

How to configure personal computers to use GeorgiaVIEW

The minimum computer requirements for using GeorgiaVIEW (Vista 8)

Platform

- PC (Windows XP/Vista)
- Mac (10.3/10.4/10.5)


Hardware

- 128 MB of RAM
- 2 GB of free disk space
- Sound card with speakers (for courses with multimedia)
- Ethernet or Wireless network card (for high-speed Internet connection) or 56K modem (for dial-up Internet connection)
- T1, DSL, Cable, or Satellite high-speed connection (56K dial-up will work, but the online course system will run slowly)

Software*

1. Java JRE plug in

It is critically important that Java be installed on your PC. There has to be only ONE version of Java. Multiple versions will not allow the system to work properly.**

- Uninstall any previous versions of Java. You must have only **one** version on your machine
 - To **uninstall** multiple versions or wrong (the very last) version of Java:
 - Click the **Start** button at the bottom of the window and click **Control Panel**
 - Click **Add or Remove Programs** icon
 - Locate the teacup **Java icons**  in the programs list, click on them and click the **Remove** button at the right.
 - Download one of versions of Java (e.g. Java 6 Update 16, 17) at <http://gsw.edu/~gaview/browsertuneup.html> but **NOT** the latest one (see "Warning Latest Java Versions" below).
 - When installing Java, follow the prompts to install the **Typical** Java installation. Be patient during the install process
 - Restart your computer to complete the installation process
2. **Microsoft Office Viewers and File Converters** (for viewing and printing Word, PowerPoint, Excel, and Visio files)
 3. **Adobe Acrobat Reader** (for viewing and printing PDF files)
 4. **RealPlayer** (for viewing streaming video or listening to streaming audio clips)

5. **QuickTime** (for viewing QuickTime video)
6. **Flash Player** (for viewing animations or using interactive content)
7. **Shockwave Player** (for viewing animations or using interactive content)
8. **Windows Media Player** (for viewing streaming video or listening to streaming audio clips)

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- * Click the **Downloads** link on the **GeorgiaVIEW Home page** to download the needed software.
 - ** Click the **Browser Tune-Up** link on the **GeorgiaVIEW Home page** to install Sun Java.

Java Tips and Issues

- Periodically, Java certificates on the Vista servers expire and must be replaced with new ones. When your browser encounters a **new Java certificate** for the first time, you will be asked whether you want to "trust" this certificate.
 - Different browsers may present various Java certificate and pop-up messages
 - Select the "**Accept Always**" option (or its equivalent), or you will see this pop-up each time you login to Vista.
 - **If you click Deny or Cancel (or its equivalent), you will not be able to use certain course features that rely on Java applets.**

- Make sure that **Java is enabled in your browsers.**
 - If Java is already installed but applets do not work, you need to enable Java through your Internet browser.
 - To **enable Java** through the browser:

For Internet Explorer:

- Click **Tools** in the menu, click **Internet Options**
- Click the **Advanced tab** and scroll down to **Java (Sun)**
- Put check mark next to the **Java version** (e.g. "Use JRE 1.6.0_16 for <applet> (requires restart)")
- Then click the **Security tab** and click the **Custom level...** button
- Scroll down to **Scripting of Java applets** and click **Enable**
- Click **Ok**, then **Apply** and **Ok**

For Mozilla Firefox:

- Click **Tools** and then **Options**
- On the **Content tab**, put check marks next to **Enable JavaScript** and **Enable Java**
- Click **Ok**

• **Warning: Latest Java Versions**

It is **NOT** recommended to install Java (JRE), versions **1.6.0_19** & **1.6.0_20**

Vista users who have upgraded to Java 1.6.0_19 or to 1.6.0_20 are presented with a warning dialog window whenever they:

- Login to Vista (Who's Online)
- Enable the HTML Creator

- Use the Chat tool
- Access the My Computer applet.

The warning states: "**Java has discovered application components that could indicate a security concern.**" Users are asked if they "**wish to block potentially unsafe components from being run?**"

- If they click *Yes*, the java-based applet tools will *not* run. Even if the users click *No*, Blackboard contends that some Java applets, such as the HTML Editor, may still misbehave.

Browsers

- It is recommended to load **two** validated **browsers*** on your computer (in case one has a problem with a particular task):
 - **Internet Explorer (IE) versions 6 and 7.** Version 8 is not compatible with GeorgiaVIEW yet.
 - **Firefox version 3.0...**
Note: **Firefox version 3.5** currently fails the browser check but is expected to be validated soon

NEVER download BETA versions of browsers - these are not compatible with GaVIEW.

- **Browser Toolbars:**
 - **Uninstall Yahoo, Google, AOL, or any other Browser Toolbars**
Although the browser toolbars are useful tools for searching the Internet, we recommend that you uninstall these so that your course will function properly. In your browser, your toolbar (if you have one) will be immediately under the line on your browser where you can type in a web address.



- To uninstall browser toolbars:
 - Click the **Start** button on the bottom left of your screen
 - From the *Start* menu, select **Control Panel** (if it is visible) or select the **Settings** option, and then click **Control Panel** from the secondary menu. A new window will appear
 - For **Windows XP**, double-click **Add/Remove Programs**; for **Windows Vista**, under **Programs**, click **Uninstall a program**.

- Locate the toolbar, click on it, then click **Change/Remove** (XP) or **Uninstall** (Vista) and follow the on-screen instructions to remove the toolbar

 *To configure your browsers, click the **Browser Tune-Up** link on the **GeorgiaVIEW Home page**

Pop-Up Blocker

While doing your course work, if you are unable to view discussion postings, quiz windows, and download links, then you need to configure your browser to allow pop-ups for the URL (web address) of your course site.

Depending on the pop-up blocking software you are using, you may be able to set the URL of your online site as an allowed site, or you may need to disable the pop-up blocker completely. Pop-up blockers work in the background while you browse the Internet. When they detect a pop-up window that may be an unwanted advertisement, they automatically close the window. This can prevent the course system from performing properly.

- **To configure your browser to allow pop-ups:**
 - In **Internet Explorer**:
 - go to **Tools**, click **Turn Off Pop-up Blocker**
 - Or click **Tools**. If you see the **Turn On pop-up Blocker** option, click **Pop-Up Blocker Settings**. In the box **Address of website to allow:** type the URL (web address) of your course site: <https://gsw8.view.usg.edu>, click OK or Close
 - In **Firefox**:
 - go to **Tools, Options**, click the **Content** tab. Uncheck **Block Pop-up windows**
 - Or go to **Tools, Options**. If you want to keep **Block Pop-up windows** checked, click the **Exceptions** button and in the box **Address of web site:** type <https://gsw8.view.usg.edu>, click OK or Close
 - In **Safari**, use the **Command+k** key combo to toggle the pop-up blocker on or off.

Download Blocker

If you have problem with a file opening/downloading, check to see if a yellow bar with the following message is displayed at the top of the screen: "To help protect your security, Internet Explorer has blocked this site from downloading files to your computer. Click here for options".

- To stop blocking file and software downloads with the Information Bar, you should change your browser settings to "Prompt for Automatic Downloading of Files". To change this setting, do the following:
 - Open your web browser (i.e., Internet Explorer)
 - Choose **Tools, Internet Options**
 - Click the **Security** tab
 - In the "Security level for this zone" area, click the **Custom level...** tab
 - Scroll down to the "Downloads" section
 - Select **Enable** for "**Automatic prompting for file downloads**"
 - Select **Enable** for "**File download**"
 - Click **OK**. Click OK again to close the Internet Options dialog box
- To turn off the Information Bar for ActiveX controls:

- Scroll down to **ActiveX controls and plug-ins** section
- Under **Automatic prompting for ActiveX controls**, click **Enable**.

Firewall Settings

If you are blocked from accessing GaVIEW, but it appears you can access other areas with no problem, it may be that your ISP or LAN has installed firewalls which are blocking access. Consult your ISP or Network Administrator for assistance.

You could also have a personal firewall installed on your computer. You may need to modify configurations within the security software to keep it from blocking access.

To change Firewall settings (Windows XP):

- Click on the **Start** button on the screen
- Click **Control Panel** and click the **Security Center** icon
- On the Security Center pop-up window, click the **Windows Firewall** icon
- On the next screen, click on the **Exceptions** tab
- Click the **Add Port** button. In the **Name** field, type in **GeorgiaVIEW Vista**
- Under **Port Number**, type 8000 – these ports must also be opened: 80, 443, 2034. Click OK
- Make sure GeorgiaVIEW Vista is checked. Click Ok again

To turn the Firewall off:

- Click on **Security Center** and click on Windows Firewall
- Under the General tab, Click the Off button, click Ok

Other problems

- If you experience “slowness” or kicking-out, you may try to clear the browser’s temporary internet files, cache, etc.
 - In Firefox, go to **Tools, Options**, click the **Privacy** tab, and choose “**Always clear my private data when I close Firefox**”.
- Your computer worked fine with GeorgiaVIEW earlier but now there is a problem.
 - The problem may involve newer versions of software, which may have been uploaded and installed to your computer without your knowing it.
 - If your computer is configured to allow "automatic updates" to occur whenever new versions of web browsers or Sun's Java become available, this may cause problems. A brand new version of web browser may not be supported for use with GeorgiaVIEW Vista, even though the previous version worked fine.
 - "Updating" Java may actually install an additional version of Java on your computer instead, leaving previous Java installations intact. Make sure to turn off Java’s

automatic update setting and ensure that the Java is set to be used by the browsers:

- Go to **Start, Control Panel**, click the **Java** “coffee cup” icon to open the **Java Control Panel**
- Click the **Update** tab and uncheck “**Check for Updates Automatically**” (do not click the “Update Now” button!) and click **Apply**
- Click the **Advance** tab
- Expand “**Default Java for browsers**” (click the + symbol) and check “**Microsoft Internet Explorer**” and “**Mozilla Family**” and click OK.