Emergency Preparedness Response Courses
Joint Knowledge Online
Computer System Requirements

System Requirements

The following minimum specifications are required to successfully take courses:

- Internet Access
- Java Runtime Environment (Versions 1.5.0_02+ with the exception of 1.6.0_01)
- Supported Browser Internet Explorer 6.0+, Firefox 1.5+
- Enable Active X controls for plug in's
- Adobe Acrobat PDF Reader
- Adobe Flash 8+
- Other requirements for some courses:
    - Shockwave Player 10+
    - Microsoft Media Player
    - Power Point 2003+

- To check your installation of Java and or Microsoft VM
  1. Click on the "Start" menu, then "Settings" and "Control Panel"
  2. Click on "Internet Options" from the list.
  3. Once that window opens, click on the "Advanced" tab.
  4. Scroll down to the "Java (Sun)" option. If you see "Java (Sun)", then the Java Runtime Environment is installed on your machine.
  5. Now scroll down to locate "Microsoft VM" in the same list of options. If you see "Microsoft VM" then the Microsoft Virtual Machine is installed.
  * If you do not have either Microsoft VM or Java version 1.5 installed on your machine, please have your administrator or IT support install or update to the Java version 1.5.0 (Home users: you should have admin rights on your home machine and you should be able to install the Java Plug-in from the internet).
  * If you only have Microsoft VM installed, on your machine please follow the instructions for "Microsoft VM configuration" below.
  * If you only have Java installed, please follow the "Java Runtime Environment 1.5 configuration" below.
  If you have Microsoft VM and Java installed, please follow the "Both Java Runtime Environment and Microsoft VM are Installed" below.

- Microsoft VM configuration
  1. Please close all instances of Internet Explorer.
  2. Click on the "Start" menu.
  3. Then select "Settings" and then "Control Panel".
  4. If the Control Panel is displaying "Choose a Category" at the top, please click on "Switch to Classic View" from the left side of the window; if not, then please proceed to the next step.
  5. Select "Internet Options" from the list.
  6. Click on the "Delete Cookies" button displayed on the center of the window. Then click "OK".
  7. Now click on "Delete Files". Select the option "delete all offline content" and then click "OK".
  8. Once that is completed, click on the "Settings" button and select "Every Visit to the page" from the top and then click "OK".
  9. Click on the "Advanced" tab from the top.
  10. Scroll to the "Microsoft VM option and place a check in the box next to "JIT Compiler" and "Java Console Enabled" and then click on "Apply" and "OK".
  11. Now please close the control panel windows.
  12. You may now open the JKO Portal in a new Internet Explorer window and access the LMS.
  13. Click on "Take Courses" from the top left of the page.
  14. Enter the site and access your courseware.
  If this does not resolve the issue you were experiencing you will need to have Java Runtime Environment 1.5.0 installed on your machine.

- Java Runtime Environment 1.5 Configuration
  1. Please close all instances of Internet Explorer.
  2. Click on your "Start" menu.
  3. Then select "Settings" and then "Control Panel".
  4. If the Control Panel is displaying "Choose a Category" at the top, please click on "Switch to Classic View" from the left side of the window; if not then please proceed to the next step.
  5. Select "Internet Options" from the list.
  6. Click on "Delete Cookies" button displayed on the center of the window. Then click "OK".
  7. Now click on "Delete Files". Select the option "delete all offline content" and then click "OK".
  8. Once that is completed, click on the "Settings" button and select "Every visit to the page" from the top and then click "OK".
  9. Click on the "Advanced tab from the top and scroll down to the "Java (Sun)" option; place a check in the box underneath "Java (Sun)" for "Use JRE 1.5 for Applet". Click on "Apply" and then "OK".
  10. Now from the Control Panel window locate the "Java" icon and open.
  11. Open the "Java" tab from the top.
  12. Click on the "View" button at the bottom of this window for Application Runtime Settings.
  13. Make sure that all products in this window are showing enable and click on "OK" and then "Apply".
  14. Then open the "General" tab.
  15. Click on the "Delete Files" button (make sure all three options are selected) and then click "OK".
  16. Open the "Advanced" tab and then expand the "Applet Tag Support" option.
  17. If not already selected, please check the option "Internet Explorer" and then click on "Apply" and then "OK".
  18. Now please close the control panel windows.
  19. You may now open the JKO Portal in a new Internet Explorer window and access the LMS.
  20. Click on "Take Courses" from the top left of the page.
  21. Enter the site and access your courseware.

- Both Java Runtime Environment and Microsoft VM are installed
  1. Close all instances of Internet Explorer.
  2. Click on "Start" then "Settings" and then "Control Panel".
  3. If your Control Panel is asking you to choose a category, click on "Switch to Classic View" from the left; if not then proceed to step 4.
  4. Locate "Internet Options" and double click on it.
  5. Click on "Delete Cookies" and then OK.
  6. Click on "Delete Files" and then OK.
  7. Click on "Settings" and choose "Every Visit to the Page" from the top and then click OK.
  8. Click on the "Advanced" tab from the top and scroll down to Java (Sun); uncheck the box found underneath and click on "Apply". If already unchecked proceed to the next step.
  9. Scroll to Microsoft VM and place a check in the boxes for "Java Console Enabled" and "JIT Compiler", click on "Apply" and OK.
  10. Please close the Control Panel window.
  11. You may now open the JKO Portal in a new Internet Explorer window and access the LMS.
  12. Click on "Take Courses" from the top left of the page.
  13. Enter the site and access your courseware.