

PC Requirements for the DOJ TRAIN System

8/19/04

Hardware:

- Intel Pentium 333MHz or higher
- 128 MB RAM or more
- Video graphics adapter able to display 1024x768 screen resolution or higher, color setting of 16-bit or higher. The screen resolution must be set to a minimum of 1024 x 768.

Software:

- Internet Explorer (no Mac or Unix browsers) 5.02, 5.5 or 6.0 with cookies set to enabled
- Microsoft Windows 98 SE, Windows ME, Windows NT 4.0 SP6a, Windows 2000 SP2 or SP3, or Windows XP
- Microsoft Java Virtual Machine, or Sun Microsystems Java Virtual Machine versions 1.3.1_02, or 1.4.1.
- Windows popup blockers must be disabled for the TRAIN application to launch courses and exams
- ActiveX controls must be enabled

Troubleshooting Tips:

1. To check to see if a popup blocker is installed on your PC:

<http://www.popuptest.com/popuptest1.html>

This site will attempt to open ten popup windows. If you don't see them, you likely have a popup blocker turned on and will need to turn it off.

Note: If you use the Google toolbar, please go to

http://toolbar.google.com/popup_help.html for instructions on how to prevent their pop-up blocker from blocking the TRAIN site.

2. To check to see whether a Microsoft or Sun Microsystems Java Virtual Machine is configured in your browser:

<http://www.javatester.org/version.html>

This site will display a pink box containing the vendor and version of the Java Virtual Machine you are running. If it does not list the Microsoft version, you can download and install it from:

<ftp://ftp.click2learn.com/pub/microsoftjvm/>

3. To find out which version of browser you are running:

Open Internet Explorer, click **Help**, and then click **About Internet Explorer**. The version number is listed in the window.

4. To enable cookies in your browser:

Internet Explorer 5.x:

1. In Internet Explorer, click **Internet Options** on the **Tools** menu, and then click the **Security** tab, then click **Custom Level**.
2. Click **Enable** or **Prompt** under **Allow cookies that are stored on your computer**

Internet Explorer 6:

1. In Internet Explorer, click **Internet Options** on the **Tools** menu, and then click the **Privacy** tab.
2. **The Privacy settings slider has six settings:** Block All Cookies, High, Medium High, Medium (default level), Low, and Accept All Cookies. Set it to the **Medium** level