

ARCHIVE TECHNICAL GUIDE

QUICKTIME/SHOCKWAVE DELIVERY FORMAT - CLIENTS PRIOR TO 9/01/2005

The following guide will assist you in setting up your computer to properly run the QuickTime/Shockwave content. It contains important information regarding requirements for hardware, browsers, and plug-ins - as well as training and installation tips.

If at any time you need technical assistance, please contact us immediately:

Inside US/Canada	800.355.6429
Outside US/Canada	812.355.3030
E-mail	technical@prepresstraining.com

Please include a brief description of your problem with the following information:

- Computer Platform, Mac or PC
- Your operating system
- The type of browser you use for testing and training
- Your name and telephone number
- Your login information

Hardware, Browser and Plug-in Requirements.....	2
Macintosh – Browser Preferences and Memory Settings.....	3
Mac OS X (system 10.3), Safari (version 1.2.1).....	3
Mac OS X (systems 10, 10.2, & 10.3), Netscape (version 7.0).....	3
Macintosh (systems OS 8.6 through 9.2), Netscape (versions 4.7x, 6.2, & 7.0).....	3
Macintosh (systems OS 8.6 through 9.2), Changing Memory Allotments.....	3
PC – Browser Preferences and Memory Settings.....	4
PC's, Internet Explorer (versions 4.5 and later).....	4
PC's, Netscape (versions 4.73 and later, & version 7.0).....	4
Training & Assessment Tips.....	4
Plug-Ins & Known Issues	5
Shockwave - How permissions affect installing the player with Windows NT, 2000 and XP.....	5
QuickTime - Missing Asset	5

Hardware, Browser and Plug-in Requirements

To run the Prepress Training Solution, you will need to meet the following hardware, browser, and plug-in requirements:

Hardware

- A PC or Macintosh with at least 64MB of RAM
- A Sound Card
- Speakers or Headphones
- An Internet connection by modem (56K is a recommended minimum), Cable Modem, DSL, ADSL, or T1/T3 line.

Browser

- For PC – Netscape 4.7 or newer, and Internet Explorer 5 or newer.
- For Macintosh systems (from OS 8.6 through 9.2), Netscape 4.7 or newer.
- For Macintosh OSX (10 and 10.2), Netscape 7.
- For Macintosh OSX (10.3.x), Safari (V1.2.x) or Netscape 7.

Plug-ins

Download the Free Flash Player: <http://www.macromedia.com/software/flashplayer>

Download the Free Shockwave Player: <http://sdc.shockwave.com/shockwave/download>

NOTE: QuickTime Player Version 7.0.x will NOT play various media files. Many of our Training Modules will not run on this player and will cause a Shockwave Error.

MAC - Must use OS 10.3.9 or older and use QuickTime version 6.5.2 or older. (QuickTime 6.5.2 currently can not be installed on Mac OS 10.4.x – Tiger. To run QuickTime/Shockwave version training, Mac OS 10.3.9 or older is required)

**Link for 6.5.2 for Mac

<http://www.apple.com/support/downloads/quicktime652formac.html>

PC – Use any OS and use QuickTime version 6.5.2 or older.

**Link for 6.5.2 for PC

<http://www.apple.com/support/downloads/quicktime652forwindows.html>

Macintosh – Browser Preferences and Memory Settings

All Browsers need to be set up to accept cookies; all Pop-Up and Spam email blockers must be disabled.
PLEASE NOTE: Netscape version 6.0 & 7.1 are not supported. Internet Explorer is not supported.

Mac OS X (system 10.3.x), Safari (version 1.2.x)

1. From the menu at the top, select the Safari Menu, then Preferences.
2. From the dialog box select Security.
3. Enable Plug-ins and Enable JavaScript should be checked. Block pop-up windows should remain unchecked.
4. Accept Cookies should be set to Always.

PLEASE NOTE: If you reboot your computer or clear your browser memory cache, Safari will enable your pop-up blocker. All Pop-Up blockers must be disabled to view Prepress Training Solution courses.

PLEASE NOTE: In some training modules a screen artifact, or ghost image of the training module will appear. Minimizing the screen and then restoring will remove the artifact from the screen.

Mac OS X (systems 10, 10.2, & 10.3), Netscape (version 7.0)

To Download Netscape 7.0: http://wp.netscape.com/download/archive/client_archive70x.html

1. From the menu at the top, select the Netscape Menu, then Preferences.
2. Click the arrow next to the Advanced category, and then select the Cache option.
3. Set the disk caches to a minimum of 50000KB.
4. Set the compare page option to every time/every time I view the page.

Macintosh (systems OS 8.6 through 9.2), Netscape (versions 4.7x, 6.2, & 7.0)

To Download Netscape 7.0: http://wp.netscape.com/download/archive/client_archive70x.html

1. From the menu at the top, select the Edit menu, then Preferences.
2. Click the arrow next to the Advanced category, and then select the Cache option.
3. Set the disk caches to a minimum of 50000KB.
4. Set the compare page option to every time/every time I view the page.

Macintosh (systems OS 8.6 through 9.2), Changing Memory Allotments

For Macintosh computers using OS 8.6 to OS 9.2 please check the Memory allotted to the Internet browser you will be using to run the StaffingTools.com assessments and training.

To check the memory allotment:

- With no other programs running, use the Finder, Sherlock, or by double-clicking your Hard Drive icon locate the Internet browser application you will be using.
- Highlight the application by clicking it once. Do not open the application.
- From the File menu select Get Info.
- On the Get Info menu select Memory.
- The Dialog box will show current settings for Suggested, Minimum and Preferred memory.
- If necessary, change the Minimum and Preferred sizes to 50,000 K or greater.
- Close all windows.
- Restart your Mac for the changes to take effect.

PC – Browser Preferences and Memory Settings

All Browsers need to be set up to accept cookies; all Pop-Up and Spam email blockers must be disabled.

NOTE: Netscape version 6.0 & 7.1 is not supported

PC's, Internet Explorer (versions 4.5 and later)

1. From the menu at the top, select Tools, and then select Internet Options.
2. Select the General tab & you'll see the Temporary Internet files.
3. Select the Settings button.
4. The first option, Check for newer versions of stored pages, should be set to every visit to the page.
5. Below, set the Temporary Internet files folder size to a minimum of 100MB.

PC's, Netscape (versions 4.7X & version 7.0)

Netscape 7.0 Link = http://wp.netscape.com/download/archive/client_archive70x.html

1. From the menu at the top, select the Edit menu, then Preferences.
2. Click the arrow next to the Advanced category, and then select the Cache option.
3. Set the disk caches to a minimum of 50000KB.
4. Set the compare page option to every time/every time I view the page.

Training & Assessment Tips

- It is recommended that tests be finished in one session. Tests usually take from 10 to 15 minutes to complete. If possible, schedule enough time to complete the test once you begin.
- Before you begin downloading a training module, make sure that you have closed any other applications that may be running. Email and other resource intensive applications can interfere with the download and use of the training.
- During the training, wait for the pointer arrows to appear before clicking. Please avoid inadvertent clicks in the movie screen.
- Allow the training module to load completely before clicking the start button in the lower left corner. You can check the loading progress on the status bar at the bottom of the movie.
- If you are loading a bookmarked module, you will see the movie fast forward to the point you left off. Allow the module to load completely and the progress button to stop moving before you click to begin.
- Always use the Exit button to complete the module.
- If you must pause a training module, use the Pause/Start button on the left of the status bar. Do not pause while there is a pointer arrow on the screen. Click in the designated area and then select the pause button.
- If you pause the module before clicking where prompted by the red arrow, a ghost image of the arrow remains onscreen. Future prompts to click will not produce the red arrow or allow you to click. If this happens, click the "Exit" button at the top right of the window and restart the training module.
- Depending on environment and ambient sound, the use of headphones can improve your ability to follow the training modules.

Plug-Ins & Known Issues

Shockwave - How permissions affect installing the player with Windows NT, 2000 and XP.

If you don't have administrator access to your Windows NT, 2000, or XP-equipped computer, you may not be able to install the Shockwave Player successfully. Permissions can be tricky, but, in general, you should be able to install and use the Shockwave player if your administrator gives you full access to the Macromedia directory: C:\Winnt\System32\Macromedia\ for Win 2000 and NT, and C:\WINDOWS\system32\Macromed for XP.

If this does not allow you to install and access the Shockwave and Flash Players, your administrator may need to experiment with varying levels of restriction to determine what works.

The best solution is to uninstall the current version of Shockwave. They have a specific uninstaller on this page:

<http://sdc.shockwave.com/shockwave/download/alternates/>

After you reboot, make sure you have either full access to the appropriate folder listed above, or can login into the administrator account to install Shockwave.

QuickTime - Missing Asset Error on PC

If you see an error stating, "This application requires an Xtra (QuickTime). Please make sure the appropriate Xtras are in the Xtras folder(s)", you are missing the qt3asset.x32 file.

To correct this problem, you must first be logged in as the computer's administrator, or have administrative privileges on the computer you are working on. If you do not have administrator privileges on the computer, you will get an 'access denied' error, and you should contact your network administrator

To download the missing file, go to <http://onclicktraining.com/download/>. At the top you will see the file in question, 'Qt3Asset.x32'. Click, or right-click and choose 'save as' on this file, and when prompted, save the file to the following location: C:\windows\system32\Macromed\Shockwave\10\Xtras

Please keep in mind that usually the C drive is the root drive, but it is possible that Windows could be installed on a different drive.