



Web-Based Support Training Technical Requirements for attendees

Computer Minimum Requirements:

1. CPU : 2Ghz CPU – Pentium Dual Core or higher
2. RAM – 2Gb RAM (4Gb is ideal)
3. Internet Browser: Internet Explorer 8 or higher or Firefox 14 or higher or latest version of Chrome
4. Windows Software: Windows XP/Vista/7 or 8
5. Other required software: Adobe Flash player – version 11.3 or higher and up to date Java.
6. Sound card with working speakers.

Internet Connectivity Requirements:

1. Connection type: ADSL recommended or 3G (3G must have 3G signal – Edge or GRPS are too slow).
2. Connection speed of 2Mbps or higher is recommended. 4Mbps are ideal.
3. Data usage: approx. 250Mb will be used per hour for attendees.
4. On corporate firewalls the system will need to be allowed access to port 1935, 443 and 80.