

# Configuring your computer to use with vUWS

## Minimum requirements

1. PC running Windows XP, Vista or 7 **or** Macintosh running OSX 10.5 or above
2. Internet connection via broadband (high speed recommended)
3. Internet browser (see 'Supported browsers for vUWS' below)
4. Microsoft Office or equivalent
5. Adobe Reader
6. Java 1.6.16 and higher

## Supported browsers for vUWS

Please check that your combination of operating system and internet browser is 'Compatible' or 'Certified' for use with vUWS. This list is updated every few months so please check the supported list regularly.

Blackboard's support of Google Chrome and Mozilla Firefox differs from the other supported browsers. Chrome and Firefox are following a rapid release strategy and releasing updates every 6 or so weeks. The Firefox Release Channel is the fully tested version by Mozilla and intended to be the most stable. This channel is updated roughly every 6 weeks. For further detail on Firefox, please review the material available at <http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/>. The Chrome Stable Channel is the fully tested version by Google and intended to be the most stable as the name implies. This channel is updated roughly every 2-3 weeks for minor releases and 6 weeks for major releases. For further detail on Chrome, please review the material available at [www.chromium.org](http://www.chromium.org).

## Microsoft® Windows® Operating System

	<i>Internet Explorer® 9</i>	<i>Internet Explorer® 8</i>	<i>Internet Explorer® 7</i>	<i>Firefox (Final Release Channel)</i>	<i>Firefox 3.6</i>	<i>Google Chrome (Stable Channel)</i>
Windows® XP (32-bit)	Unsupported	<b>Compatible</b>	Unsupported	<b>Compatible</b>	<b>Compatible</b>	<b>Compatible</b>
Windows Vista® (32-bit)	<b>Certified</b>	<b>Compatible</b>	Unsupported	<b>Certified</b>	<b>Compatible</b>	<b>Compatible</b>
Windows Vista (64-bit)	<b>Compatible</b>	<b>Compatible</b>	Unsupported	<b>Compatible</b>	<b>Compatible</b>	<b>Compatible</b>
Windows 7 (32-bit)	<b>Certified</b>	<b>Compatible</b>	Unsupported	<b>Certified</b>	<b>Compatible</b>	<b>Certified</b>
Windows 7 (64-bit)	<b>Compatible</b>	<b>Compatible</b>	Unsupported	<b>Compatible</b>	<b>Compatible</b>	<b>Compatible</b>

## Apple® Mac OS® Operating System

	<i>Safari® 5.0</i>	<i>Safari 4.0</i>	<i>Firefox (Final Release Channel)</i>	<i>Firefox 3.6</i>	<i>Google Chrome (Stable Channel)</i>
Mac OSX 10.5 "Leopard®"	Compatible	Compatible	Compatible	Compatible	Compatible
Mac OSX 10.6 "Snow Leopard®"	Certified	Compatible	Certified	Compatible	Certified

**Certified:** fully tested and supported.

**Compatible:** partially tested but should function properly.

**Unsupported:** either impossible or not tested.

More information on browser minimum requirements is available at:

<http://kb.blackboard.com/pages/viewpage.action?pageId=72810639>

## Configure your computer for optimal use with vUWS

### Enable Java

Some features in vUWS, such as the Collaboration (Chat, Virtual Classroom), require Java to be enabled on your Internet browser. In most Internet browsers Java is enabled by default, however if it is not enabled, you can enable it in the browser settings. Please view your Internet browser's Help file for information on how to enable Java.

### Disable pop-up blockers

Pop-up or ad-blocking functions are included in some anti-virus, Internet security, personal firewalls and Internet browser programs. Pop-up blocker applications work in the background while you browse the Internet. When they detect a pop-up window (for example an unwanted advertisement), they automatically close the window. This can prevent vUWS from performing properly as some of the features open in a new window.

While using vUWS, if you are unable to view links to files, Discussion postings, Mail and Quiz windows, then you may need to disable the pop-up blocking feature on your system. If you do not want to completely disable your pop-up blocking, you can add the URL 'vuws.uws.edu.au' in the application's Trusted Sites area.

Pop-up blocking software may be included in firewalls, browsers, companion bars (such as Google toolbar, Yahoo toolbar, MSN toolbar etc) and Internet security applications. If you have more than one pop-up blocking application on your computer, you will need to disable this feature on each.

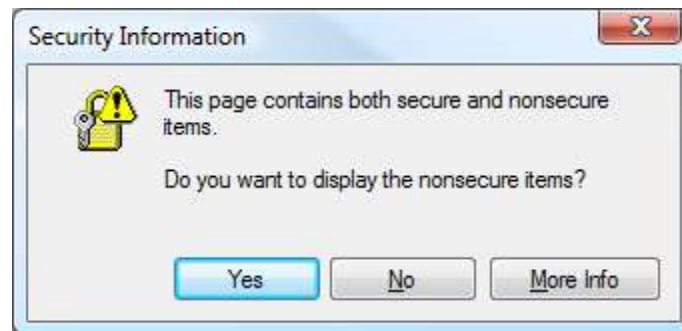
### Allow Cookies

Cookies are short pieces of data used by web servers to help identify users when logging into areas on the Internet, including vUWS. Normally browsers are set to allow cookies.

If you can't log in to vUWS, and you DO NOT receive an 'Incorrect vUWS ID or Password' message, it may be that your browser is not accepting cookies. Please view your Internet browser's Help file for information on how to allow it to accept cookies.

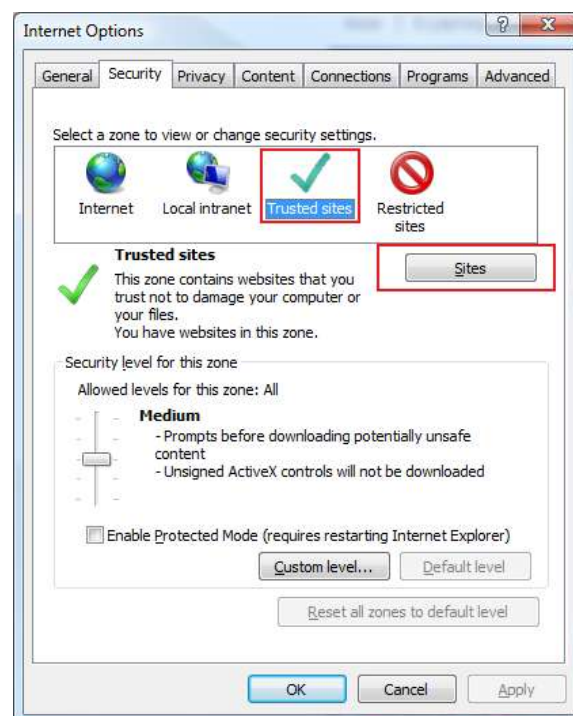
## IE Trusted Site

To ensure privacy of information, vUWS is connected to the Internet through a secure 'SSL' connection. Because of this, at times you may receive a message similar to that shown below when in vUWS.



To prevent these warning messages from appearing, follow the instructions below to properly configure your Internet browser:

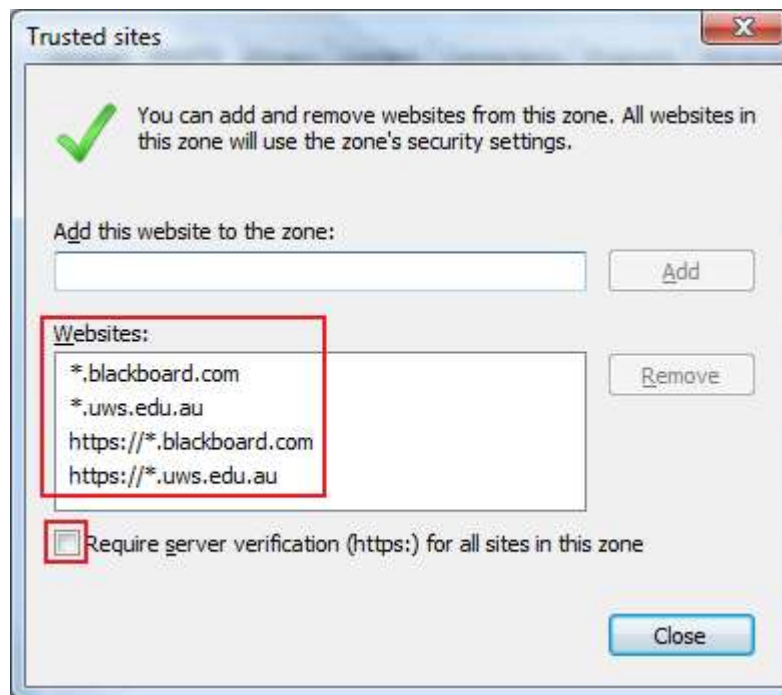
1. Open *Internet Explorer* (make sure only one browser instance is open)
2. In the menu on the top of screen, click **Tools**.
3. Click Internet **Options**.
4. Click the **Security** tab.



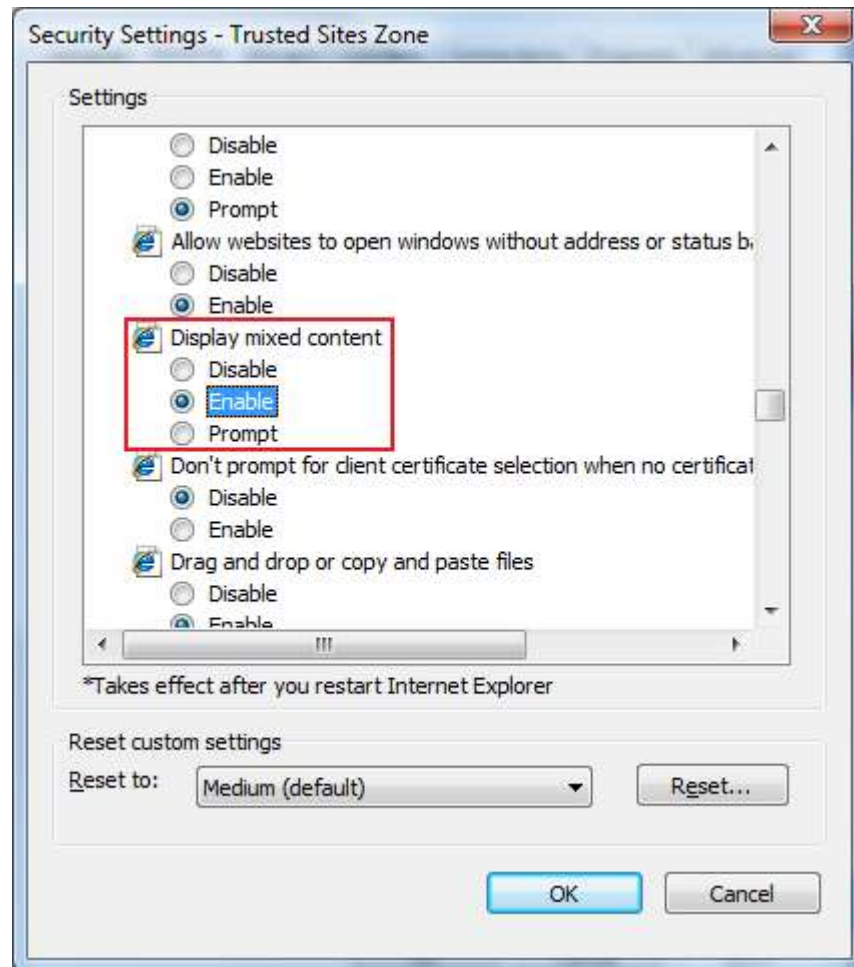
5. Select the **Trusted sites** icon (green tick).
6. Click the **Sites** button.
7. In the Websites list (see next page), the following 4 sites should be listed
  - \*.blackboard.com
  - \*.uws.edu.au
  - https://\*.blackboard.com
  - https://\*.uws.edu.au

If these sites are not listed; add them one at a time into the *Add this website to the zone:* box by typing the address then clicking the **Add** button for each site.

To add the last 2 https entries you will need to check the **'Require server verification (https:) for all sites in this zone'** option (see below)



8. After you have added the addresses, or if they were already listed, click **Close**.
9. You should now be back on the *Internet Options* screen.
10. Select **Trusted sites** and click the **Custom level** button.
11. In the *Security Settings* window, scroll down to the *Miscellaneous* section, locate **Display mixed content** and ensure it is set to **Enable** as shown below.



12. Click OK. If prompted with the question asking if you want to change the security settings, select **Yes**.
13. Click **OK** again on the **Internet Options** window and you are done.

## Enable JavaScript

JavaScript is enabled by default on all supported browsers. However, if you encounter problems with vUWS please check your browser settings to make sure that JavaScript is enabled.

If you experience any technical problems using vUWS after checking your computer's configuration please complete the Help Form available under the 'For Students' or 'For Staff' tab once you have logged into vUWS. If you can not log in to vUWS, use the 'Student Help Form' link on the login page. Your enquiry will be actioned as soon as possible on the next working day following receipt.