

LearningPossibilities

Hwb+ Prerequisites

REVISION AND SIGNOFF SHEET

CHANGE RECORD

TABLE 1: CHANGE RECORD

Date	Author	Version	Change reference
03 Jan 2013	Sandip Mehta	1.0	
05 Feb 2013	Sandip Mehta	2.0	
06 Jun 2013	Sandip Mehta	3.0	
11 Jun 2013	Sandip Mehta	3.1	
30 July 2013	Rohin Mistry	3.2	
23 May 2014	James Killick	3.3	Updated the URLs for trusted sites and compatibility view. Remote Support Section added.
14 Jan 2015	James Killick	3.4	Updated to include comment about Windows XP support.
27 April 2015	Rohin Mistry	3.5	Added IE 11 info to table 3 and 4.
20 May 2015	James Killick	3.6	Updated Mobile Browser Support. Updated Operating Systems in Table 6: Zoho Assist Minimum Requirements.
21 May 2015	James Killick	3.7	Update on support for Windows 2000, 2003 and FireFox in regards to Operating System Support and Zoho Assist minimum requirements.
01 Jun 2015	James Killick	3.8	Update on Internet Explorer browser support. Update on Windows Vista operating system support.

Reviewers

TABLE 2: REVIEWERS

Name	Version approved	Position	Date
Tony Sheppard	3.4	Project Manager	14 Jan 2015
Sandip Mehta	3.3	Technical Director	23 May 2014
Rohin Mistry	3.4	Service Delivery Manager	14 Jan 2015
James Killick	3.4	Content Manager	14 Jan 2015

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SUPPORTED BROWSERS FOR SHAREPOINT 2010

Hwb+ is built on top of Microsoft SharePoint Server 2010 which supports several commonly used Web browsers. This section describes different levels of Web browser support, browser compatibility for published sites, and how ActiveX controls affect features.

It is recommended that Hwb+ is used with latest version of Microsoft Internet Explorer. It is possible to use other browsers, however there will be limitations of functionality for non-critical administrative tasks.

We recommend that you review the browsers used in your organization to ensure optimal performance with Hwb+.

BROWSER SUPPORT MATRIX

The following table summarizes the support levels of commonly used Web browsers.

Browser	Supported	Supported with limitations
Internet Explorer 11	32-bit	64-bit
Internet Explorer 10	32-bit	64-bit
Internet Explorer 9	32-bit	64-bit
Internet Explorer 8 ¹	32-bit	64-bit
Internet Explorer 7 ²	32-bit	64-bit
Google Chrome (latest publically released version)		X
Mozilla Firefox (latest publically released version)		X
Apple Safari (latest publically released version)		X

TABLE 3: BROWSER SUPPORT MATRIX

¹ Internet Explorer 8 will reach end of life on 12 January 2016. Only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

² Internet Explorer 7 will reach end of life on 12 January 2016. Only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

BROWSERS AND OPERATING SYSTEM SUPPORT MATRIX

Learning Possibilities recommends to use the latest version of Microsoft Internet Explorer with Hwb+ as this offers the optimum functionality. Please see the supported Operating System for each Browser version.

Operating System	Internet Explorer					Other Browsers		
	IE 11	IE 10	IE 9	IE 8 ³	IE 7 ⁴	Google Chrome	Mozilla FireFox	Apple Safari
Windows 8	X	X				X	X	X ⁵
Windows 7	X	X				X	X	X ⁶
Windows Vista⁷			X	X	X	X	X	X ⁸
Windows XP⁹				X	X	X	X	X ¹⁰
Windows Server 2008 R2			X	X		X	X	
Windows Server 2008			X	X	X	X	X	
Windows Server 2003¹¹			X	X	X	X	X	
Apple Mac OS X 10.6(Snow Leopard)¹²								X
Apple Mac OS X 10.7(Lion)¹³								X
Apple Mac OS X 10.8 (Mountain Lion)								x
Apple OS X 10.9 (Mavericks)								x
Apple OS X 10.10 (Yosemite)								x

TABLE 4: BROWSER AND OPERATING SYSTEM SUPPORT MATRIX

³ Internet Explorer 8 will reach end of life on 12 January 2016. Only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

⁴ Internet Explorer 7 will reach end of life on 12 January 2016. Only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

⁵ Apple Safari for Windows has now reached end of life and is no longer supported by Apple

⁶ Apple Safari for Windows has now reached end of life and is no longer supported by Apple

⁷ Windows Vista will reach end of life on 4 November 2017. Microsoft will recommend that users upgrade their Operating System to the latest version.

⁸ Apple Safari for Windows has now reached end of life and is no longer supported by Apple

⁹ Microsoft Windows XP has now reached end of life and is no longer supported by Microsoft. Microsoft recommend that users upgrade their Operating System to Windows 8.1.

¹⁰ Apple Safari for Windows has now reached end of life and is no longer supported by Apple

¹¹ Microsoft Windows Server 2003 is reaching end of life on 14th July 2015. Microsoft recommend users upgrade to Windows Server 2012 R2.

¹² Apple Mac OS X 10.6 has now reached end of life and is no longer supported by Apple

¹³ Apple Mac OS X 10.7 has now reached end of life and is no longer supported by Apple

LIMITATIONS FOR BROWSERS WITHOUT ACTIVEX

Hwb+ requires the use of ActiveX controls for certain functions. This produces limitations on browsers which do not support ActiveX. Browsers which are not Microsoft Internet Explorer 32-bit, such as Google Chrome and Mozilla FireFox, including Internet Explorer 64-bit, will have limitations on the following functions:

- Connect to Outlook
- Datasheet view
- Edit in Microsoft Office Application
- File upload and copy
- Microsoft PowerPoint 2010 Picture Library Integration
- New Document
- Send To
- Spreadsheet and Database Integration
- Slide library and PowerPoint 2010 integration

MOBILE BROWSER SUPPORT

The following table summarizes the support levels of commonly used mobile browsers

Mobile device operating system	Minimum operating system Version	Browser
Windows Phone	7.0	Internet Explorer
Apple iOS	4.0	Safari
Google Android	2.1	Android Browser
Research in Motion (RIM) Blackberry	4.0	Blackberry Browser
Nokia Symbian	3	Nokia Browser

TABLE 5: MOBILE BROWSER SUPPORT

Reference: [https://technet.microsoft.com/en-us/library/cc288142\(v=office.14\).aspx#mobile](https://technet.microsoft.com/en-us/library/cc288142(v=office.14).aspx#mobile)

SUPPORTED BROWSERS FOR OFFICE 365

For using Office 365, the minimum browser versions are listed below.

- Windows Internet Explorer 9
- Mozilla Firefox 12
- Apple Safari 5
- Google Chrome 18

For further information, please see [System requirements for Office and Office 365](#).

APPS FOR OFFICE ON THE DESKTOP

To host the apps for Office in the Word, Excel, Outlook, and Project desktop programs, use at least Internet Explorer 9 with at least [MS12-037: Cumulative Security Update for Internet Explorer: June 12, 2012](#) installed.

APPS FOR OFFICE IN THE BROWSER

Office Web Apps require a browser that supports HTML 5 and JavaScript 5. The minimum requirements are outlined below.

- Internet Explorer 9 with at least [MS12-037: Cumulative Security Update for Internet Explorer: June 12, 2012](#) installed
- Internet Explorer 10
- Mozilla Firefox 12
- Apple Safari 5
- Google Chrome 18

OFFICE ON DEMAND

These are the minimum browser requirements for Office on Demand.

- Windows Internet Explorer 9
- Mozilla Firefox 12
- Google Chrome 18

WORD VIDEO PLAYBACK

The Word desktop program requires specialized features to playback video content provided by:

- Internet Explorer 9 with at least [MS12-037: Cumulative Security Update for Internet Explorer: June 12, 2012](#) installed
- Internet Explorer 10

Reference: <http://office.microsoft.com/en-001/support/supported-browsers-in-office-2013-and-office-365-HA102789344.aspx>

NETWORK REQUIREMENTS

In order to provide an optimum user experience of Hwb+ it is recommended to reduce any limitations on the network traffic. Local switches should be of an appropriate specification (1000BaseT) and configured in a manner appropriate for Hwb+. Any hubs on the network should be of a suitable

specification, and any *daisy-chaining* should be avoided. Wireless networks should be of a high standard, with care taken if there are cells that sessions are handed over between areas.

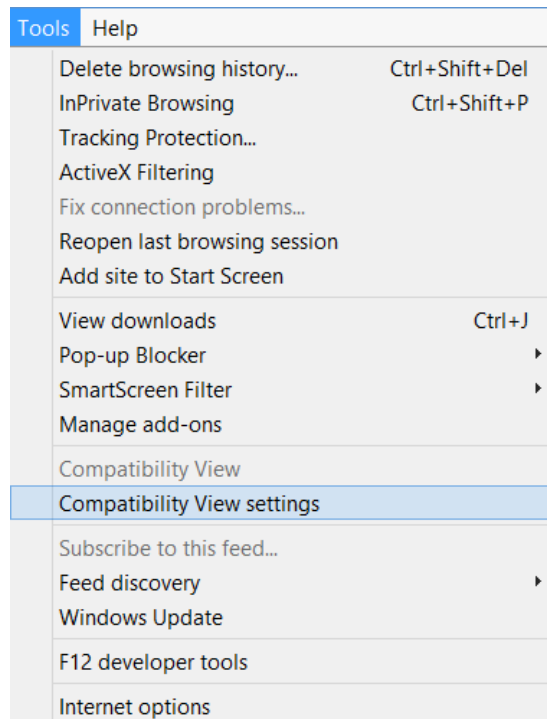
BROWSER SETTINGS

For the optimum experience when using Hwb+, it is recommended that users have the following settings enabled.

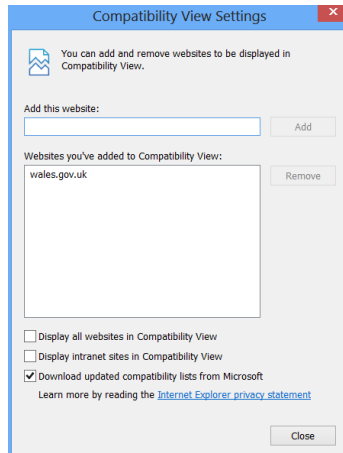
COMPATIBILITY VIEW

Compatibility view is an option that is only available in Internet Explorer 7 and beyond. To enable this feature, do the following steps:

1. In Internet Explorer click on Tools and choose Compatibility View. If the Tools menu is not displayed, you can press the Alt key to show the menu bar.



2. Add *.wales.gov.uk to the list of the sites that you want to view in Compatibility mode. It is advised to view all sites in compatibility view.

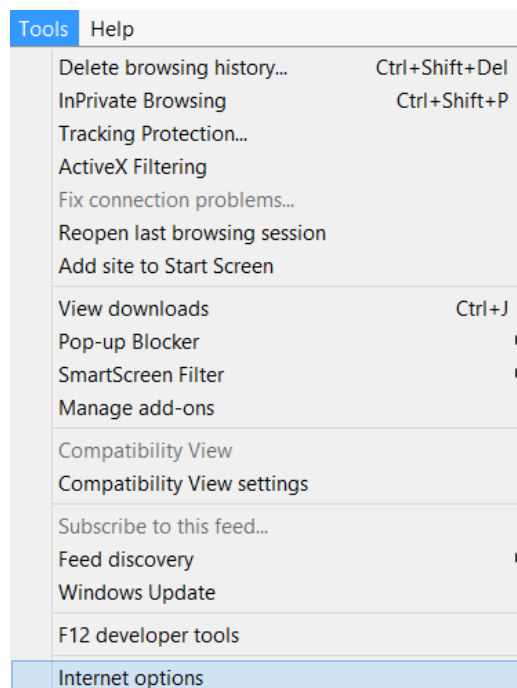


3. Click Close. This should then ensure that any sites on hwb.wales.gov.uk and hwbplus.wales.gov.uk will be displayed in compatibility view.

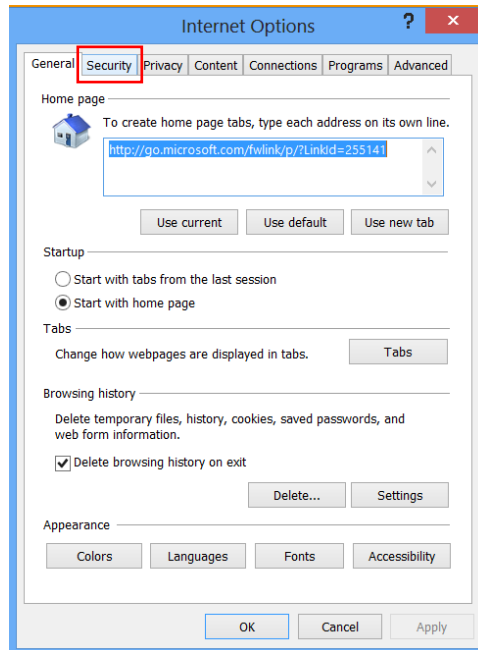
TRUSTED SITES

Trusted sites are a feature that is only available in Internet Explorer. To enable trusted sites, please do the following steps:

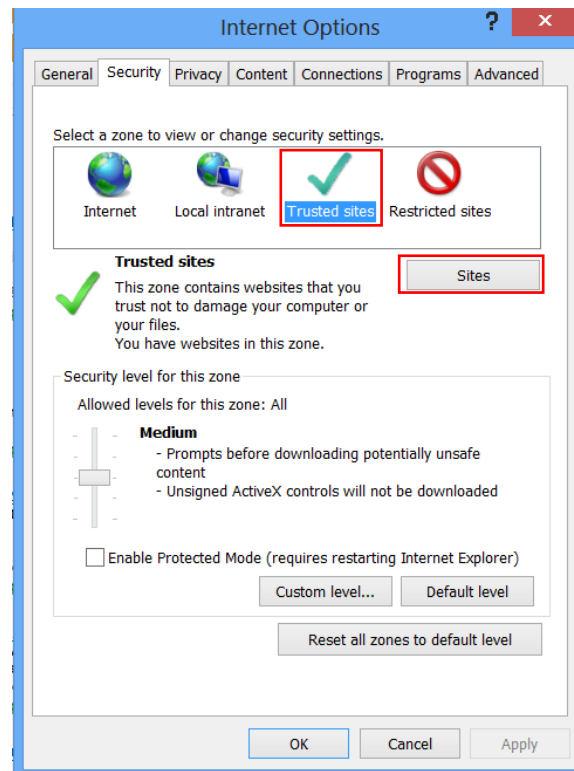
1. Click on Tools and then Internet Options. If Tools is not displaying on the screen, press the Alt key.



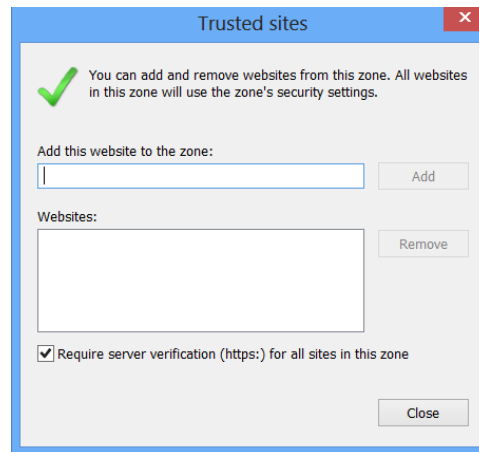
2. Choose the Security tab at the top of the window that is displayed



3. Click on Trusted Sites and then Sites.



4. Add the URL for the sites. This needs to be *.wales.gov.uk to cover both Hwb and Hwb+.



5. Click Close and Apply the settings.

LOCAL AND GROUP POLICIES

To apply these settings across an entire network, you can set these options in your network management software. This will ensure that all users will have the same experience of Hwb+ on your network.

LOCAL MACHINE REQUIREMENTS

In addition to the browser settings, it is also important that the machine which is accessing Hwb+ also has the following

- The latest service packs installed. This can be checked by visiting the support area for the supplier of the Operating System
- The latest version of Adobe Flash. This is critical for applications such as Paint and Writer in Early Years.
- Media Codecs installed. The most common media plugins are:
 - Apple QuickTime
 - Windows Media Player
- Microsoft Office 2010 or 2013. This software has elements that can plug directly into the Hwb+ site
- Microsoft Silverlight
- Active X

LA AND SCHOOL PERIMETER DEVICES REQUIREMENTS

Learning Possibilities need certain setting applied to other hardware and software which might exist in the network.

- A public IP range for the school. This is so that we can mark the range as safe on our servers.
- White list the Hwb+ school domain name on the filtering system
- If there is a Round Robin proxy system installed, the Hwb+ school domain name needs to be exempt+
- If a content cache system is used, it should be dynamic. If this is not possible then the Hwb+ school domain name needs to be exempt.
- The ports and domain for Zoho Assist need to be accessible. This is so that Hwb+ Support Desk can access machines on the network if there are any issues.

REMOTE SUPPORT REQUIREMENTS

The Hwb+ Support Desk may request to do a remote session with a user to help troubleshoot an issue. The Support Desk will use [Zoho Assist](#) to perform the remote session.

The minimum requirements for Zoho Assist are:

Operating Systems	Windows 2000 ¹⁴ , 2003 ¹⁵ , XP ¹⁶ , Vista, Windows 7 (32-bit and 64-bit), Windows 8, Linux (All versions), Mac (All versions)
Web Browsers	Internet Explorer (IE 6+) ¹⁷ , Firefox(2.0+) ¹⁸ , Google Chrome, Safari (Java plugin required)
Bandwidth	Minimum 128 kbps (256 kbps and up recommended)

TABLE 6: ZOHO ASSIST MINIMUM REQUIREMENTS

Zoho makes connections via HTTPS/SSL using the standard ports 80 and 443 to connect.

If there are issues with connecting to Zoho, you will need to ensure that Zoho is unblocked on your firewall or TMG, and that the URL *.zoho.com is listed in trusted sites.

¹⁴ Microsoft Windows 2000 is no longer supported by Microsoft. Microsoft recommend that users upgrade their Operating System to Windows 8.1.

¹⁵ Microsoft Windows 2003 will reach end of life on 14th July 2015. Microsoft recommend that users upgrade their Operating System to Windows 2012 R2.

¹⁶ Microsoft Windows XP has now reached end of life and is no longer supported by Microsoft. Microsoft recommend that users upgrade their Operating System to Windows 8.1.

¹⁷ Internet Explorer 7 and 8 will reach end of life on 12 January 2016. Only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

¹⁸ Mozilla support each version of Firefox for approximately one year. Mozilla recommend that you upgrade instances to the latest version.