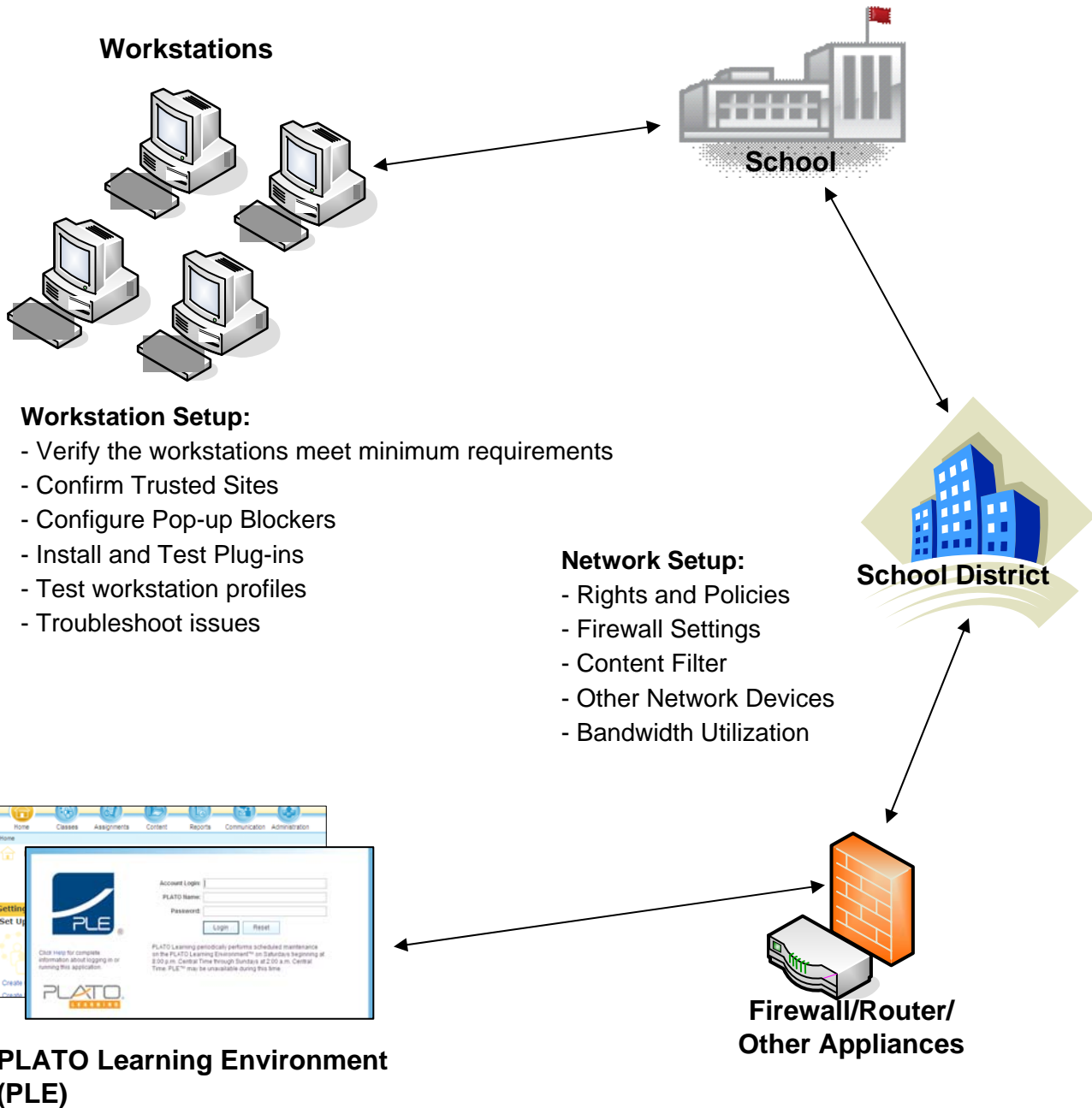
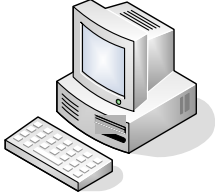


The diagram illustrates the PLE data path, once each device is properly configured.



If you would like assistance to ensure proper configuration of PLATO products, please contact your Account Manager to inquire about additional services or contact us at 1-800-44-PLATO or info@plato.com.

Workstation Setup Steps



To ensure proper configuration and enable full access to PLATO, perform these steps as a workstation administrator. You will need access to the Internet to perform these steps.

1. VERIFY THE WORKSTATIONS MEET MINIMUM REQUIREMENTS

PLE supports both Windows and Mac. For current system configuration requirements, please review the current PLE System Requirements document:

http://support.plato.com/downloads/PLE2/PLE2_System_Requirements.pdf

or this knowledge article: <http://support.plato.com/kb/SupportArticles/12242.asp>

2. CONFIRM TRUSTED SITES

Set up and allow the following domains as Trusted Sites in your browser:

*.platoweb.com

*.adobe.com

*.macromedia.com

*.akamai.com

*.akamaitechnologies.com

For additional details: <http://support.plato.com/kb/SupportArticles/11763.asp>

3. CONFIGURE POP-UP BLOCKERS

Popup blockers must be disabled or configured properly in order to run PLE courseware. PLE courseware also depends on JavaScript and ActiveX and cookies to run. For additional details: <http://support.plato.com/kb/SupportArticles/12164.asp>

Test and troubleshoot pop-up blockers: <http://www.popuptest.com/popuptest1.html>

4. INSTALL AND TEST PLUG-INS REQUIRED FOR PLE

PLE courseware requires specific plug-ins. To download the latest versions of plug-ins and to test each workstation, go to http://support.plato.com/plugin_test.asp

Current Plug-ins required for PLE:

- Adobe Flash®
- Adobe Shockwave®
- Shockwave Xtras
- Adobe Authorware®

Workstation/User Profile Troubleshooting

Configuring the workstation as an administrator is the first step to providing your students with access to PLE courseware. The next step is to verify that the students can use PLE with the security rights and policies you have configured. Log out as a workstation administrator, and log in as a student/user and test the courseware to ensure the software is working at the user/student level. You may also need to test other user profiles (teachers) that access PLE.

For assistance downloading or installing plug-ins, try the following:

1. Verify user login has local workstation **administrative privileges**. Please see your network administrator if you need assistance.

For additional details: <http://support.plato.com/kb/SupportArticles/11764.asp>

2. If you have a proxy server, check to see if it requires anonymous authentication to allow plug-ins to be installed. (Once the plug-ins are downloaded, anonymous authentication can be disabled.)

For additional details: <http://support.plato.com/kb/SupportArticles/11794.asp>

3. Check to see if desktop security programs or network security policies are limiting access to workstation configuration settings.

For additional details: <http://support.plato.com/kb/SupportArticles/13109.asp>

Advanced Plug-in Troubleshooting

Flash: <http://support.plato.com/kb/SupportArticles/11847.asp>
<http://support.plato.com/kb/SupportArticles/11832.asp>

Shockwave: <http://support.plato.com/kb/SupportArticles/11870.asp>

Authorware: <http://support.plato.com/kb/SupportArticles/11862.asp>
<http://support.plato.com/kb/SupportArticles/12007.asp>

Pop-up Blocker Troubleshooting

Test pop-ups: <http://www.popupstest.com/popupstest1.html>

To configure pop-up blockers: <http://support.plato.com/kb/SupportArticles/12164.asp>

If you are unable to successfully test PLE courseware as a workstation administrator, or student/user, please refer to the Network Setup (next page).

Network Setup Steps

In addition to workstation configuration, there are network configurations that can affect your ability to access PLE courseware. Review the following configurations to verify that your network is optimized for PLE.

1. Rights and Policies Configuration

Check Group Policies or other security software at the school and district level.

For additional details: <http://support.plato.com/kb/SupportArticles/13110.asp>

2. Firewall/Router/Content Filter URL Configuration

PLE URLs may need to be added to allow full access.

- URLs knowledge article:
<http://support.plato.com/kb/SupportArticles/13113.asp>
- Network device knowledge article:
<http://support.plato.com/kb/SupportArticles/13111.asp>
- Plug-in download failure knowledge article:
<http://support.plato.com/kb/SupportArticles/13115.asp> or
<http://support.plato.com/kb/SupportArticles/13112.asp>

3. Firewall/Router Port Configuration

The following ports must be open to access PLE content:

- Port 80 – Standard HTTP port for web page access
- Port 443 – Must be open for HTTPS for an SSL connection (Secure Sockets Layer)
- For additional details: <http://support.plato.com/kb/SupportArticles/12023.asp>

Troubleshooting

Verify that you can send data packets to and from PLE:

For additional details: <http://support.plato.com/kb/SupportArticles/12131.asp>

For customers with a **PLATO Content Cache Server**, more information is available. Please contact PLATO Support Services for assistance.

For additional details: <http://support.plato.com/kb/SupportArticles/13094.asp>

For advanced troubleshooting assistance, contact PLATO Learning Technical Support

Phone: 800.869.2200

E-mail: <http://support.plato.com/email/>

Hours of operation: Monday-Friday, 7am - 7pm Central Time