

**DOI LEARN
MINIMUM WORKSTATION CONFIGURATION AND IE BROWSER SETTINGS**

Before You Access DOI LEARN

The steps for changing your browser settings should be used on every computer that you intend to use to access DOI LEARN. Before you access DOI LEARN, you will need to make adjustments to your computer to optimize its performance while using the application.

This document will show you how to:

- Check Internet Explorer 6.0 for Cookies and Scripting,
- Add the DOI LEARN URL to the trusted sites area,
- Disable your Pop-Up blocker for the DOI LEARN site,
- Clear the Cache Using Internet Explorer 6.0,
- Configure your browser e-mail client,
- Adjust your monitor resolution, and
- Resolve some issues related to use with Internet Explorer 7.0 and with MAC's.

DOI LEARN MINIMUM SYSTEM REQUIREMENTS

Note: A number of the configuration settings contained in this document may require administrative rights to enable. Please contact your office's IT Help Desk to assist you with these settings prior to beginning.

- High speed Internet Connection (DSL, cable, ISDN 128)
 - The paper or CD-ROM versions of mandatory courses are recommended for employees in remote areas with dial-up internet connectivity.
- Platform(s): Windows 9x/NT/ME/2000/XP, Mac OS 10 or above, Linux and UNIX
- Browser: Internet Explorer 5.0 (or greater), or Netscape 6.01
- Flash 6.0 or greater plug-in
- Current Adobe Acrobat Reader
- Cookies, Java, and JavaScript Enabled (must support Java version 1.20 or higher)
 - Only one version of Java Virtual Machine should be enabled at a given time.
 - Microsoft VM java is not supported.
- Minimum screen resolution of 800 x 600, at 32-bit color depth
- Audio card *
- 233MMX megahertz minimum, 300MMX megahertz recommended
- 32 MB RAM minimum, 64 MB RAM recommended
- 25-50 MB of available disk cache space

*Some courses and features may require special multimedia plug-ins and players (see Plug-in Installation Center in DOI LEARN).

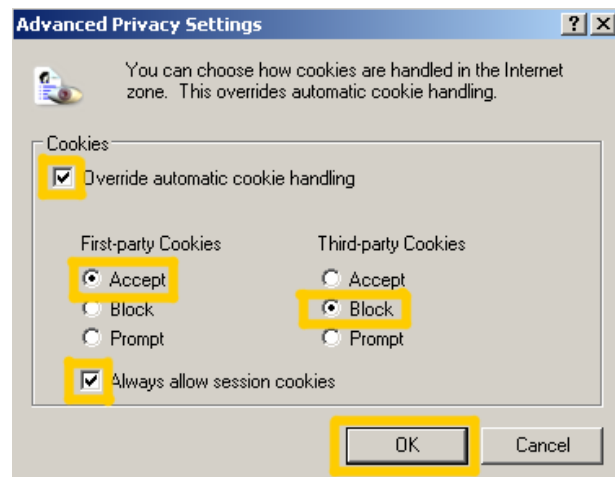
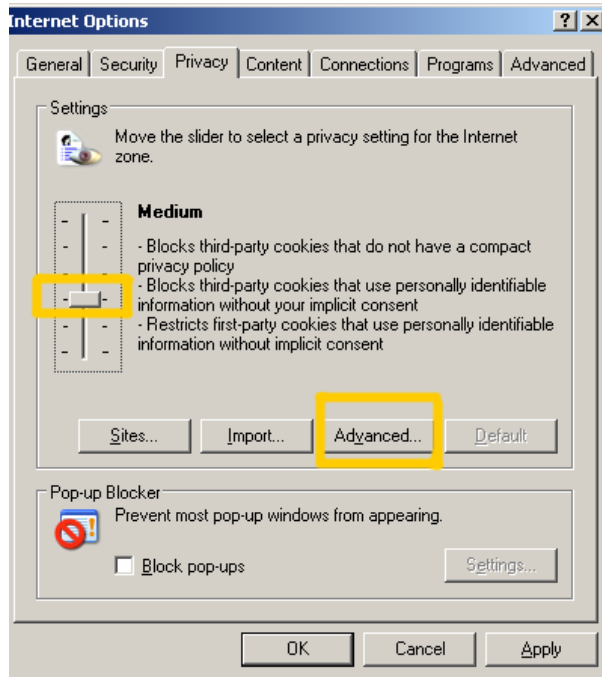
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Note: Internet Explorer 7.0 Users should refer to the Troubleshooting section at the end of this document for Active X controls / native *XMLHTTP* support settings.

Note: MAC Users should review the Troubleshooting section for recommendations on settings for MACs.

A. Check Internet Explorer 6.0 for Cookies

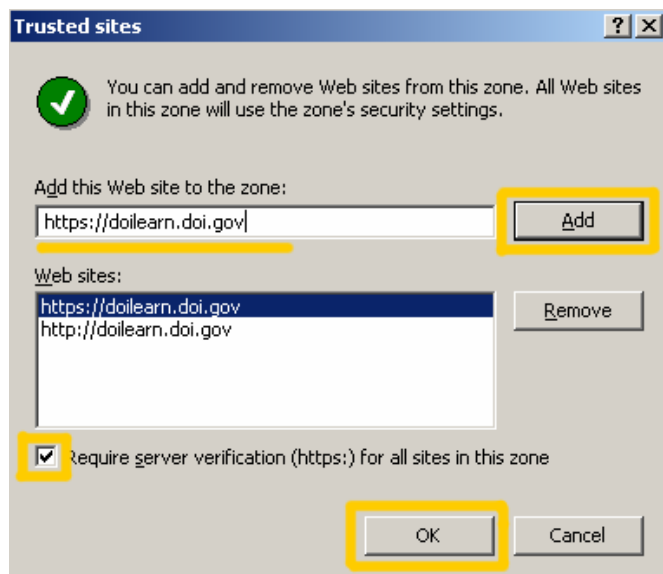
1. Open your Internet browser
2. Under the **Tools** menu, select **Internet Options**.
3. Click the **Privacy** tab located on the top of the window.
4. Move the slider to **Medium**. If no slider exists, click the **Default** button.
5. Click the Advanced button.
6. Check **Override automatic cookie handling**.
7. Click the radio buttons to **Accept First-party Cookies** and **Block Third-party Cookies**. Check **Always allow session cookies**.
8. Click **OK** to return to the **Internet Options** box and leave **Internet Options** box open.



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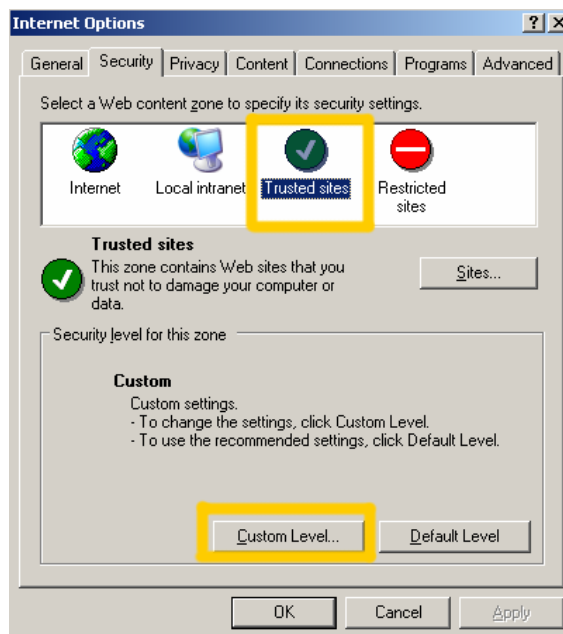
B. Add the DOI LEARN URL to the Trusted Sites zone.

1. Click the **Security** tab.
2. Click the **Trusted Sites** icon.
3. Click the **Sites** button.
4. Uncheck the “**Require server verification (https)...**” check box.
5. Under **Add this Web site to the zone** type the following web address: `https://doilearn.doi.gov` : Click **ADD**, then type: `http://doilearn.doi.gov` Click **ADD**
6. Recheck the “**Require server verification (https)...**” check box.
7. Click the **OK** button.



C. Check Internet Explorer 6.0 for Scripting

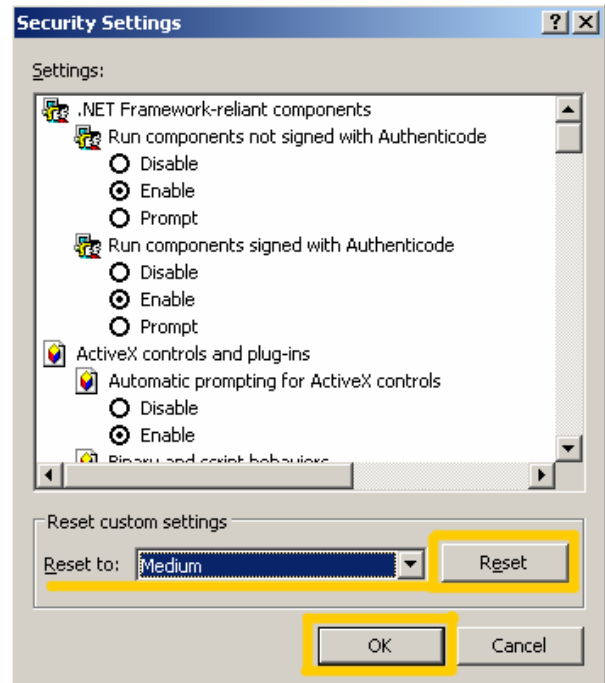
1. From the **Security** tab click the **Trusted Sites** icon. **Note:** Please be sure that you perform the following steps only after the “Trusted sites” icon is selected, as shown in the screen shot (and not while the Internet icon is selected).
2. Click the **Custom Level** button.



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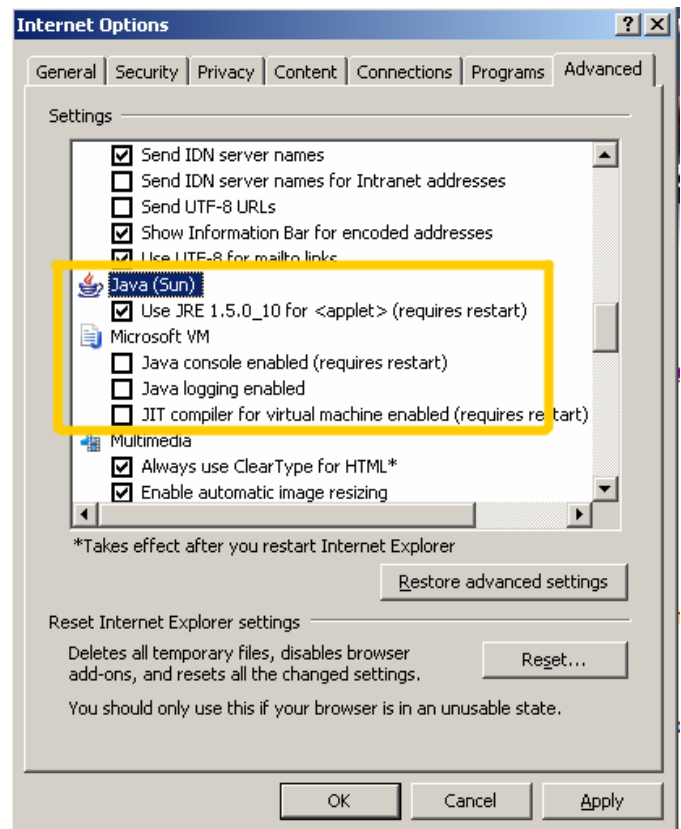
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3. In Security Settings dialog box, in the **Reset to:** drop-down box, select **Medium**.
4. Click the **Reset** button.
5. At the prompt, click **Yes** to confirm the change.
6. Click **OK** to return to the **Internet Options Box** and leave Internet Options Box Open



D. Check that Internet Explorer Java VM is Enabled

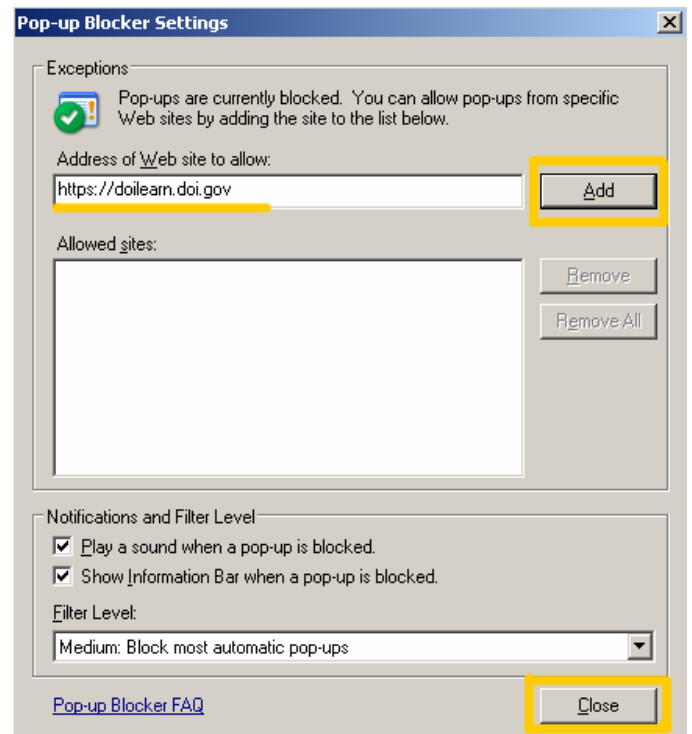
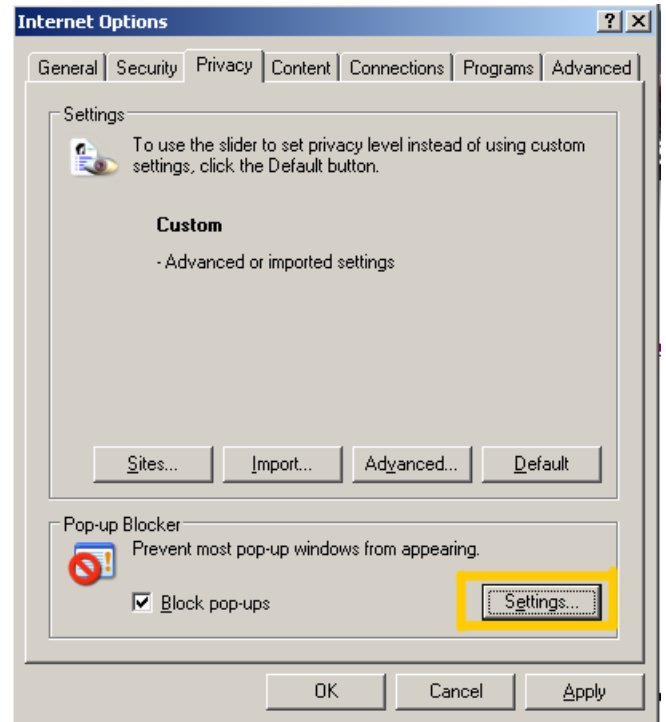
1. Click on the **Advanced** tab located on the top of the window.
2. Scroll down the list of configurations to the **Java (Sun)** section.
3. If the configuration box beneath it does not contain a checkmark then click the box to enable "Use JRE 1.5.xx for <applet> (requires restart)"
4. **Microsoft VM** is not supported or compatible with DOI LEARN.
5. If Java (Sun) is not installed or if Microsoft VM sections **were** found, then an appropriate Java Virtual Machine will need to be installed on your computer. To do so, go to http://java.com/en/download/windows_xpi.jsp, and download Java.
NOTE: Government computers may require administrator rights to download Java.
6. If both **Java (Sun)** and **Microsoft VM** are installed, make sure all boxes are unchecked under the **Microsoft VM** heading and the single box **is** checked under **Java (Sun)**.
7. Click the **OK** button.



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E. If you have the Internet Explorer Pop Up Blocker enabled please disable the Pop-up Blocker for the DOI LEARN site.

1. Click the **Privacy** tab.
2. In the Pop-up Blocker section of the window, click the **Settings** button.
3. Type <https://doilearn.doi.gov> in the 'Address of Web site to Allow' field.
4. Click **Add**.
5. Click Close to save your settings.
6. If you have additional internet toolbars (i.e. Google or Yahoo!), please be sure to disable toolbar while using DOI LEARN.



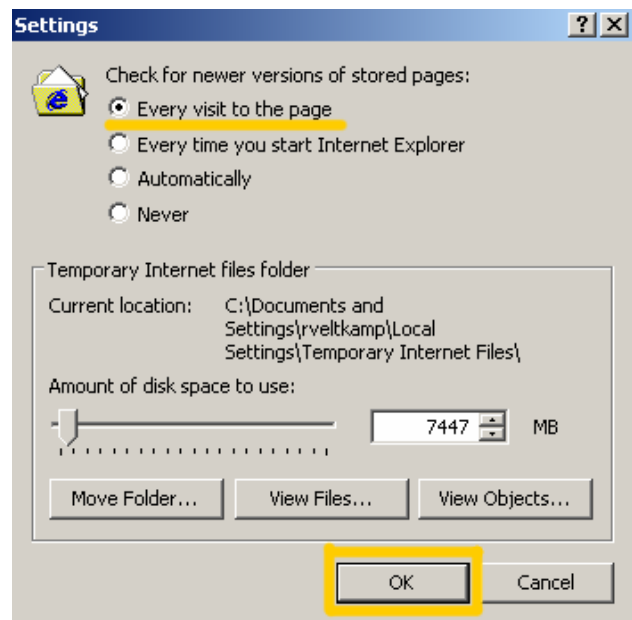
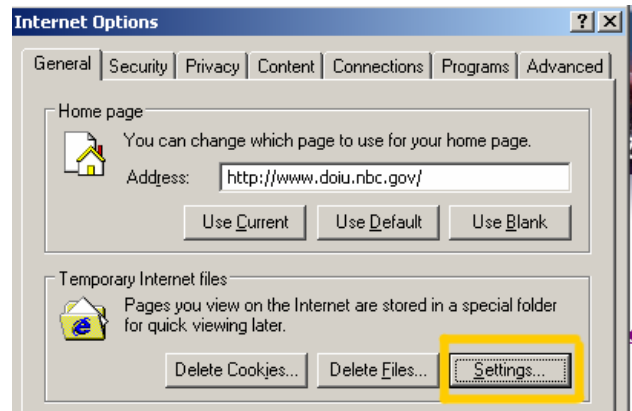
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F. Keep Cache Cleared – change your settings

If the system is very slow or locks when trying to launch an application or course, you may need to clear your content cache.

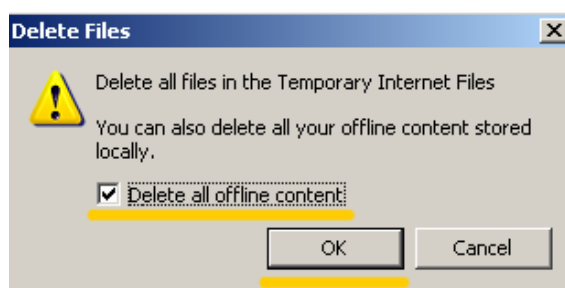
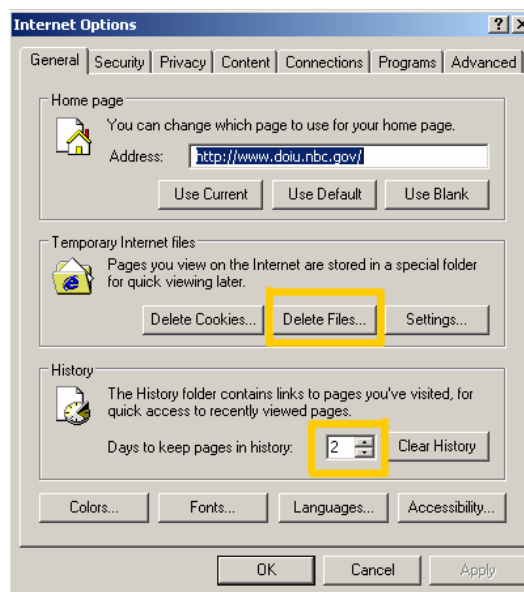
To Clear the Cache Using Internet Explorer 6.0

1. Click the **General** tab.
2. Under the Temporary Internet files section, click the **Settings** button.
3. In the settings dialog box, select the **Every visit to the page** option.
4. Click the **OK** button.



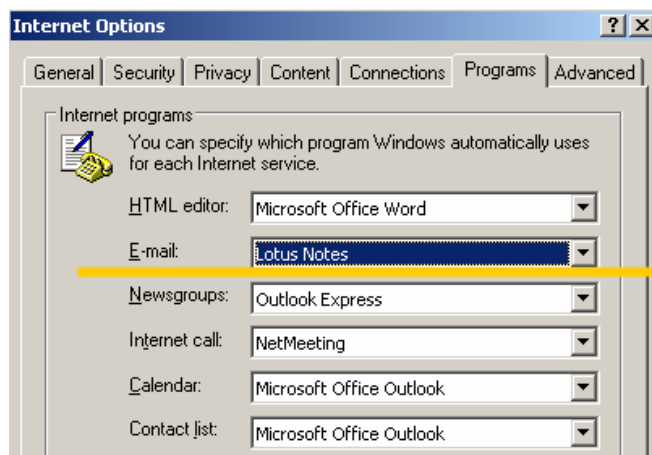
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5. Under the Temporary Internet files section, click the **Delete Files** button. You can check the “Delete all offline content” if you wish.
6. Click the **OK** button. You may see an hourglass to wait for this step to complete. It may take a few minutes if you’ve never done this before.
7. Under the History section, set the **Days to keep pages in history** to 2.



G. To Set Your Browser E-mail Client

1. Click the **Programs** tab.
2. Click the drop-down arrow after **E-mail**. Choose your appropriate email client.
3. Click **Apply**. (If already set correctly, skip this step.)
4. Click **OK** to close the Internet Options Panel.



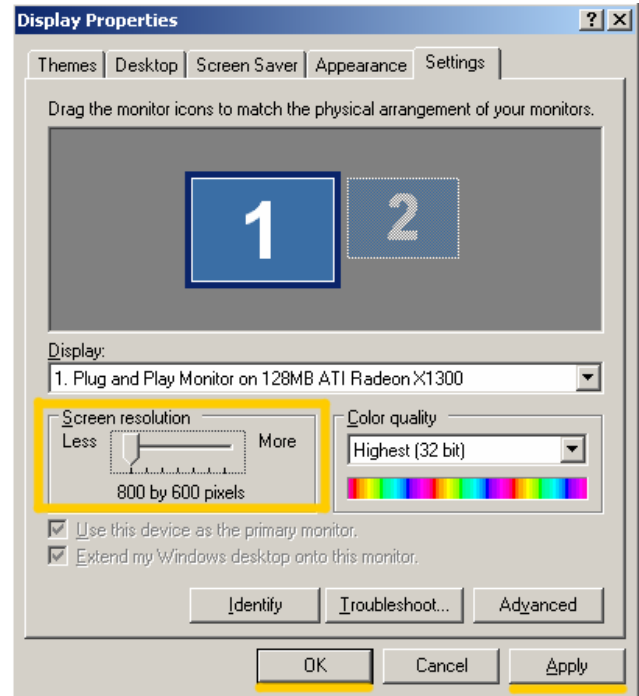
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H. Adjust Your Monitor Resolution

Note: This is an optional step and will apply to your entire system. If your settings are set higher than the resolution below – do not change your settings.

1. Minimize any open windows.
2. **Right click** on your computer desktop.
3. Select **Properties**.
4. In the Display Properties dialog box, click on **Settings** tab.
5. Adjust slider to a screen resolution of **800 x 600** pixels or higher.
6. Click **Apply** then **OK**.
7. Launch Internet Explorer.

Note: If the minimum resolution setting causes an inconvenient amount of scrolling, you can change the setting to a higher setting, such as 1024 X 768.



Now you're ready. This should help you avoid any technical difficulties using DOI LEARN. Thank you for your time and attention!

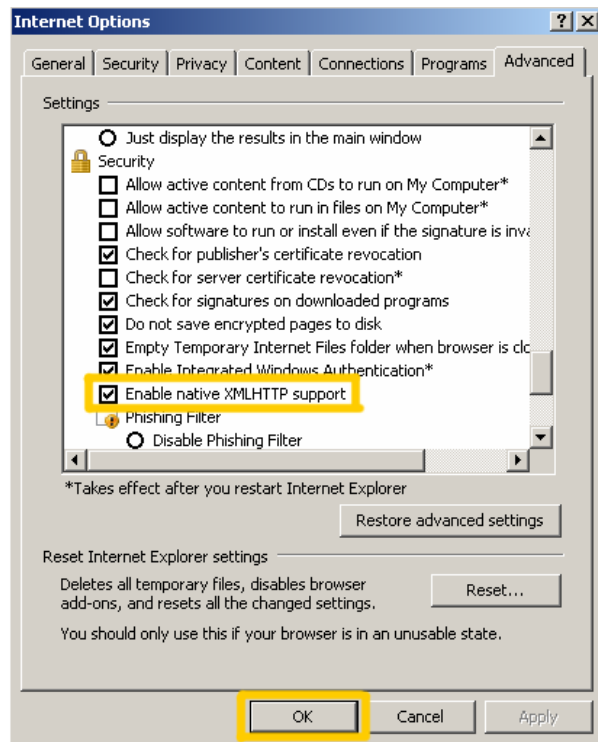
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TROUBLESHOOTING

Internet Explorer 7.0 Users:

If you are using Internet Explorer Version 7.0, you will receive error messages and will not be able to run some online courses if native *XMLHTTP* support is not enabled.

To enable this feature within IE 7.0, click on **Tools, Internet Options, Security, and Custom Level**. Check the box next to **Enable native XMLHTTP support** and then click **OK** to exit.



If you receive Active X Control error messages or pop-ups, you may need to enable Active X Controls to run the mandatory online courses. (The default for Internet Explorer 6.0 enables Active X Control.) Consult your help desk for assistance in enabling Active X controls.

MAC Users:

Here are a few recommendations and suggested resolutions for Macintosh users:

1. For optimal performance on Macintosh, use OS 10.3 and either IE 5.2 or Safari, as well as Firefox Version 1.5.0.9 or earlier.
2. Mac users may want to try disabling the audio in the course if experiencing error messages when the audio files attempt to play.
3. Mac users may have to configure Quicktime (the Mac standard audio player) to play the MIME type WMA.