StormWind System Requirements

Campus Requirements

In order to log in and use the Epic Live Campus, your system must comply with the following requirements.

Our Campus is capable of being accessed on a multitude of devices we do not have any specific system requirements. Our learner interface runs great on screens of all sizes (desktop / tablet / mobile phones). Here is a list of officially supported browsers compatible with our Campus:

Chrome (Desktop / Tablet / Mobile)

Internet Explorer 8 / 9 / 10 / 11 (Desktop / Tablet / Mobile)

Firefox (Desktop)

Safari (Desktop / Tablet / Mobile)

Android (Tablet / Mobile)

With the exception of Internet Explorer, only the most recent versions of each browser will be officially supported.

Keep in mind that your individual course content may have additional requirements above and beyond the browser (e.g. if you are still using Flash based courses in the learner interface then learners will need to have Flash installed)

Plug-in (if needed)
- Adobe® Flash® Player 10.x or higher (current version recommended)
- Java Script enabled

Live Class Requirements

In order to attend our Epic Live class, your system must comply with the following requirements.

Windows
• 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Windows 7, Windows 8 or Windows 8.1
• Windows 8.1 (32-bit/64-bit), Windows 8 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
• 512MB of RAM (1GB recommended) for Windows 7 or Windows 8
• Microsoft Internet Explorer 8, 9, 10, 11; Mozilla Firefox; Google Chrome
• Adobe® Flash® Player 11.2+

Mac OS

- 1.83GHz Intel Core™ Duo or faster processor
- 512MB of RAM (1GB recommended)
- Mac OS X 10.7.4, 10.8, 10.9
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player 11.2+

Linux

- Ubuntu 12.04; Red Hat Enterprise Linux 6; OpenSuSE 12.2
- No Add-in support for Linux. Users on Linux can attend meetings in the browser.
- Mozilla Firefox
- Adobe Flash Player 11.2+

Plug-in

- Adobe® Flash® Player 11.2+ (current version recommended)
- We recommend the Adobe Connect Add-in for the ultimate experience

Bandwidth

512Kbps Minimum. 1Mbps Recommended

Connection: DSL/cable (wired connection recommended)

Firewall Policies

Client Access to Adobe Connect
- TCP src port: 0-65535, dst port: 1935-1935
- UDP src port: 0-65535, dst port: 1935-1935
- Must be allowed to the GuideStream Server IP Address: 31.193.129.229
  http://guidestream.tv

Access to the Streaming Server
- TCP src port: 0-65535, dst port: 1935-1935
- UDP src port: 0-65535, dst port: 1935-1935
- The following must be allowed to and from the GuideStream Server IP Address: 212.219.144.22 URL: rtmp://live.guidestream.tv

Testing Client Connectivity

Client connectivity can be tested via the Adobe® Connect™ Diagnostics check. This will ensure that you have all the perquisites installed correctly on the client.

Link: http://guidestream.tv/common/help/en/support/meeting_test.htm

Instant Replay Requirements

In order to view the recorded classes, your system must comply with the following requirements.

Operating Systems Supported

No worries on which operating system your viewers are using – Our platform is friendly with almost every OS on every planet we are aware of, including Mac OS, Windows, and Linux.

Browsers Supported

Our platform will work on any browser that supports Adobe Flash and/or HTML5. The only requirement for viewing Flash content is Flash Player 9 or greater. To check which version of Flash you are running, head to their [download page](). To ensure the best play-back, we typically recommend remaining up to date with your Flash version whenever possible.

We also work with all of the major browsers and versions of Internet Explorer (as far back as IE7), Firefox, Safari, and Chrome.

Mobile OS Support

At this point, there are basically two main methods to view video on the mobile web: Flash and HTML5. Newer Android phones (4.1 and up) and iOS devices, such as iPhones and iPads, support HTML5.

Older Android devices have a *native playback* mode and support for flash. Our embed codes are designed to seamlessly flip between HTML5 and Flash, based on the type of device and OS detected.

We have found the most consistent support on all iOS devices, and Android devices running version 2.2 or later.

Blackberry at this point supports neither HTML5 or Flash. As a result, there is not a consistently available way to deliver video via the web to Blackberry devices.

Basically, if you can view videos on YouTube or any other major video site, you should be all set to view Replay Videos.

Internet Connection Speed

We recommend a connection speed of at least 5 megabits per second for an optimal experience with HD capability.

Boson Practice Exams (ExSim-Max) Requirements

In order to use the Boson Practice Exams, your system must comply with the following requirements.

Operating System Options
• Windows 8, Windows 7, Windows Vista, Windows XP
• 1-GHz Pentium processor or equivalent (Minimum); 3-GHz Pentium processor or equivalent (Recommended) • 512 MB (Minimum); 2 GB (Recommended) • .NET Framework: Microsoft .NET Framework Version 4.0 • Hard Disk: Up to 100 MB of available space • 1024 x 768, 256 colors (Minimum); 1024 x 768 high color, 32-bit (Recommended)
Network • Active Internet connection

Boson Labs (NetSim) Requirements

In order to use the Boson products, your system must comply with the following requirements.

Operating System Options
• Windows 8, Windows 7, Windows Vista, Windows XP
• 1-GHz Pentium processor or equivalent (Minimum); 3-GHz Pentium processor or equivalent (Recommended) • 512 MB (Minimum); 2 GB (Recommended) • .NET Framework: Microsoft .NET Framework Version 4.0 • Hard Disk: Up to 100 MB of available space • 1024 x 768, 256 colors (Minimum); 1024 x 768 high color, 32-bit (Recommended)
Network • Active Internet connection

Cisco eReader Requirements/Options (ICND1 & ICND2 Only)

System Requirements and Supported Browsers
• Internet connection • Memory requirement: 4 GB of RAM • Windows XP SP3, Windows 7, Windows 8. (Browsers: Firefox 19+, Chrome 18+, Internet Explorer 10+) • Mac OS X 10.6.8+, 10.7.x, 10.8.x. (Browsers: Firefox 19+, Chrome 18+, Safari 5.1.7+)
Cisco eReader for Windows • x86 and x86_64 • Windows 7 (all versions), Windows 8+ • Cisco eReader for Windows is available for download and installation from

https://learningspace.cisco.com
Cisco eReader for iPad • iPad 3, iPad 4, iPad mini • iOS 6.1.3 and above • Cisco eReader for iPad is available from the iTunes AppStore
Cisco eReader for Android • Nexus 7, Nexus 10 • Android 4.2 and above • 1.2 GHz Quad Core processor, 2 GB RAM • Cisco eReader for Android is available from the Google Play Store

Cisco eReader FAQs

Is there anything that I should do before logging in to Cisco Learning Network Space for the first time or before redeeming an access code?
If you registered your CCO ID a while ago, ensure that the email address associated with your CCO ID is up to date. This will allow us to reach you in case you have any inquiries or need help from our Support Team. Log in to Cisco.com, click **Account** and then click **Profile Manager**. Once in the Cisco.com Profile Manager, you can update the Email field with your current email address.

I didn't receive the "Activation Info for Student Kit" email. What shoud I do?
Please check your Spam or Junk folder. Many times your email with Subject "Activation Info for Student Kit" can be found there.
If it is not in your Spam or Junk folder, then please contact your Learning Provider for more help.
If your Learning Provider confirms that the email was sent to your correct email address, then please contact Cisco Learning Network Space Support (see below).

How much can I print?
You can print up to 10 pages in each guide within a course. Please note that every time you click the Print button in the book, this counts as one page printed, whether or not you click OK in the Print dialog. Please also be aware that this digital version is designed for online use, not for printing. If you prefer a hard copy student kit, please contact your learning partner to order the printed version for you.

Can I copy part of the course document to the clipboard?
No, digital rights management (DRM) does not allow the copying of course content to the clipboard.

Can I copy my page notes or highlight comments to the clipboard?
Yes, your annotations belong to you, so you may copy them to the clipboard. To copy your highlight comments, go to the edit box for each comment and copy from there. There are several ways to copy your page notes: Go to the edit box for each page note and copy from there, click **Export** to export them all at once, or click **Print Notes** to print them all at once. For more information, please see the attached document at the bottom of this page: Student Portal & eReaders.

Can I download content and study offline?
Cisco eReader for Windows and for iPad are available for offline study. To download Cisco eReader for Windows, log in to Cisco Learning Network Space, click **Download Application**, then click **Get the Application**, and follow the installation instructions. Cisco eReader for iPad is available for download from the Apple App Store.

How do I contact Cisco Learning Network Space Support?
- By email: LearningSpace@external.cisco.com
- By phone: 1-855-728-6720

For the quickest response, please provide a detailed description and screenshots.

Microsoft & Project Management Student Guide (ePub) Requirements

In order to use the Microsoft and Project Management Student guides (ePubs) products, your system must comply with the following requirements.

- Have a device that supports an ePub reader
- Many ePub readers are available for different devices
- Some popular ePub readers include:
    - Adobe Digital Editions (Windows, Apple Mac OS X)
    - Google Play Books (Web application, Google Android, Apple iOS)
    - iBooks (Mac OS X, iOS)

"Perfect Practice" Lab Simulations

In order to use the "Perfect Practice" Sim products, your system must comply with the following requirements.

- Adobe® Flash® Player 10.x or higher (current version recommended)
- Java Script enabled

Cisco Security Labs Requirements
You will need to have a Remote Desktop Client (RDC) and access to TCP ports 2000-3000 out of your network.

Microsoft Hands-On Lab (Boson) Requirements

System Requirements
- Microsoft Windows XP Sp2/Vista/7/8/2003/2008
- Linux Redhat, Fedora, SuSE, Ubuntu
- Apple Mac OS X
- Minimum of 512Mb RAM (depending on OS)
- Minimum processor speed 1 GHz
- Internet connection minimum of 512Kbs

- Sun Java version 1.7+
- Http Access (Port 80)
- Https Access (Port 443)

Browser Support

Java Client

- Opera 10 +
- Internet Explorer 7, 8, 9, 10 (desktop mode)
- Mozilla Firefox 3.x, 4.x
- Google Chrome 10 +
- Apple Safari 3.0 +

HTML 5 Client

- Internet Explorer 10
- Chrome 15 > current release
- Opera 11.50 > current release
- Firefox 11 > current release
- Safari 5.0.3 > current release

Network

- Active Internet connection

IT Pro/Office Desktop Requirements

In order to play our e-learning courses, your system must comply with the following requirements.

Windows	Mac
• Minimum 500MHz Processor • 128 MB RAM (512 MB RAM recommended) • 1024 x 768 screen resolution	• Minimum 500MHz Processor • 1024 x 768 screen resolution
Operating System Options • Windows 2000, XP, Vista, or 7/8 • Windows XP (SP2 or later)	**Operating System Options** • Mac OS X 10.4 or higher
Browser Options • Internet Explorer 7.0 or higher • Firefox 3.0 or higher • Chrome 3.0 or higher • Safari 4.0 or higher	**Browser Options** Firefox 3.0 or higher Chrome 3.0 or higher Safari 4.0 or higher
Plug-in • Windows Media Player 9.0 or higher* • JavaScript, popup windows and cookies enabled. • Adobe Flash Player 10.0 or higher** • Sound card with speakers or headphones strongly recommended.	

Bandwidth Requirements
56K minimum connection; broadband (256 kbps or higher)

Windows Media format video is available for Internet Explorer (IE) users who do not have Adobe Flash Player. Windows Media Player not required for users who have Adobe Flash Player.