



Client-Hosted PLATO Web Learning Network™ System and Configuration Requirements

For Workstations and Servers

July 29, 2010

- Windows® 2000 Professional (SP4)
- Windows® XP Home and Professional (SP3)
- Windows® Vista® Home/Premium/Business/Ultimate
- Mac® OS 10.4.11 and 10.5

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About This Document

Disclaimer: The system requirements provided by PLATO Learning are intended to be a guideline based on current hardware and software technologies. Actual performance may vary due to specific site hardware and software configuration parameters as well as other applications running on the computers at the same time. Due to advances and changes in these technologies, system requirements are subject to change without notice.

This document provides guidance to PLATO Learning customers about the environmental specifications for accessing Client-Hosted PLATO Web Learning Network™ (CH-PWLN™).

In general, most users experience the Internet via standard HTML web pages, which use simple text and graphics that do not consume much bandwidth. PLATO Learning has gone beyond HTML to provide much higher production value. Therefore, the system requirements for PLATO Learning courseware are higher than simple web browsing on HTML pages.

In addition, many other factors can affect the PLATO Web Learning Network performance, including the following:

- Proxy servers and web caching
- Firewalls
- Switches
- Available bandwidth of the local network
- Quality of the bandwidth provided by an Internet Service Provider

All of these factors interact with each other. Any combination of these variables **may** affect the overall performance of the PLATO Web Learning Network.

Current system requirements are located on the PLATO Learning Support Services website, or click on the following link for more information:

<http://support.plato.com/requirements.asp>

Additional Available Services

Additional assistance is available to ensure the overall system is ready to run the Client-Hosted PLATO Web Learning Network. PLATO Learning offers onsite, fee-based consulting services to assist with most situations. When using PLATO Learning's consulting services, the trained technical staff will work with the technical department to troubleshoot and remedy problems if encountered after the initial installation.

To find out more about PLATO Learning's fee-based consulting services, call 1-800-44-PLATO or e-mail info@plato.com.

Document Change Log

The following table lists the most recent changes to Client-Hosted PLATO® Web Learning Network System and Configuration requirements:

Date	Updates
5/18/10	<ul style="list-style-type: none"> • Edited Text • Edited Formatting
10/27/08	<ul style="list-style-type: none"> • Update Mac® OS X requirements to 10.4.11 from 10.4.10 • Updated Safari® requirements to 3.x.x
06/04/08	<ul style="list-style-type: none"> • Removed Support for Mac OS 10.3
03/06/08	<ul style="list-style-type: none"> • Updated Processor Speed minimum from 500MHz to 1 GHz • Updated Processor Speed for Macs to PowerPC® or Intel® • Added Support for Microsoft SQL Server® 2005 with Service Pack 2 installed • Paradox® is not supported for version 5.1 • Removed support for Mac OS 10.2 • Removed support for Netscape® • Updated minimum Memory requirement from 256 MB to 512 MB • Removed support for virtual computing platforms
11/29/07	<ul style="list-style-type: none"> • Added support for Mac OS X 10.5 with Safari 3.0.3 • Updated supported Mac operating system 10.4.10 with Safari 2.0.4 • Discontinued support for PLATO Learning, Inc. products running on platforms with Mac operating system 10.1 • Updated Internet Connection Speed to a minimum of 128kbps per workstation
4/30/07	<ul style="list-style-type: none"> • Added support for Windows Vista® operating system, effective March 15, 2007
4/02/07	<ul style="list-style-type: none"> • Added support for Internet Explorer® 7 for Windows® XP and Windows® 2000 Operating Systems
3/28/07	<ul style="list-style-type: none"> • Changed the minimum supported version of Adobe® Reader® from 6.0.1 to 7.0

Document Change Log (continued)

Date	Updates
1/10/07	<ul style="list-style-type: none"> • Discontinued support for PLATO Learning, Inc. products running on platforms with Windows Millennium® (ME®) and Windows 98® Second Edition. End of support date: December 31, 2006
11/29/06	<ul style="list-style-type: none"> • Replaced instances of Corel® Paradox Database with Microsoft SQL Express®
10/19/06	<ul style="list-style-type: none"> • Removed pre-installation checklist from document
6/27/06	<ul style="list-style-type: none"> • Updated supported Mac operating systems to 10.1, 10.2, 10.3.9 with Safari 1.3.2, and 10.4.6 with Safari 2.0.3
6/22/06	<ul style="list-style-type: none"> • Updating system requirements to state that PLATO Learning does not currently support Windows Server® 2003 Pro x64 (64-bit edition)
3/21/06	<ul style="list-style-type: none"> • Removed open UK ports requirement. • Mac OS 9.x is no longer a support operating system
9/12/05	<ul style="list-style-type: none"> • Added Mac OS 10.4.2 support with Safari 2.0.1
5/25/05	<ul style="list-style-type: none"> • Removed open port 443 requirement. • Added port for firewall support. • Added support for Windows XP SP2. • Added ability to configure pop-up blockers instead of disabling them. • Changed requirement for large systems to call Technical Support for sizing recommendations above 500 users. • Modified configuration of proxy server. • Modified server configuration requirement. • Netscape® 8 is not supported at this time. • Mac OS 10.3.9 and Safari 1.3 is not supported at this time. Mac OS 10.4 and Safari is not supported at this time.
4/08/05	<ul style="list-style-type: none"> • Updated minimum bandwidth requirements from 30 kbps to 40 kbps
4/01/05	<ul style="list-style-type: none"> • Updated Mac processor, OS, and Browser requirements.

Document Change Log (continued)

Date	Updates
3/16/05	<ul style="list-style-type: none">• Removed requirements for Mac users.• Updated Support site and Request form URLs
9/01/04	<ul style="list-style-type: none">• Added Netscape 7.0 as a supported browser for Mac OS 9.2.• Increased memory requirement for Mac OS 9.2 from 128 MB to 256 MB.• Changed memory allocation to browser from 40 MB to 60 MB• Added announcement that Service Pack 2 for Windows XP is not supported; it is currently being tested.
3/17/04	<ul style="list-style-type: none">• Added requirement to disable pop-up blockers on workstations.• Added Adobe Reader 6.0.1 requirement.

Technical Environment & Knowledge Requirements For All Server Configurations

Client Responsibilities

Typically, the Information Technology (IT) Department or the onsite network administrator is responsible for the day-to-day support and maintenance of the network system and all network security per the site's security policies.

Client-Hosted PLATO Web Learning Network™ can be accessed by remote users over the Internet. If external access is a capability chosen to be provided, it is the responsibility of the site, school, and/or district for all security, firewall, and intrusion protection for the server, and ultimately, the network. PLATO Learning assumes no responsibility for unauthorized access to the CH-PWLN™ system or the network.

Knowledge Requirements

PLATO Learning strongly recommends that a Microsoft® Certified Systems Engineer (MCSE) or technician with equivalent knowledge and experience is available onsite.

- The MCSE or technician must have a thorough understanding of Microsoft Windows Server® operating systems with a specific emphasis on Microsoft Internet Information Services (IIS)
- The MCSE or technician must have the knowledge, training, and experience to administer Microsoft SQL databases
- The MCSE or technician must have a thorough understanding of Internet communications, security principles, and data center operations

Site Preparation Requirements

Prior to installation, a technical contact person at the site must confirm with PLATO Learning, Inc. that the network is configured and updated as required and documented by PLATO Learning, Inc.

The site must also comply with the security and port settings required by CH-PWLN.

Technical Environment & Knowledge Requirements (continued)

Configuration Summary

Client-Hosted PLATO Web Learning Network is available in various configurations to meet users' needs. The file server and network system requirements depend on the number of workstations that will have simultaneously connected to CH-PWLN and on how the components of CH-PWLN are distributed on each of the servers.

Number of Workstations	Network Characteristics	Client File Servers	Appendix
Up to 100 simultaneous PC and/or Mac® connections	100 Mbps LAN recommended	<ul style="list-style-type: none">• One dual processor server running all components• Microsoft SQL Express®	A page 16
Up to 249 simultaneous PC and/or Mac connections	100 Mbps LAN recommended	<ul style="list-style-type: none">• Two dual processor servers• 1 Microsoft SQL Server® 2000 or 2005 database server• 1 web server running IIS 5.0 or 6.0	B page 17
For up to 499 simultaneous PC and/or Mac connections	100 Mbps LAN recommended	<ul style="list-style-type: none">• Add one dual processor web server running IIS 5.0 or 6.0	C, D pages 18-20
For each 500 simultaneous PC and/or Mac connections	100 Mbps LAN recommended	<ul style="list-style-type: none">• Add one dual processor Microsoft SQL Server 2000 or 2005 database server	C, D pages 18-20

System & Configuration Requirements

Workstation System Requirements

Current information regarding requirements, configuration options, and additional support information not listed in this section can be found on the PLATO Learning Support Services website, or by clicking on this link: <http://support.plato.com/requirements.asp>

The following information is the hardware and software requirements for workstations in order to access the PLATO Web Learning Network. Systems should function without error at an acceptable performance level when requirements are met.

Microsoft® Windows®

Windows® XP Professional or Home Edition (SP3)

Windows® 2000® Professional or Home Edition (SP4)

Processor speed	<ul style="list-style-type: none">• 1 GHz processor or faster
Memory	<ul style="list-style-type: none">• 512 MB or more
Sound card	<ul style="list-style-type: none">• Microsoft-compatible sound card and headset or speakers (required only if running PLATO Learning audio courseware)
Internet Connection	<ul style="list-style-type: none">• (See Connection Speed to PWLN Servers page 4)
Web Browser	<ul style="list-style-type: none">• Internet Explorer® 6.0 with Service Pack 1• Internet Explorer® 7.0

Windows Vista® Ultimate, Enterprise, Professional, or Home Edition (SP3)

Processor Speed	<ul style="list-style-type: none">• 1 GHz processor or faster
Memory	<ul style="list-style-type: none">• 512 MB or more
Sound card	<ul style="list-style-type: none">• Sound card and headset (required only if running PLATO Learning audio courseware)
Internet Connection	<ul style="list-style-type: none">• (See Internet Connection Speed on pages 5)
Web Browser	<ul style="list-style-type: none">• Internet Explorer® 7.0

Workstation System Requirements (continued)

Apple® Macintosh®

Macintosh® OS 10.4.11

- | | |
|------------------|---|
| Processor | <ul style="list-style-type: none">PowerPC® or Intel® <p>Note: The Intel® processor is currently only supported on OS 10.4.11 while running Safari with Rosetta® enabled. For instructions on how to enable Rosetta mode, please visit http://support.plato.com/kb/tip.asp?psid=5391. PLATO Learning will continue to support products running in Rosetta mode on the Intel-based Mac as long as Apple® is actively supporting Rosetta.</p> |
|------------------|---|

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- | | |
|---------------|--|
| Memory | <ul style="list-style-type: none">512 MB or more |
|---------------|--|

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- | | |
|----------------------------|---|
| Internet Connection | <ul style="list-style-type: none">(See Connection Speed to PWLN Servers page 4) |
|----------------------------|---|

-
- | | |
|--------------------|---|
| Web Browser | <ul style="list-style-type: none">Safari® 3.2.x |
|--------------------|---|

Macintosh® OS 10.5.X

- | | |
|------------------|--|
| Processor | <ul style="list-style-type: none">PowerPC® or Intel® <p>Note: The Intel® processor is currently only supported on OS 10.5 while running Safari with Rosetta® enabled. For instructions on how to enable Rosetta mode, please visit http://support.plato.com/kb/tip.asp?psid=5391. PLATO Learning will continue to support products running in Rosetta mode on the Intel-based Mac as long as Apple® is actively supporting Rosetta.</p> |
|------------------|--|

-
- | | |
|---------------|--|
| Memory | <ul style="list-style-type: none">512 MB or more |
|---------------|--|

-
- | | |
|----------------------------|---|
| Internet Connection | <ul style="list-style-type: none">(See Connection Speed to PWLN Servers page 4) |
|----------------------------|---|

-
- | | |
|--------------------|---|
| Web Browser | <ul style="list-style-type: none">Safari® 3.2.x |
|--------------------|---|

Note: PLATO Chemistry Series and PLATO Biology Series are only compatible with Mac OS 10 if the servers are at Client-Hosted PLATO Web Learning Network version 4.0.1 or higher and if the PLATO Chemistry and PLATO Biology updates have been installed. The latest updates can be found on the PLATO Support Center web site:

<http://support.plato.com>

Note: Windows 64-bit Operating System is NOT supported.

All workstations also require the following:

- Hard disk space sufficient to run the workstation's operating system and web browser properly
- Mouse
- Keyboard
- Monitor

Workstation Configuration

Current information regarding requirements, configuration options, and additional support information not listed in this section can be found on the PLATO Learning Support Services website, or by clicking on this link: <http://support.plato.com/requirements.asp>

Browser Cache Size

The default cache size of the web browsers on the workstations may be adequate. However, modifying the cache size setting *may* make a difference in the performance of the system. In general, increasing the cache size setting on the browsers typically improves system performance.

Enable JavaScript™ and ActiveX® Controls

Internet Explorer web browsers must have ActiveX® controls and JavaScript™ enabled to run the Client-Hosted PLATO Web Learning Network.

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

For **Macintosh®** operating system-based machines, check the web browser's Help file for instructions on how to enable plug-ins, enable scripting, or control access of JavaScript.

Pop-up Blockers

If the workstation is running a **Windows®** operating system, the following instructions are based on the web browser version:

Internet Explorer Version 6.0 and higher

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

For more details, go to <http://support.plato.com/256>

Note: If the "Default Level" button is not active, the browser already has the correct settings. No further changes are needed.

Pop-up blockers must be disabled or configured properly in order to run PLATO courseware successfully.

Pop-up blockers or stoppers are used to prevent additional windows, typically advertisements, from opening within the web browser.

Workstation Configuration (continued)

Pop-up Blockers (continued)

Pop-up blocking software disables JavaScript pop-up ads, but it also disables legitimate web site functionality using JavaScript. PLATO web-based courseware depends on JavaScript in order to run correctly.

The procedures to disable or configure pop-up blockers vary, depending on the software used. Assistance with configuring the settings should be available within the pop-up blocker application. Several widely available pop-up blockers, such as Yahoo!® or Google®, contain menus or buttons on the toolbar which allow users to uninstall or disable the blocker.

Enable Cookies

Cookies are required to be enabled on all workstations running the Client-Hosted PLATO Web Learning Network.

Web browsers have cookies **enabled** by default. If cookies are not enabled for the browser on workstation, instructions can be found in the web browser's Help file. Simply start the web browser and then click "Help" on the menu bar at the top of the screen or from the menu bar.

Downloading & Installing Plug-ins

The Client-Hosted PLATO Web Learning Network requires the use of plug-ins on workstations. The required plug-ins can be downloaded either from the login window of PWLN or directly from vendor web sites.

For more details, go to: http://support.plato.com/plugin_test.asp

Downloading and installing the plug-ins may take a fair amount of time. Connection speed to the Internet, network traffic, and the number of workstations requiring the plug-ins are major factors in the installation time. It is recommended that plug-ins are downloaded and installed prior to students running PLATO Learning courseware for the first time.

If users encounter difficulty downloading or installing plug-ins, try the following:

- Check the rights on Windows-based workstations. Users must have administrative privileges to the local workstation or be set up as power users in order to install plug-ins. Check with the local network administrator for further assistance.

Workstation Configuration (continued)

Downloading & Installing Plug-ins (continued)

- If a proxy server is present on the network, check setting that may require anonymous authentication to allow plug-ins to be installed. Once the plug-ins are downloaded, anonymous authentication can be disabled. Check with the local network administrator for further assistance.
- Check desktop security programs or forced Group Policies that may be limiting access to the workstation operating systems. Check with the local network administrator for further assistance.

Plug-ins for Windows-based Workstations

The following plug-ins are required to run PLATO Learning courseware. To download and install plug-ins on workstations with Windows operating systems, click on the links below.

[Flash® Player](#)
[Shockwave® Player \(Full Install\)](#)
[Authorware® \(Full Install\)](#)
[PLATO Xtras®](#)
[iPCD3](#)

Plug-ins for Mac-based Workstations

The following plug-ins are required to run PLATO Learning courseware. To download and install plug-ins on workstations with Mac OS X operating systems, click on the links below.

[Flash® Player](#)
[Shockwave® Player \(Full Install\)](#)
[Authorware® \(Full Install\)](#)
[PLATO Xtras®](#)
[iPCD3](#)

Adobe® Reader® (for Windows and Mac)

Online documentation for PLATO products requires Adobe® Reader® 7.0 or higher. The latest version of Adobe Reader can be downloaded directly from <http://www.adobe.com/support/downloads/>

Network Requirements & Configuration

Open Ports

If CH-PWLN is to be accessed from behind a firewall or other network security device that limits access to the Internet, the following ports must be opened for network data traffic. CH-PWLN cannot be accessed unless the ports are opened for bidirectional traffic.

In addition, security devices are frequently set to automatically disconnect a user session after a period of inactivity. PLATO Learning suggests timeout periods should be set to disconnect sessions after no less than 30 minutes.

Port 80	Standard HTTP port for web page access
Port 1209	Port 1209 must be open to TCP outbound only
NOTE: If a firewall is between the SQL server and web server, it may be necessary to open ports 747, 3285, 3284, and 1433. Contact PLATO Support Services for further assistance (800-869-2200)	

Connection Speed to PWLN Servers

PLATO Web Learning Network requires a connection to the CH-PWLN servers with a **minimum connection speed**, depending on the courseware being used. Many factors can affect actual connection speed. Improperly configured network settings on the LAN or on workstations, using low bandwidth hubs instead of switches, actual bandwidth, and the quality of the connection to the ISP can adversely affect performance.

The actual available network bandwidth depends on the number of simultaneous users, the specific courseware being used, and overhead produced by other applications running on the network. If access to the Internet is through a local area network (LAN), tests for available bandwidth are recommended. PLATO Learning requires that each workstation have a connection of at least 128 kbps to the Internet.

Filtering Software

It is recommended that web filters are not used to scan the content of PLATO Learning courseware. Filtering PLATO Learning content may dramatically reduce performance. If a content filter is present on the network, it is recommended that it is configured to trust all content from the PLATO Learning domain.

Great precautions are taken to ensure all content delivered free from viruses and inappropriate material. Filtering within the local network is redundant and will significantly reduce the overall performance of PLATO Learning courseware.

Network Requirements & Configuration (continued)

Additional Information

Additional information on firewall and content filtering configurations can be found on the PLATO Learning Support Services website, or by clicking on the following link: <http://support.plato.com/kb/SupportArticles/13126.asp>

APPENDIX A: Server Requirements

Simultaneous Workstation Connections: Up to 100

Microsoft SQL Express

- Client provides the local area network infrastructure, configured to use TCP/IP
- The server must be dedicated to Client-Hosted PLATO Web Learning Network and **may not be** a domain controller
- DNS services must be installed on the network
- A single server may be used to host both web and database functions

Web and Database Server - Single Server

Processor Speed	<ul style="list-style-type: none">• Dual processor P4 2 GHz 512K on board cache MINIMUM
Memory	<ul style="list-style-type: none">• 2 GB RAM
Storage	<ul style="list-style-type: none">• 36 GB of free disk space in a RAID configuration accessible as a local storage device.
Adapter	<ul style="list-style-type: none">• 100 Mbps LAN adapter
Network Operating System	<ul style="list-style-type: none">• Windows Server 2003 Standard installed• Microsoft Internet Information Services 5.0 or 6.0 installedNote: Windows 64-bit Operating Systems are not supported at this time
Other	<ul style="list-style-type: none">• File backup system• Uninterruptible Power Supply (UPS)

APPENDIX B: Server Requirements

Simultaneous Workstation Connections: Up to 249

Microsoft SQL Server

- Client provides the local area network infrastructure and be configured to use TCP/IP
- Servers must be dedicated to Client-Hosted PLATO Web Learning Network and **may not be** a domain controller
- DNS services must be installed on the network
- A minimum of two servers: one to function as a web server and one to function as the database server

Web Server (1 server for up to 249 workstations)

Processor Speed	<ul style="list-style-type: none">• Dual processor P4 2 GHz 512K on-board cache
Memory	<ul style="list-style-type: none">• 2 GB RAM
Storage	<ul style="list-style-type: none">• 36 GB of free disk space in a RAID configuration accessible as a local storage device
Adapters	<ul style="list-style-type: none">• 100 Mbps LAN adapter for connection to the LAN or Intranet
Network Operating System	<ul style="list-style-type: none">• Windows 2000 Advanced Server (SP4) or Windows Server 2003 Standard• Microsoft Internet Information Services 5.0 or 6.0 installed <p>Note: Windows 64-bit Operating Systems are not supported at this time</p>
Other	<ul style="list-style-type: none">• File backup system• Uninterruptible Power Supply (UPS)

Simultaneous Workstation Connections: Up to 249 (continued)

Database Server	
Processor Speed	<ul style="list-style-type: none">Dual processor P4 2 GHz 512K on-board cache
Memory	<ul style="list-style-type: none">2 GB RAM
Storage	<ul style="list-style-type: none">36 GB of free disk space in a RAID configuration accessible as a local storage device
Adapter	<ul style="list-style-type: none">100 Mbps LAN adapter
Network Operating System	<ul style="list-style-type: none">Windows 2000 Advanced Server (SP4) or Windows Server 2003 StandardMicrosoft SQL Server 2000 (SP3) or SQL Server 2005 (SP2) <p>Note: Windows 64-bit Operating Systems are not supported at this time</p>
Other	<ul style="list-style-type: none">File backup systemUninterruptible Power Supply (UPS)

APPENDIX C: Server Requirements

Simultaneous Workstation Connections: Up to 499

Microsoft SQL Server

- Client provides the local area network infrastructure and be configured to use TCP/IP
- Servers must be dedicated to Client-Hosted PLATO Web Learning Network and **may not be** a domain controller
- DNS services must be installed on the network
- A minimum of three servers: two to function as load-balanced web servers and one to function as the database server

Web Servers (2 load-balanced servers for up to 499 workstations)

Load Balancing	<ul style="list-style-type: none">• Multiple web servers must be set up in a load-balanced configuration using either hardware load balancers or the network load balancing (NLB) capabilities of Windows 2000 Advanced Server or Windows Server 2003 Standard.• Microsoft NLB requires a hub for most network configurations.
Processor Speed	<ul style="list-style-type: none">• Dual processor P4 2 GHz 512K on-board cache
Memory	<ul style="list-style-type: none">• 2 GB RAM
Storage	<ul style="list-style-type: none">• 36 GB of free disk space in a RAID configuration accessible as a local storage device
Adapters	<ul style="list-style-type: none">• 100 Mbps LAN adapter for connecting to the LAN. A minimum of two NICs installed.
Network Operating System	<ul style="list-style-type: none">• Windows 2000 Advanced Server (SP4) or Windows Server 2003 Standard• Microsoft SQL Server 2000 (SP3) or SQL Server 2005 (SP2) <p>Note: Windows 64-bit Operating Systems are not supported at this time</p>
Other	<ul style="list-style-type: none">• File backup system• Uninterruptible Power Supply (UPS)

Simultaneous Workstation Connections: Up to 499 (continued)

Database Server (1 server for up to 499 workstations)

Processor Speed	<ul style="list-style-type: none">• Dual processor P4 2 GHz 512K on-board cache
Memory	<ul style="list-style-type: none">• 2 GB RAM
Storage	<ul style="list-style-type: none">• 36 GB of free disk space in a RAID configuration accessible as a local storage device
Adapter	<ul style="list-style-type: none">• 100 Mbps LAN adapter
Network Operating System	<ul style="list-style-type: none">• Windows 2000 Advanced Server (SP4) or Windows Server 2003 Standard• Microsoft SQL Server 2000 (SP3) or SQL Server 2005 (SP2) <p>Note: Windows 64-bit Operating Systems are not supported at this time</p>
Other	<ul style="list-style-type: none">• File backup system• Uninterruptible Power Supply (UPS)

APPENDIX D: Server Requirements

Simultaneous Workstation Connections: 500 +

Microsoft SQL Server

Sites with 500 or more users require a custom configuration; please contact PLATO Support Services at 800.869.2200 for more information.