



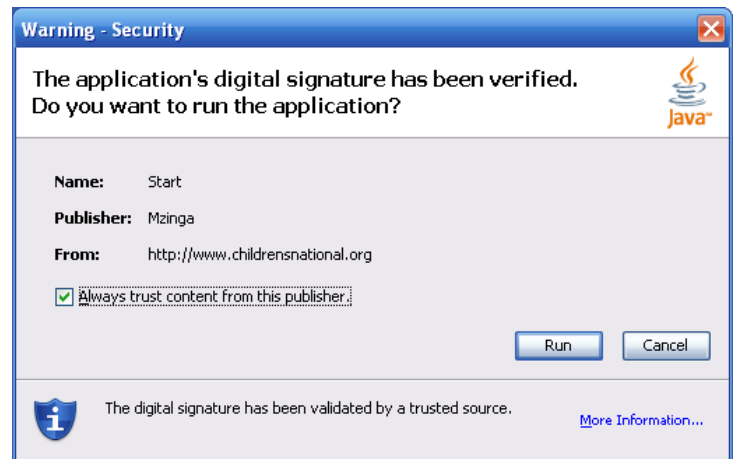
# Children's National Medical Center Web Based Training PC Requirements and Troubleshooting Guide

## Recommended Personal Computer and Connection Configurations

- Windows 2000 (w/SP2), XP,7, or NT (w/SP6a), Will run on some MACs but is not supported.
- Will not run on iPads or mobile devices
- Pentium II 300 MHz processor or better
- 128 MB RAM
- Screen resolution of 1024 x 768
- 256 colors or higher
- Medium or Small fonts
- Microsoft Internet Explorer version 5.0, 5.5, or 6.0 or higher or Firefox
- Java (see note) below
- High-speed (broadband) network/internet connection is recommended

## Browser Configurations

- When you first connect to a WBT, you may receive a security warning related to the digital signature for the program. When prompted, select **Run**. Note- you can select the “Always trust content from this publisher” so that you are not prompted in the future.
- **Pop up blocking** must be turned **off** to run the WBTs.
  - **Firefox** →Tools→Options—Content window
  - **Internet Explorer** →Tools—Popup Blocker



- **ActiveX** – browser settings must allow running of Active Content. This setting is typically under the browser Tools→Internet Options → Advanced tab
- **Java** must be enabled. Java Virtual Machine 1.1x, or Sun Java Runtime Environment - 1.3x, 1.4.2-1.4.1\_07, and 1.5.0-1.5.0\_6 versions of the Java plug in are supported. If you experience problems and do not have the Java plug in you can download and install it from the following site:  
[http://java.sun.com/javase/downloads/index\\_jdk5.jsp](http://java.sun.com/javase/downloads/index_jdk5.jsp)

## Cannot see the navigation bar at the bottom of the simulations?

- This may be due to your display settings. One way to work around this is to temporarily change your Windows Taskbar setting to Auto Hide.

Right click on your Windows Taskbar→select Properties→Check Auto hide the Taskbar

This will hide the taskbar when not in use and allow for additional WBT display space.