



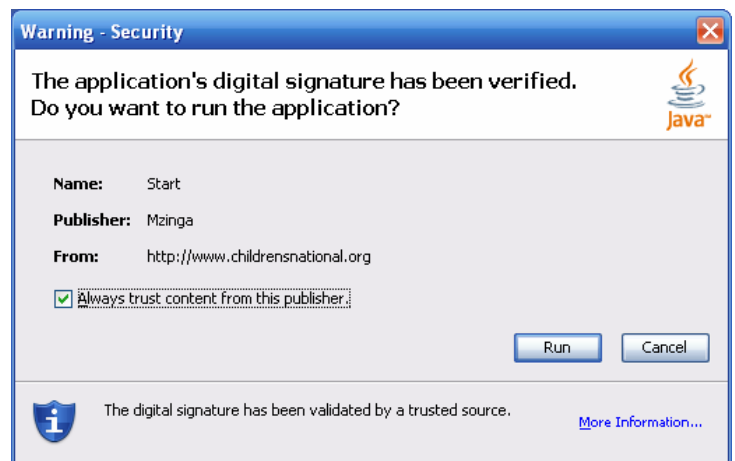
Children's National Medical Center Web Based Training PC Requirements and Troubleshooting Guide

Recommended Personal Computer and Connection Configurations

- Windows 98, NT (w/SP6a), 2000 (w/SP2), XP
- Pentium II 300 MHz processor
- 128 MB RAM
- Screen resolution of 1024 x 768
- 256 colors or higher
- Medium or Small fonts
- Microsoft Internet Explorer version 5.0, 5.5, or 6.0 or Firefox
- Java (see note) below
- High-speed (broadband) network/internet connection is recommended

Browser Configurations

- When you first connect to a WBT, you may receive a security warning related to the digital signature for the program. When prompted, select **Run**. Note: you can select the "Always trust content from this publisher" so that you are not prompted in the future.
- **Pop up blocking** must be turned **off** to run the WBTs.
 - **Firefox** →Tools→Options—Content window
 - **Internet Explorer** →Tools—Popup Blocker
- **ActiveX** – browser settings must allow/enable running of Active Content. This setting is typically under the browser Tools→Internet Options → Advanced tab
- **Java** must be enabled. Java Virtual Machine 1.1x, or Sun Java Runtime Environment - 1.3x, 1.4.2-1.4.1_07, and 1.5.0-1.5.0_6 versions of the Java plug-in are supported. If you experience problems and do not have the Java plug-in you can download and install it from the following site:
http://java.sun.com/javase/downloads/index_jdk5.jsp



If you need additional technical assistance, please contact the Children's National Information Resources Help Desk at (202)476-4357.