



Technical Requirements

1. **Internet Explorer 8, 9, 10, or 11** is required on a Windows Computer (Windows XP, Vista, or Windows 7 and 8). The support of other web browsers when using Windows Media Player, which is used to display the video, has been proven not to be fully compatible.

2. **Windows Media Player 11 (Windows XP/Vista) or Windows Media Player 12 (Windows 7 and 8)**
The latest version of Windows Media Player is highly recommended since it provides the best video streaming when dealing with low bandwidths.

A direct URL to an existing Windows Media Player streaming video is provided via the URL below. Please use this URL to test whether or not the issue is related to a Windows Media Player opportunity.

http://mfile.akamai.com/70368/wmv/sos2005-1.streamos.download.akamai.com/70371/vod_training/displaytrack_part1rev2_7-6-11.asx

3. **Adobe Flash** - Adobe Flash is requirement of many of the wbt's that are available. Please make certain Adobe Flash is installed on your computer. The URL to download and install Adobe Flash is available via the URL below.

<http://get.adobe.com/flashplayer/?promoid=BUIGP>

You can check your version of Flash via the following URL:

http://kb2.adobe.com/cps/155/tn_15507.html

4. **Apple QuickTime** - The Apple QuickTime software is used for the video element of some of the on-line courses that are Windows and IPAD compatible. The URL to download and install the Apple QuickTime is available below.

<https://www.apple.com/quicktime/download/>

5. **Pop-Up Blockers/Firewalls**

It is highly recommended that all Pop-Up blockers, which include pop-up blockers such as Google and Yahoo, be uninstalled.

NOTE: Holding down the Ctrl button on your computer keyboard while clicking the Launch button will often bypass any sort of additional pop-up blocker installed (Google Internet Explorer toolbar, Yahoo Internet Explorer toolbar, etc.). This should allow you to launch a VOD, WBT, or audio file.

The newer versions of many of the pop-up blockers include basic firewalls. Firewalls, either local to the computer or on the network, can also block certain types of content, including streaming videos. Please check to make certain the following ports are open and the IP addresses must be unblocked, per the "NETWORK SECURITY REQUIREMENTS" section of this document.

6. **Java**

Please make certain that the latest version of Java is installed on the laptop or desktop computer.

http://java.com/en/download/windows_ie.jsp?locale=en

If older versions of Java are installed. The older versions can be un-installed via the following instructions

http://java.com/en/download/faq/remove_olderversions.xml

7. Configuration of Windows Media Player

Configuration of the Windows Media Player is normally not required, but in certain environments where special firewall and proxy configurations are in place, the following settings may need to be modified. The following settings can be accessed via the "Options" configuration selection within Windows Media Player.

Network tab - UDP Protocol may need to be disabled

Network tab - HTTP and RTSP - proxy may need to be setup to use appropriate tcp/ip address and port numbers

Options tab - Buffer size... increase to 30 seconds

8. Java Script

A Java script setting or possibly a setting within a software firewall may be blocking Java script from functioning as expected. Please check the following setting within Internet Explorer.

1. Launch Internet Explorer
2. Select the "Tools" menu and then "Internet Options"
3. Select the "Security" tab
4. Click on the "Internet" zone icon
5. Click on "Custom Level" button
6. Please make certain that the following are "Enabled"

ActiveX Controls and Plugins section

- Run ActiveX Controls and Plugins (enabled)
- Script ActiveX controls marked safe for scripting (enabled)

Scripting section

- Active Scripting (enabled)
- Scripting of Java applets (enabled)

Please make certain the above parameters are enabled and then click "OK" on the "Security Settings" screen and then "Apply" and "OK" on the Internet Options screen.

9. Cookies

Please make certain that Cookies are enabled within Internet Explorer. If you are experiencing issues where your computer or company firewall may be blocking cookies please first discuss this with your information technology professional and then review the following within Internet Explorer.

1. Launch Internet Explorer
2. Select the "Tools" menu and then "Internet Options"
3. Select the "Privacy" tab
4. Under the "Settings" section click the "Sites" tab
5. Enter the sites listed in the "**Additional IP addresses and domain names that should be unblocked and should allow for cookies include:::**", located at the bottom of this document and click "Allow" after entering in each site.
6. Click "OK" to close the "Sites" menu and click "OK" to close the "Internet Options" menu

NETWORK SECURITY REQUIREMENTS

Depending on your organization, spam filters, firewalls, and/or proxy servers may be implemented for security purposes. To ensure that these devices and services do not interfere with access to your Cornerstone portal and related functionality, the following measures should be taken:

Email Spam Filters

Email spam filtering devices or services should be set to whitelist emails originating from the following domains and IPs:

208.185.229.41 -208.185.229.45

208.185.229.197 -208.185.229.199

208.185.235.41 -208.185.235.45

208.185.235.197 -208.185.235.199

NOTE: If possible, we highly recommend that the following full subnets be whitelisted to ensure there is no disruption if and when Cornerstone expands SMTP services:

208.185.229.0/24

208.185.235.0/24

Domain Name Traffic Filters

Clients who use firewalls to filter traffic by domain name should whitelist the csod.com domain. Additionally, please ensure that domains of Cornerstone Content Partners who are hosting your content are whitelisted as well.

IP Traffic Filters

Clients who can only filter traffic by IP should request that Cornerstone put them on the "CIDR" list. This ensures that the Akamai acceleration servers come from predictable IP addresses. This list of IP addresses will change occasionally and Cornerstone will notify clients on the "CIDR" list in advance of any changes.

All Cornerstone Data Center environments:

208.185.229.0/24

208.185.235.0/24

Akamai CIDR IP range (This will be updated every few months depending on Akamai's global expansion):

118.214.15.237/32

118.215.103.237/32

118.215.119.237/32

118.215.127.237/32

118.215.15.237/32

118.215.151.237/32

118.215.159.237/32

118.215.167.237/32

118.215.199.237/32

118.215.207.237/32

118.215.215.237/32

118.215.231.237/32

118.215.255.237/32

118.215.39.237/32

118.215.63.237/32

118.215.7.237/32

118.215.79.237/32

118.215.87.237/32

118.215.95.237/32
202.43.63.237/32
69.192.31.237/32
72.247.111.237/32
88.221.43.237/32
92.122.143.237/32
92.123.151.237/32
92.123.159.237/32
92.123.163.237/32
92.123.167.237/32
92.123.179.237/32
92.123.183.237/32
92.123.199.237/32
92.123.203.237/32
92.123.207.237/32
92.123.211.237/32
92.123.215.237/32
92.123.219.237/32
92.123.247.237/32
92.123.255.237/32
95.100.31.237/32
96.16.199.237/32
96.16.23.237/32
96.16.247.237/32
96.16.255.237/32
96.16.39.237/32
96.16.55.237/32
96.17.47.237/32
96.6.111.237/32
96.6.239.237/32
96.6.79.237/32
96.7.191.237/32
96.7.199.237/32
96.7.231.237/32
96.7.247.237/32

Additional IP addresses and domain names that should be unblocked and should allow for cookies include:

abu.csod.com
idl.anheuser-busch.com
mfile.akamai.com
sos2005-1.streamos.download.akamai.com
skillwsa.com
skillport.com
skillsoft.com
webcast.budweiser.com
cp120217.edgefcs.net
abpmd.edgesuite.net
scormviaweb.com
<https://abuwebinar.webex.com>