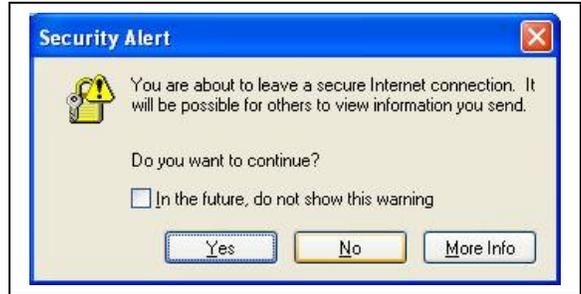
- 512 MB RAM or higher
- Screen Resolution of 1024 x 768 or greater

## **Suggested Troubleshooting Guidance**

### **1. Firewall – Trusted Sites**

Security Alert: If you encounter a 'Security Alert' screen, simply place a checkmark in the box to note 'In the future, do not show this warning' and then click 'Yes'.

Contact your agency-specific LAN support if this does not resolve the issue.



### **2. Pop-up Blockers pertaining to warnings, pages not loading properly, or not at all.**

- Turn off **all** popup blockers (not just the built-in blocker that comes with the browser) – For example: Special toolbars such as the Google Toolbar or Yahoo! Toolbar have a blocker feature, as do Major ISP "Getting Started" Software Bundles (3<sup>rd</sup>-party software tools with pop-up blocker features).

Or

- See Item 1 for permission of trusted sites.



### **3. API Error Messages.**

**Note:** LearningLink requires SUN JRE Version 5, update 6 or later, for communication to properly move between courses and the LMS.

#### **Under Tools>Internet Options>Security>Internet:**

- Enable 'Access data sources across domains'.
- Enable 'Allow script initiated windows without size or position constraints'.
- Enable 'Navigate sub-frames across different domains'.
- Enable 'Active scripting'.
- Enable 'Scripting of Java applets'.
- Set 'Java VM Java permissions' to low security.
- Set security permission for Internet sites to (No higher than) 'medium'.

### **4. Applet required to run LearningLink course and LMS.**

#### **Under Tools>Internet Options>Security>Advanced:**

- Make sure only one version of Java (Sun JRE) is enabled.

### **5. Launching Skillsoft Courses**

If you are launching a SkillSoft course, some content requires a player runs in the browser. For these courses, you will see the pop-up message to the right. Click 'Yes' to allow the player to run.

