

## Plato Learning e-Packs Troubleshooting (from plato.com)

### Firewall Configuration/Open Ports

If you access Interactive Mathematics and English from behind a firewall or other network security device that limits port access to the Internet, you must allow certain protocols/ports for network data traffic. You will not be able to access Interactive Mathematics and English or run courseware through Interactive Mathematics and English unless these protocols/ports are open.

In addition, you should make sure that none of your security devices are set to automatically disconnect a user session prematurely. PLATO Learning suggests that you do not set any disconnect settings for less than 45 minutes.

Oracle®        Oracle proprietary protocol for database communication. Contact your  
SQL\*Net        firewall vendor for confirmation that your devices support this protocol  
                  and for details regarding the activation of this protocol support on your  
                  security device.

HTTP            Port 80: Standard HTTP port for web page access

SSL             Port 443: Must be open for HTTPS for an SSL connection (Secure Sockets  
                  Layer)

### Internet Connection Speed

PLATO Interactive Mathematics and English require a connection to the Internet with a minimum connection speed, depending on the courseware you are running.

If you're accessing the Internet through a local area network (LAN), many factors can affect your actual connection speed, including improperly configured network settings on the LAN or on workstations, using low bandwidth hubs instead of switches, and your actual Internet bandwidth.

06/01/04 2 PLATO Interactive Mathematics and PLATO Interactive English System & Configuration Requirements

CONFIGURATION    Your actual Internet bandwidth depends on the number of  
REQUIREMENTS, simultaneous users and the specific courseware you are using. In  
continued         general, PLATO Learning recommends a minimum of a T1  
                      Internet connection for most PLATO courseware.

If you're using a modem to connect to the Internet, your effective connection speed may vary. PLATO Interactive Mathematics and English requires a 56k modem connection for home users.

If you do not have a 56k modem, the performance of PLATO Interactive Mathematics and English will be negatively affected. For these reasons, we recommend using a DSL or cable Internet connection instead of a dialup modem to run PLATO courseware. DSL and cable Internet connections are capable of much higher data transmission speeds than a modem and telephone line.

### Filtering Software

We recommend that you do not use web filters to scan the content of Interactive Mathematics and English files. Filtering Interactive Mathematics and English files may

dramatically reduce performance. If your network uses a content filtering system, we recommend that it be configured to trust all content from our domain. We take great precautions at our data center to insure that all content delivered is free from viruses and inappropriate material. Any filtering at your location is redundant and will significantly reduce the overall performance of PLATO Interactive Mathematics and English.

06/01/04 3 PLATO Interactive Mathematics and PLATO Interactive English System & Configuration Requirements

**CONFIGURATION** Enable JavaScript and ActiveX Controls

**REQUIREMENTS** Internet Explorer web browsers must have ActiveX® controls and JavaScript enabled to run PLATO courseware. Netscape browsers must have JavaScript enabled to run PLATO courseware.

Most browsers have these features enabled by default. However, they may be disabled if someone has changed the default settings in your web browser.

Follow the instructions below for your web browser and version:

Internet Explorer Version 6.0

1. Start Internet Explorer.
2. Click Tools > Internet Options.
3. Click the Security tab.
4. Click the "Default Level" button, and then click OK.

Note: If the "Default Level" button is not active, then your browser already has the correct settings. You do not need to make any changes.

Netscape web browsers

1. Start Netscape.
2. Click Edit > Preferences > Advanced (in the Category list).
3. Select the following preferences (the default settings for Netscape browsers):

Automatically load images

Enable Java

Enable JavaScript

Enable style sheets

4. Click OK to accept the changes. Click Cancel if your default settings were already correct, and you didn't need to make any changes.

06/01/04 4 PLATO Interactive Mathematics and PLATO Interactive English System & Configuration Requirements

**CONFIGURATION** Enable Cookies

**REQUIREMENTS** We require that you enable cookies on all workstations that will be running PLATO® Interactive Mathematics and English. Interactive Mathematics and English uses cookies to remember resources to which you are permitted access. Without enabling cookies, the courseware may not function properly.

Web browsers have cookies enabled by default. If you find that cookies are not enabled for the browser on your workstation, you can enable them by following the instructions in your web browser's Help file. (Start your web browser, and then click "Help" on the menu bar at the top of the screen.).