

**Accelerate: Employee Development Resource Tools Technical Guide**

Below is the list of desktop/browser requirements for end-users to be able to utilize the system. You will see many references to SkillSoft who we contracted with to use SkillPort v. 7.0 which we are calling **Accelerate: Employee Development Resource Tools**. You can also click this SkillSoft link to view more detailed information on requirements (<http://documentation.skillsoft.com/>).

SkillSoft does provide a browser testing link to verify the browser requirements: <http://browser.skillport.com>. When end users are notified of the availability of the system, Organization & Employee Development (OED) will include the browser test link for them to verify that their desktop/browser has the sufficient settings and versions to utilize the system. We have included a typical e-mail results report at the end of this document, so you will know what your end users will see. And yes, the browser link will request end-users to input their e-mail for the report to be sent.

Hardware Requirements	Notes
Minimum Pentium® 400 MHz CPU Minimum G3 machine for Macintosh®	
Minimum 128 MB RAM	Minimum 256 MB RAM for Macintosh
Minimum video resolution of 800 x 600 with 16-bit color	1024 x 768 recommended
Minimum 56K connection speed	56K or high-speed Internet access recommended with online players
Network connection to the web server via a web browser	
Speakers or headphones to listen to Dialogue streaming audio sessions	
A microphone to speak in Dialogue streaming audio sessions	
Operating Systems	
Microsoft® Windows® operating system (32-bit and 64-bit)	<ul style="list-style-type: none"> <li>▪ Up to and including Microsoft Windows XP Service Pack 3.</li> <li>▪ Windows 7 is supported.</li> <li>▪ Vista Business, Home and Ultimate are supported including SP1 with and without Aero active.</li> <li>▪ Vista Enterprise is supported.</li> <li>▪ Excludes Windows NT.</li> </ul>
openSUSE® (SUSE® Linux) – 9.2-9.3, 10.0-10.3, 11.0-11.2	<ul style="list-style-type: none"> <li>▪ 11.0 and 11.1 are only supported on SkillPort 7.0 and higher. <b>(WSU has SkillPort 7.0)</b></li> <li>▪ 11.2 is only supported on SkillPort 7.1. <b>(WSU has SkillPort 7.0)</b></li> </ul>
Mac OS® X™ – 10.4, 10.5, 10.6	

Supported Browsers	
Internet Explorer®	<ul style="list-style-type: none"> <li>Not supported on the Macintosh operating system.</li> </ul>
Firefox®	Not supported on the Macintosh operating system.
Safari™	<ul style="list-style-type: none"> <li>Supported on Mac OS X versions 10.4 and higher.</li> <li>Live Learning and ILT do not support Safari. <b>(Currently, WSU has not contracted for Live Learning and ILT)</b></li> </ul>
Recommended Browser Settings	
<ul style="list-style-type: none"> <li>Enable native XMLHTTP support in IE 7 and higher</li> <li>Enable 'Allow META REFRESH' in IE 6 and higher</li> <li>Enable ActiveX controls and plug-ins in IE 6 and higher</li> <li>Enable browser caching</li> <li>Enable Active Scripting and Scripting of Java™ Applets</li> <li>Support JavaScript™ 1.0 and Java™ 1.0.2</li> <li>Support .ZIP, .JAR, or .CAB Java™ Applets</li> <li>Enable Java™ Console</li> <li>Accept Cookies</li> </ul>	<p>A browser enabled with a pop-up blocker might interfere with the launch of Job Aids, NASBA, Help, SkillBrief windows, and Books24x7. If pop-ups do not display, SkillSoft recommends that you set the blocking tool to "Always allow" for SkillSoft (for example, for sites ending in .skillport.com). For Dialogue Live, you must enable pop-ups.</p>

Third-Party Software and Add-Ons	
<b>Minimum Requirements for Plug-Ins</b> <ul style="list-style-type: none"> <li>▪ Flash® 6 - 10</li> <li>▪ Adobe® Reader® 7.0 and greater</li> </ul>	<ul style="list-style-type: none"> <li>▪ The listed plug-ins are not required in all instances; their use depends upon which content is installed.</li> <li>▪ Flash content requires a 32-bit Web browser on 64-bit operating systems. For more information, see the <a href="#">Flash Player on 64-bit operating systems</a> article on the Adobe web site.</li> <li>▪ Mozilla Firefox 1.6 and 1.7.2 require Flash 7.0r19 and r25 or higher, respectively.</li> <li>▪ SCP 7.x on Macintosh requires Flash 8.x - 9.x to play narrated content.</li> </ul>
JRE Support	
Microsoft® JVM™ – Version 5.0.xxxx is supported with Microsoft Internet Explorer® 6.0 and greater	<ul style="list-style-type: none"> <li>▪ The Dialogue Live floating toolbar is static under Microsoft JVM.</li> <li>▪ For more information, see Statement on Microsoft Java Virtual Machine (MS JVM) Support (<a href="#">Statement on Microsoft Java Virtual Machine (MSJVM) Support, http://documentation.skillsoft.com/content/cs_online/23851.htm</a>).</li> </ul>
Sun JRE™ with installed JVM™ <ul style="list-style-type: none"> <li>▪ 1.3.1_02 and all updates</li> <li>▪ 1.4.0 and all updates</li> <li>▪ 1.4.1 and all updates</li> <li>▪ 1.4.2 and all updates</li> <li>▪ 5.0 (1.5.0) and all updates</li> <li>▪ 6.0 (1.6.0) and all updates except u10</li> </ul>	<ul style="list-style-type: none"> <li>▪ JRE 1.6.0_10 is known to have compatibility issues with the SkillSoft Course Player (SCP). As such we would not recommend utilizing this particular version.</li> </ul> <p><b>Note:</b> Sun Microsystems released u11 after u10, which corrected all known issues.</p> <ul style="list-style-type: none"> <li>▪ Use JRE 1.5.0_09 or later to support Daylight Savings Time changes.</li> <li>▪ ILT does not support 1.3.1-18, 1.4.2_12 and 1.5.0_07.</li> <li>▪ Microsoft Vista does not support JVM.</li> </ul>
MAC® JRE™ – 1.4.2-5.0 Release 6	ILT does not support MAC JRE.
<b>All SkillSoft product releases support the latest fully released version of the Sun JRE.</b> <ul style="list-style-type: none"> <li>▪ For a given product release, the tested versions of the Sun JRE are determined as of the date of final sign-off of the software requirements specification. If a Sun JRE is released after the sign-off date, verification is scheduled for the next available product release.</li> <li>▪ Verification for new versions of the Sun JRE are automatically included as part of ongoing development efforts.</li> <li>▪ SkillSoft does not formally support any JRE that has not been fully released by Sun.</li> <li>▪ Incremental updates to the Sun JRE are not expected to present major challenges. If issues with a specific Sun JRE occur, the problems are analyzed to determine the best course of corrective action.</li> </ul>	
Web Accessibility	
JAWS® 10	
JAWS® 8	Not supported on Windows 98 or Windows ME.
JAWS® 7.10	For Internet Explorer 6 and greater, supported via Java Accessibility Bridge 2.0.1. <b>Note:</b> If you are running Windows 98 or Windows ME, use JAWS 7.X or earlier.
JAWS® 6.0, 6.2	For Internet Explorer 6 and greater, supported via Java Accessibility Bridge 1.2. <b>Note:</b> If you are running Windows NT or Windows 95, use JAWS 6.2 or earlier.

## Top Typical Customer Support Calls

### **LOGIN RELATED ISSUES**

End users will log-in through WSU Pipeline. Computing & Information Technology has set up a single-sign on authentication. So once users click on the available link on the Employee Tab of WSU Pipeline, they will automatically create a registration into the Accelerate system and can access the myriad of resource tools available. This resource is currently for full-time benefited employees of WSU.

#### ***1. End-user gets a message that says “Error: User does not exist.” or “Error: User ID and password do not match.”***

Let the end-user know that he/she needs to contact Organization & Employee Development so that they can check how the end-user information was loaded into this system. The end-user can call Organization & Employee Development (OED) with his/her name and Access ID at 313-577-2111 or send an e-mail to [OED@wayne.edu](mailto:OED@wayne.edu) with his/her name and Access ID with the Subject line: Accelerate User and/or Password Error. OED will respond to the request within 24 hours.

#### ***2. End-user gets a message that user is not eligible to access Employee Development Tools.***

This system is currently only available to full-time benefited employees of WSU. If you are getting this message, even though you believe you fit the eligibility requirements, please call Organization & Employee Development to confirm eligibility at 313-577-2111 or send an e-mail to [OED@wayne.edu](mailto:OED@wayne.edu)

**OTHER ACCESS RELATED ISSUES**

**1. End-user gets an error message saying ‘SkillPort has not finished initializing your desktop settings’.**

If you have not already done so, have the user perform a browser test at <http://browser.skillport.com>. This will tell you if the user has Java installed. It will ask the user to input his/her E-mail address so that it can send the report. This is safe to do and the report will come into his/her E-mail. The report will say if Java is installed. As the local IT support, you can recommend that the user puts your e-mail address in the appropriate field and the report will be sent to you.

- If Java appears as ‘Unsupported’ from the browser test, follow the instructions at <http://support.skillssoft.com/customer/SPJava.htm>
- If Java appears as ‘Supported’ from the browser test, but the user still gets this message, follow the instructions at <http://support.skillssoft.com/customer/trustedsitesSS.htm> to optimize the browser for the site.
- As the local IT support you also will have the ability to contact our contracted vendor, Skillssoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillssoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

**2. End-user gets a blank white screen with a message saying ‘Login in progress...please wait’**

If you have not already done so, have the user perform a browser test at <http://browser.skillport.com>. This will tell you if the user has Java installed. It will ask the user to input his/her E-mail address so that it can send the report. This is safe to do and the report will come into his/her E-mail. The report will say if Java is installed. As the local IT support, you can recommend that the user puts your e-mail address in the appropriate field and the report will be sent to you.

- If Java appears as ‘Unsupported’ from the browser test, follow the instructions at <http://support.skillssoft.com/customer/SPJava.htm>
- If Java appears as ‘Supported’ from the browser test, but the user still gets this message, follow the instructions at <http://support.skillssoft.com/customer/trustedsitesSS.htm> to optimize the browser for the site.
- As the local IT support you also will have the ability to contact our contracted vendor, Skillssoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillssoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

**COURSE LAUNCH ISSUES**

***The End-user is in Accelerate but is unable to launch a course.***

If you have not already done so, have the user perform a browser test at <http://browser.skillport.com>. This will tell you if the user has Java installed. It will ask the user to input his/her E-mail address so that it can send the report. This is safe to do and the report will come into his/her E-mail. The report will say if Java is installed. As the local IT support, you can recommend that the user puts your e-mail address in the appropriate field and the report will be sent to you.

- If Java appears as 'Unsupported' from the browser test, follow the instructions at <http://support.skillsoft.com/customer/SPJava.htm>
- If PopUp Blocker appears as 'Unsupported' from the browser test, disable the popup blocker or add an exception for \*.skillport.com.
- If everything appears as 'Pass' on the browser test, follow the instructions at <http://support.skillsoft.com/customer/trustedsitesSS.htm> to optimize the browser for this site
- As the local IT support you also will have the ability to contact our contracted vendor, Skillsoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillsoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

**PROGRESS ISSUES**

***End-user progress is not saving for courses being taken online***

- Ensure that the user is checking My Report for the progress, and that the course has been closed. If the course is still open, have the user close the course and refresh the My Report page
- If it is still an issue, then, if you have not already done so, have the user perform a browser test at <http://browser.skillport.com>. This will tell you if the user has Java installed. It will ask the user to input his/her E-mail address so that it can send the report. This is safe to do and the report will come into his/her E-mail. The report will say if Java is installed. As the local IT support, you can recommend that the user puts your e-mail address in the appropriate field and the report will be sent to you.
  - If Java appears as 'Unsupported' from the browser test, follow the instructions at <http://support.skillsoft.com/customer/SPJava.htm>
  - If PopUp Blocker appears as 'Unsupported' from the browser test, disable the popup blocker or add an exception for \*.skillport.com.
  - Have the user open the course and reattempt an assessment. Have the user close the course again, and access My Report to check for new progress

**SKILLSOFT SUPPORT INFORMATION**

SkillSoft Support Contact Number:  
1-866-SKIL-HELP (1-866-754-5435)

SkillSoft Support Links:

Home Page: <a href="http://support.skillssoft.com/">http://support.skillssoft.com/</a>	Knowledge Base <a href="http://support.skillssoft.com/search.asp">http://support.skillssoft.com/search.asp</a>	FAQs & Troubleshooting <a href="http://support.skillssoft.com/search.asp?id=36810">http://support.skillssoft.com/search.asp?id=36810</a>
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Typical End User Browser Test Results Report E-Mail

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**SkillSoft Browser Capabilities Check.**  
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Your browser results have been saved to our server and can be accessed for the next 30 days using this URL.

<http://browser.skillport.com/bh/results.asp?resultsid=%7B6E6AC52B%2D3C9D%2D4EB5%2D8DEC%2DD61682698765%7D>  
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**User Details.**  
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Your e-mail                   aa8224@wayne.edu  
IP Address                    141.217.14.94  
Approximate Connection Speed   3,339 kbps  
Date and Time of Test        02 Jun 2011 14:37:18  
Proxy Via

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**Combined Technical Specifications (20110511)**

This test checks compatibility for a combined specification of SkillSoft Course Player, Simulation Player and SkillPort

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Test                        Operating System  
Result                     Pass  
Your Computer             Microsoft Windows 7

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Test                        Browser Type  
Result                     Pass  
Your Computer             Internet Explorer

Test Browser Version  
Result Pass  
Your Computer 8.0

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Test Adobe Flash  
Result Pass  
Your Computer 10.2.152.32

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Test Java Environment  
Result Pass  
Your Computer Sun Microsystems Inc.  
Version 6.0 Update 18 (1.6.0\_18)

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Test PopUp Blocker  
Result Not Fully Qualified  
Your Computer PopUp Blocker Detected.

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**Requirements:**

A Pop-up Blocker was detected on your system.

Please click here for more information.

<http://support.skillsoft.com/customer/popup3.htm?resultsid=%7B6E6AC52B%2D3C9D%2D4EB5%2D8DEC%2DD61682698765%7D&customerid=%7B293C989F%2DAA78%2D4D7E%2DA66C%2D0E2BDC6CBC07%7D&emailid=aa8224@wayne.edu>

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Not Fully Qualified - The version of software being used has not been fully tested by SkillSoft for compatibility. Receipt of this message does not necessarily indicate issues will occur with use of our products. For more information about these test results or assistance resolving any technical issues you may be experiencing, please use one of the links below.

Access a SkillSoft Support Representative in a one to one chat environment using our Live Help.

<http://support.skillsoft.com/livehelp/browsertest.asp?resultsid=%7B6E6AC52B%2D3C9D%2D4EB5%2D8DEC%2DD61682698765%7D&customerid=%7B293C989F%2DAA78%2D4D7E%2DA66C%2D0E2BDC6CBC07%7D&emailid=aa8224@wayne.edu>

The SkillSoft Online Customer Support Portal is a gateway to the

latest technical support and how to information. Users can search technical support articles, view a list of FAQs or submit requests to SkillSoft Customer Service Representatives through an intuitive, easy to use Web form.

<http://onlinesupport.skillsoft.com>

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