



1. Technical Requirements for Savvy Cyber Professor

QuickPlace, a product of IBM, is the learning management system that houses the Savvy Cyber Professor sessions. Participants must have access to a computer with the following hardware and software installed:

Computer Requirements

- A Pentium machine or better is required
- One of the following operating systems:
 - Windows XP/2000
 - Windows 95/98
 - Windows NT 4.0 Workstation
 - Mac OS 10 preferred
 - Mac OS 9 acceptable
- Browser requirements:
 - **Internet Explorer 6.0 preferred**
 - Internet Explorer 5.01/5.5 acceptable
 - Mozilla Firefox 1.5 (*Earlier versions may get repeated Java script errors*)
 - Netscape 4.51/4.7x (*May get repeated Java script errors*)
 - Macintosh Internet Explorer
 - Macintosh Safari is not supported

Browser Plug-ins

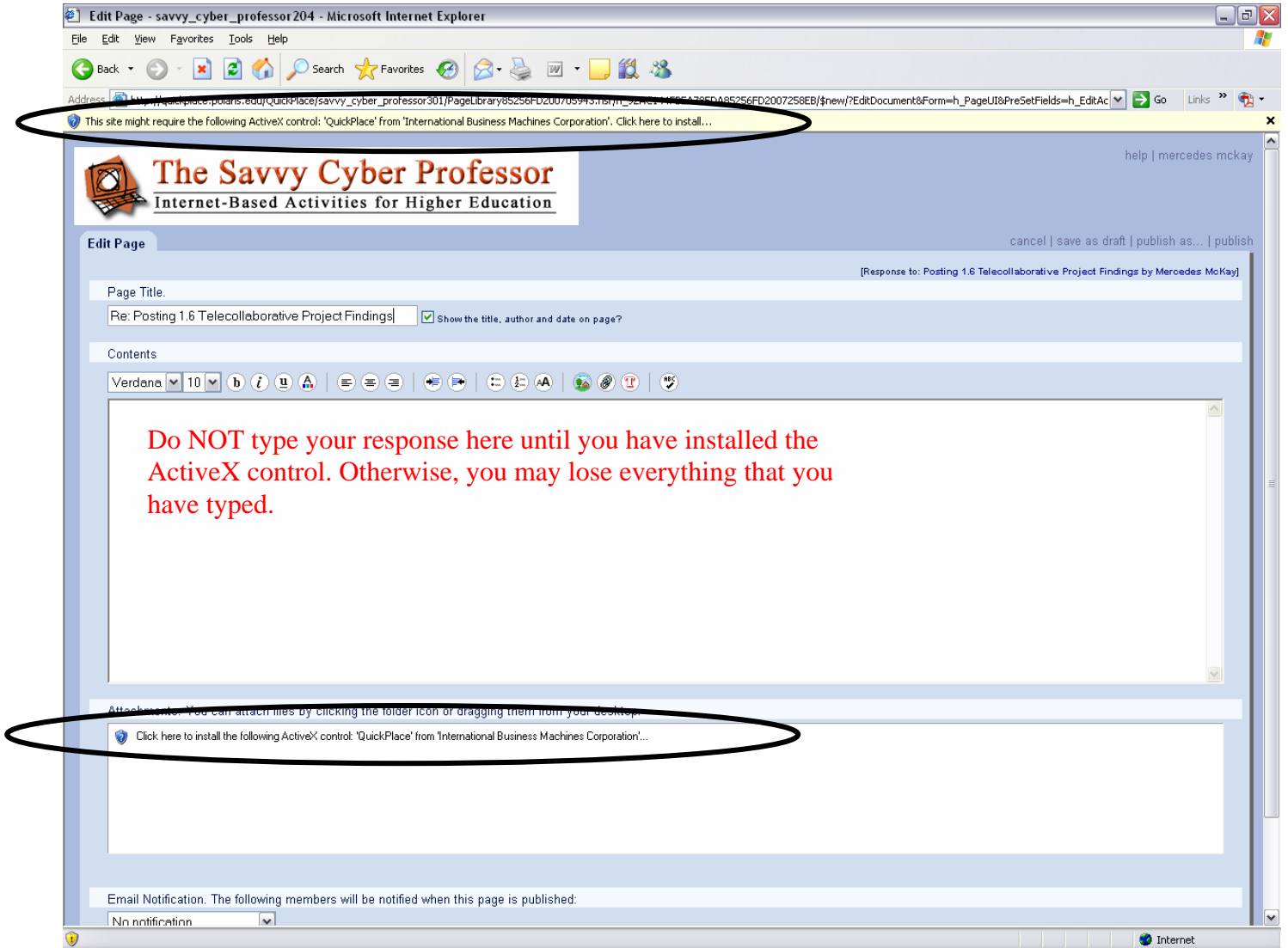
The Active X plug-in is required to use the QuickPlace environment in which Savvy Cyber Professor is housed. When you first access Savvy Cyber Professor, if the plug-in is not already installed, you will be prompted to load it from IBM. This is the only way to install it; it cannot be manually loaded. Typically, you will first be prompted to install it when you try to post a message in the posting areas. You may receive an error message saying something like “unable to post response.” At that point, look near the top of your browser (in the pop-up blocking area) to see if there is a prompt to download the Active X plug in. You may either see a prompt to download the Active X plug in or you may see that the download



The Savvy Cyber Professor

Internet-Based Activities for Higher Education

is blocked as a pop-up. If blocked as a pop-up, please click to see the download and proceed with downloading the Active X plug-in. (see example next page)



Click in either one of the circled areas to install the ActiveX control. Make sure to install the ActiveX control before typing your posting or you may lose everything that you have typed.



When you click to install the ActiveX control, the following pop-up window may appear. Click on Install.



If you have difficulty downloading the Active X plug-in or posting messages, check the security settings in Internet Explorer. From the top menu, go to Tools, Internet Options, and then Security. The medium level should be fine. That will set all of the separate ActiveX settings at one time to a level that will run QuickPlace. If you are using Netscape or Mozilla's Firefox, you may get repeated Javascript errors when trying to access some of the material on QuickPlace. That is why it is recommended to use Internet Explorer.

Video Requirements (Optional)

In some of the online sessions there are short video interviews with former Savvy Cyber Professor participants. It is not essential that you view these although it may be helpful to hear about others' experiences. You will need the QuickTime player in order to view these clips. QuickTime can be downloaded for free from <http://www.apple.com/quicktime/>.



2. Technical Assistance

If you encounter technical problems accessing the Savvy Cyber Professor course materials and are not able to resolve the problem, please contact your instructor and provide as much detail as possible regarding the problem. Important information includes:

- Computer Type (PC, Apple, etc.)
- Computer Model (if known)
- Operating System (Windows XP, 2000, Me, etc.)
 - If you have Windows XP, have recent Windows Updates been installed?
- Internet Connection (College network, T1, Cable, DSL, Dial-up, etc.)
- Browser (Internet Explorer, Netscape, Mozilla, Safari, etc.)
- Browser Version (5.5, 6.0, etc.)

You can determine the version while in the browser by clicking on *Help* and then *About*.
- Are there any Pop-up blockers installed on computers?
 - Is there a "Google Tool Bar" & if so, have Pop-up blockers been "turned off?"
 - Is Windows Pop-up blocker "off"?
- Please describe the problem in as much detail as possible including what happened just before the problem occurred, what resource or web page you were trying to access, etc. If you received an **ERROR** message, please note exactly what it said or take a screen shot of the message and send to your instructor. The more details you can provide, the better!