

Technical Requirements

careLearning has made a deliberate attempt to minimize the work required by your I.T. staff for the setup and continued maintenance of this educational product. Under most circumstances, once set up and operational, I.T. staff will have little to no ongoing involvement in the product. This of course varies from organization to organization and does not take into account that your organization may have a policy that makes it a requirement for I.T. involvement at all times. Ultimately, the amount of work required will depend on how up-to-date your organization maintains its equipment.

The following information pertains to only the “requirements” to use the product. There are other features like eRegistrar and ID badge scanning which are optional, and therefore are not contained on these pages. There are separate documents available for the optional features. The areas to review are:

- Internet Access
- PC Readiness
- Network Access
- Employee File Format Specifications

Internet Access

One of the first questions to answer is how will your employees get to the Internet to take their courses?

- It may be that currently at your organization access to the Internet is very limited to senior management and maybe, some select managers and employees. With *careLearning*'s online classroom, all of your employees will need access to the Internet.

Where will they do this from?

While different at every organization, there are two basic setups:

- One is employees gain access from a PC in their departments with each department having at least one PC with Internet access.
- The other is the use of a centralized computer lab with one or many PCs with Internet access.

Which works best can only be determined by you and is directly related to the number of employees in the organization.

Is there enough bandwidth?

Calculating the bandwidth requirements for an organization is not an easy thing to do. At best it is an educated guess as to the demands on the system at any given moment

in time. On average, it is safe to say that bigger is better, but that is not always possible due to financial costs or local availability.

Currently the courses in the Health & Safety Compliance and Rights & Responsibilities Series are the courses in the *careLearning* catalog that require above average connectivity because these courses are designed using streaming media and interactive technologies (Video, HTML5, Adobe Flash, etc.).

Our recommendations to anyone concerned about bandwidth utilization are as follows:

1. The courses at *careLearning* will probably not cause more load on the network than the same number of people actively browsing the Internet.
2. If possible, have your router choke the pipe used for outgoing browser connections. This will allow you to set and minimize the impact that browsing will have on your pipe. This is possible with CISCO routers. You might have to get your provider to institute it on their end.
3. Use a caching proxy server on the organization end. This way frequently referenced files like the training material, would be cached and retrieved locally and not repeatedly take up room on your Internet line.
4. Get a larger pipe to the Internet. Although T1s are nice, you might be able to convince your ISP to give you a measured T3 for about the same price. If you are a smaller organization, a T1 would be great, but again, not required. In today's market.
5. Look around and limit other network consuming traffic to the Internet. We've seen articles where 20-60% of traffic in business use isn't really being used for business. MP3 downloads, YouTube, stock tickers, and weather radar were frequent culprits.

What about Firewall Issues?

Here is the information about ports and security:

1. You will need to allow access to port 80 on our server. This is the normal port used by browsers to contact web servers so you most likely already allow that.
2. If you will be using e-commerce to buy extra courses with credit cards (most organizations do not), then we switch people to HTTPS protocol, which runs on port 443 on our server. Most sites allow people to access web servers on ports 443, but we have seen instances where they don't, particularly if they monitor all transactions since SSL can prevent such monitoring. If you do not wish to have port 443 open, this will not affect the normal use of *careLearning* by your organization.

3. Most organizations choose to place the “.carelearning.com” address on the whitelist of their firewall, proxy server, or other web filtering appliance so that communication is permitted.

PC Readiness

Your PC Readiness is divided into two groups:

- PCs that will be used by all employees to access the Internet and their courses (Student PCs);
- PCs that will be used by those individuals that have the responsibility of managing the product (Administrator PCs).

Student PCs

The courses that currently make up the **Health & Safety Compliance** and **Rights and Responsibilities** series are multi-media-based training courses that utilize motion and sound via 'Flash' to deliver content over the Internet. Consequently, you will need personal computer(s) equipped with:

- A sound card
- Access to the Internet with any connection above a 56K
- Up-to-date Web browser such as Internet Explorer 8+ or latest Chrome/Firefox
- Up-to-date version of Adobe's Flash software (a free download)

Browser Requirements

We make extensive use of JavaScript so you will have to have that enabled in your browsers' settings.

We also use cookies, so that too will need to be enabled in your browsers.

- **The use of cookies is not optional.**

They are needed by the LMS for navigation and tracking. The product will not function without them.

Desktop and Intranet Shortcuts

The main home page for *careLearning* can be found at: www.carelearning.com

You can use shortcuts to this page on either the desktop or an Intranet page. We highly recommend only linking to the main page or a page provided to you by *careLearning*.

Student PC Note

As with most personal computing applications, your *careLearning* experience will be optimized by using a faster computer, with up-to-date software and a quality Internet connection. Since *careLearning* has no control over these choices, we cannot guarantee satisfactory performance on every PC.

Administrator PCs

Those that have the responsibility of managing the education at your organization will need access to *careLearning's* two (2) tracking systems:

- The **Learning Management System (LMS)** is located on the Internet and is the same system the employees log into to take courses. Use of the LMS has the same minimum requirements as the Student PCs above.
- The second system, the **Administrative Management System (AMS)** is a split database application with:
 - the backend (server AMS) located on one of the organization's servers (discussed below)
 - the front end (desktop AMS) located on the end user's PC

The AMS is multi-user capable so these specifications are for any PC that would have the desktop AMS installed.

Minimum PC Requirements:

Microsoft Access - *careLearning* only supports **32-bit version of Access 2003, 2007, 2010, 2013**. Prior versions such as Access 2002 are not supported. Support also includes the free runtime version of Access 2007 and above.

Please make sure your installation of Microsoft Access or Microsoft Office is up to date with the latest service pack. Failure to do so will cause the import process to not work properly.

- Office 2003 – Service Pack 3
- Office 2007 – Service Pack 3
- Office 2010 – Service Pack 2
- Office 2013 – Service Pack 1
- Microsoft Windows 7 or later operating system (includes Windows 8 and 10) with Microsoft .NET Framework 3.5 SP1.
- 1 GHz or higher processor
- 512 MB of RAM minimum, 1 GB highly recommended
- 200 MB of available hard-disk space
- Screen resolution 800 x 600 required, 1024 x 768 recommended
- We recommend that your administrators have permission to install software on their local computers

Notes

AMS performance is highly dependent on the end users PC. The individual(s) responsible for this administration should have the most current PC available. The above requirements are considered minimum. Since *careLearning* has no control over the hardware and software choices your organization makes, we cannot be responsible for poor performance which is a direct result of older hardware. Additionally, there are runtime versions of Microsoft Access 2007 and 2010 that are compatible with the AMS. Anyone that will need to use the AMS when there is no fully licensed copy of Microsoft

Access available will be required to install one of these runtimes on their PC. **The use of Wi-Fi while connected to the AMS is not recommended.**

Network/Server Access

The *care*Learning tracking and reporting system is divided into two separate packages:

- The Learning Management System (**LMS**) is on the Internet and requires nothing more than the information discussed under the previous Internet Access section.
- The second half of the package is the Administrative Management System (**AMS**) and again as stated above this software is a split database application with the backend (Server AMS) residing on one of your existing servers as a Microsoft SQL Server 2005 or above database that can be accessed by the product administrator(s). **NOTE:** The SQL Server database **must** be backed up on a regular basis.

The Desktop AMS is linked to the Server AMS, which is a SQL Server database. The AMS is never accessed by your employees and has nothing to do with them accessing their courses online.

Minimum Server Requirements:

- Microsoft Windows 2003 Server with Service Pack 2 or later, or Windows 7 or later operating system (includes Windows 8 and 10)
- Microsoft SQL Server 2005 (or newer) with Management Studio installed.
 - A full version of SQL Server 2005 or newer is recommended but we can support SQL Server Express, which is free from Microsoft.
 - If you already have a SQL Server instance then you can just add a new database to it (see below).
 - If you do not have an existing SQL Server instance then you can either install one to an existing server, desktop, or new server.
 - A SQL database and user account will be created during installation.
 - AMS Database: One SQL Server database, we recommend naming "cL_AMS", will be created inside of SQL Server.
 - AMS User: A SQL Server administrative user account, we recommend naming "cL_Admin", will be created with full unrestricted access to the above AMS Database. **Note:** this will be a user created inside SQL Server, not Microsoft Windows.
- 600 MHz or higher processor, 1 GHz or higher recommended
- 512 MB of RAM minimum, 1 GB or higher recommended
- 500 MB of available hard-disk space

Final Notes

The AMS is only used for administrative purposes and is not used by your employees to take the courses. **NOTE: The computers the employees use to login to their Internet classroom do not need Microsoft Access.**

The Server AMS does not require or need a dedicated server. Microsoft SQL Server

2005 Express Edition or newer can be installed if no SQL Server exists.

Depending of the size of your organization, some processes in the AMS may be greatly affected by server processor speed and the means by which your network connects to the end user. Since *careLearning* has no control over the hardware and software choices your organization makes, we cannot be responsible for poor performance which is a direct result of older hardware, high network traffic, or slow routers/hubs.

Many factors come into play when it comes to an application's performance. We can only recommend that if you have a choice of servers on which to place the Server AMS that you choose one of your newer, faster ones if possible. The greatest boost to end user performance however comes with a strong desktop PC. The best server cannot make up for a poor desktop.

If you do not have servers or a network in your organization, please contact Technical Support for recommendations.

eRegistrar

Our internet/intranet interface, eRegistrar (you may customize name if you wish), will allow your employees a single source interface for managing their education. Employees can login using their *careLearning* login and password to perform several tasks:

- View what online courses they need to complete and access their classroom to complete them
- View a calendar of upcoming live Events
- Register for live Events
- Run education transcript reports
- View deadlines, due dates, and more

Department managers also use this tool to get information about employee educational progress. Access rights for department managers are set by an AMS administrator at your facility.

The technical requirements needed to use this product are:

1. A server or PC with Internet Information Services (IIS) 6.0 or newer installed.
2. An internet/intranet web server with .NET 3.5 SP1 installed.
 - a. The server will need a onetime installation of runtime libraries for Crystal Reports 2008 SP3 and AJAX Extensions. Both are provided by *careLearning* during the installation.
 - b. A license to Crystal Reports is **not** needed.
3. 100 MB or more of available hard-disk space.

careLearning Technical Support will work directly with I.T. staff by phone on this installation.