Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

e-LfH

Subject area: **Hardware/Software/Network requirements**

Technical requirements for accessing all e-Learning for Healthcare products

Version: **1.3**

Date: **15 December 2008**

e-Learning for Healthcare
(Department of Health in partnership with Professional Bodies & the NHS)

e-LfH

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

Table of Contents

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

Introduction

This document defines the technical environment that needs to be in place in order to successfully access and use any e-Learning for Healthcare (e-LfH) product, or any other product hosted by e-LfH.

The target audience for e-LfH products is the UK's healthcare workforce. This technical specification has been determined based on the most commonly encountered software/hardware within healthcare sites. e-LfH products are therefore developed to work on the following Microsoft operating systems:

- Windows XP
- Windows Vista

e-LfH use standard web technologies (e.g. HTML) to create and deliver our e-learning content. All you need is a computer, a broadband internet connection, and a web browser equipped with some commonly used software and extensions.

IMPORTANT:
If the technical requirements are not met, you may not be able to access the e-learning content, or you may be able to access them but they will not work as expected.

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

e-L/H

Quick Start Guide – About Your Computer

An automatic network and computer setting checker is available to help you check if your computer system is correctly configured to view the e-learning content provided by e-Learning for Healthcare.
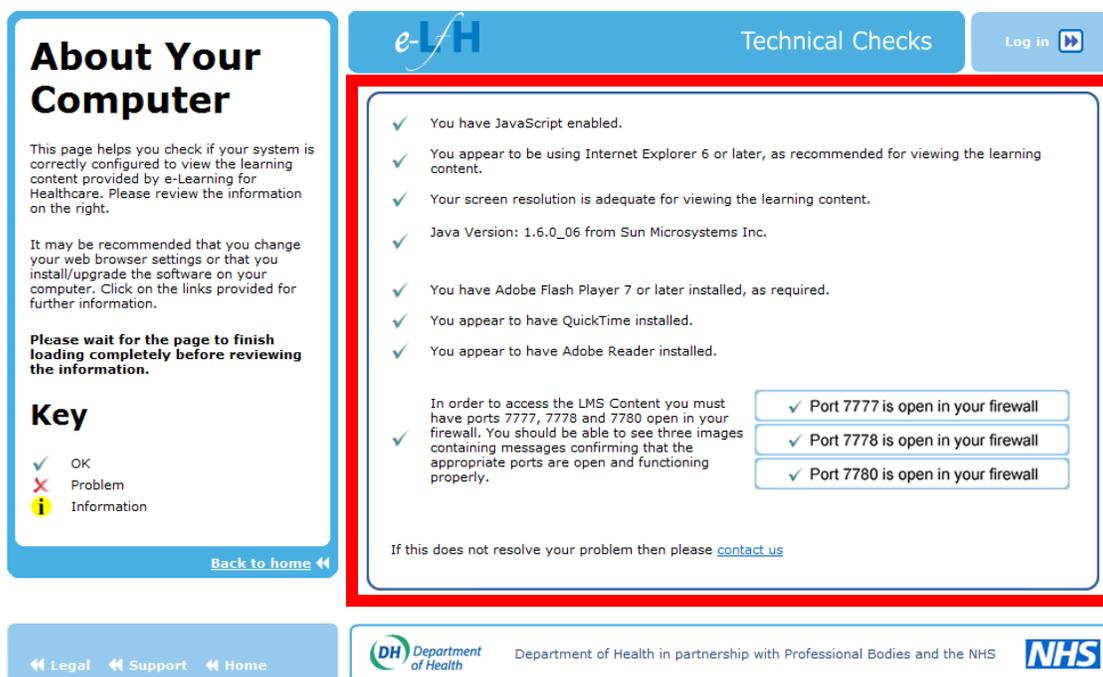
Step 1:
Open your internet web browser (e.g. Internet Explorer) and go to this address: http://www.e-lfh.org.uk/support.aspx

Note: If you are unable to view this web page, please check your internet connection or contact your local network manager or IT department.

Step 2:
The following page will appear and automatically test your network and computer settings.

If your computer passes all tests then you should be able to access all e-LfH content successfully.

More information on each of these tests is given below.

Note: If any issues are identified during this check please refer to the sections below before contacting your local network manager or IT department.

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

e-LfH

Network Settings

Access Restrictions

Some medical sites restrict access to unauthorised websites whilst some restrict internet access completely. Restrictions are often present when the network is administered by a local IT department. You may find this is the case when accessing e-LfH websites:

- http://www.e-lfh.org.uk (the e-LfH website)
- http://reception.e-lfh.org.uk (the e-LfH e-learning portal that you must visit to access the learning materials)

If you cannot access either of these sites, then pass this document to your local network manager or IT department who should be able to help you or contact e-LfH Support on your behalf.

Network Firewall Settings & Requirements

- Firewalls need to be configured to allow access to e-LfH e-learning materials
  - TCP Ports 7777, 7778 and 7780 to IP addresses 217.22.94.98 and 217.22.94.99 need to be open for outgoing traffic

Network Security

The e-LfH delivery platform is comprised of a series of Oracle applications (Oracle Internet Directory, Oracle Portal and Oracle iLearning) which operate over ports 7777, 7778 and 7780. These are the default ports for these applications and are only used for delivering content over HTTP to the user's web browser. The e-LfH systems will not install any software on user's computer, nor will users be asked to install software downloaded from e-LfH systems. The security of the e-LfH systems is taken very seriously, and all appropriate measures are taken to secure them against malicious activity.

Local Computer (PC) Settings

Software Requirements

In order to download and install any software on to your local computer (PC), you will need to have administrative rights on the computer you are using. If the computer you are using is owned and administered by someone other than you, such as your Trust's IT department, you may not have the necessary permissions to install the necessary software where required. If this is the case, you will need to contact the computer owner, local administrator or local IT department.

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

e-L*f*H

JavaScript:
- JavaScript **MUST** be enabled in the browser

Link: http://support.microsoft.com/gp/noscript//gp/noscript/

Web browsers:
- Internet Explorer 6 or later is recommended for viewing the e-learning content

Link: http://www.microsoft.com/downloads/details.aspx?FamilyID=9ae91ebe-3385-447c-8a30-081805b2f90b&displaylang=en

Note: Other browsers (e.g. Firefox, Safari) should work but this cannot be guaranteed.

Screen resolution:
- The screen resolution should be 1024x768 pixels or greater in order that all the e-learning content can be viewed on the computer screen

Link: http://www.microsoft.com/windowsxp/using/setup/personalize/resolution.mspx

Java Version:
- Java **MUST** be installed
    - Version 1.4.1 or higher
    - Please **NOTE** that if you are on 1.6.0_10 or 11 you will need to disable the 'Next-generation Java plug-in' setting (see Appendix A)

Link: http://www.java.com/en/download/index.jsp

Adobe Flash Player:
- The Abode Flash Player **MUST** be installed
    - Version 7 or higher

Link:http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=Shockwave Flash

QuickTime:
- Apple QuickTime Player is only required to be installed if accessing the radiology (R-ITI) e-LfH product

Link: http://www.apple.com/quicktime/download/

Adobe Reader:
- Adobe Reader should be installed for viewing supporting documents in .pdf format

Link: http://www.adobe.com/products/acrobat/readstep2.html

Pop-up Blockers:

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

- e-LfH recommends that pop-up blocking be disabled for its sites. Pop-ups may be blocked by your browser, your security software, or a range of browser plug-ins. This is important for administrative functions.

Hardware Requirements

Some e-LfH e-learning content uses video and animations which may include sound. Therefore you may need to have a soundcard within your computer as well as speakers or headphones in order to hear the content.

e-LfH do not provide any hardware in support of this requirement.

Support

FAQs

Q: Do any of the software downloads used to access e-LfH products cost anything?
A: No, all downloads mentioned in this document are free to download from their respective web sites.

Q: Can I access e-LfH products using an Apple Mac computer?
A: Refer to the section above: Software Requirement > Web Browsers.

Contact Us

Technical queries please email: support@e-lfh.org.uk

In any contact please provide:

- First name
- Last name
- Email address
- Contact phone number
- Description of problem
- Supporting information e.g. screen images which show error messages

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

Disclaimer

e-LfH e-learning content is optimised to work in the environment specified above and so do not offer alternative packages to cater for other environments. e-LfH do not test all hardware, software combinations and therefore do not claim that the content will work as intended in other environments. e-LfH therefore cannot deliver the same level of support to users accessing e-LfH products using non-standard hardware or software.

e-LfH do not take responsibility for providing or maintaining any hardware associated with accessing e-LfH e-learning content.

e-LfH takes no responsibility for maintaining the external website data referred to in this document. The website links are only provided as reference information and so cannot be guaranteed to work. The website links were accurate at the time of this documents publication. It is the responsibility of the computer owner to ensure that the correct software is loaded for accessing e-LfH products.

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

8

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
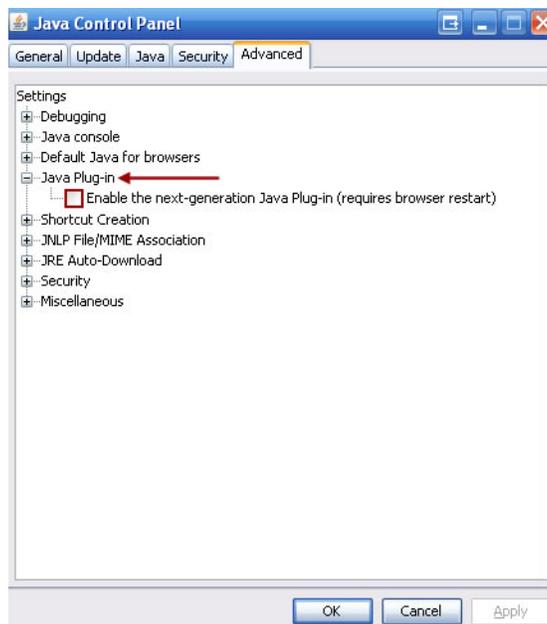Professional Bodies & the NHS)

e-L/H

Appendix A – Java 1.6.0_10 and Java 1.6.0_11

Users are required to have the Java Virtual Machine installed on their client PC. If you have Java Virtual Machine versions 1.6.0_10 or 1.6.0_11 installed, then you need to change the default settings in your PC's Java Console. This is because the Java Virtual Machine was completely redesigned in 2008, which can cause an incompatibility with Oracle iLearning. The symptoms of this incompatibility are:

- The first page of each session appears blank
- Completion status for each session does not update
- Bookmarking of sessions does not work

To resolve these issues, you will probably need to have Administrator rights to your PC. If you do not, please see your IT department or whoever does have Administrator rights to your PC.

1. Navigate to the Control Panel of your PC (either My Computer > Control Panel or click the Windows button and select Control Panel)
2. Open the Java Control Panel
3. Click on the Advanced Tab.
4. Within the Advanced tab, expand the **Java Plugin** section (click the **+** symbol)
5. Uncheck the box '**Enable the next-generation Java Plug-in**'
6. The screen should look like this:

Date: 15 December 2008
Version: 1.3

e-Learning for Healthcare
(Dept. Of Health in partnership with
Professional Bodies & the NHS)

7. Click OK.
8. Restart your browser and check your sessions are bookmarking / completing.

If you still have the issue then please contact your IT department who can contact us (support@e-lfh.org.uk) if they cannot resolve the problem.

For more information about the Next-Generation Java Plug-In, please visit the following web page: https://jdk6.dev.java.net/plugin2/.