

Course Support Information

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## Course Support Information

### System Requirements

The NetSuite Training On Demand Center is accessible through an on-demand delivery model using the NetSuite Learning Portal. The following are the recommended system requirements for most effective learning.

#### Minimum Desktop Requirements

As a SaaS (Software as a Service) offering, there are no hosting hardware requirements, no software maintenance, and no network administration required by the client.

Computer	Display	Display Color	Network and Connectivity
Minimum 1 GB of RAM, 1 GHz Processor. Soundcard required only for online courses or videos containing audio	A resolution of 1024x768 or higher is	Minimum color quality is 16 bit.	Minimum 128 kbps. 256 kbps is recommended.

#### Plug Ins

- Adobe Acrobat Reader is required to view training completion certificates
- Additional plug-ins may need to be enabled for users to access e-learning courses hosted on the Learning Portal, such as Shockwave, Java, etc.

#### Browser Versions Supported

**Browsers must be installed in vendor supported environments.**

- Microsoft Edge for Windows 10
- Internet Explorer 11 (IE11) and greater
- Apple Safari 10 and greater
- Google Chrome <sup>(1)</sup>
- Mozilla Firefox <sup>(1)</sup>

<sup>(1)</sup> *New versions of browsers with rapid development cycle are certified one time each quarter. It is recommended that you turn on automatic updates for these browsers to receive the latest security updates.*

**Browser compatibility Settings and Security Requirements:** The NetSuite Learning Portal does NOT require any specific compatibility settings aside from:

- Support for Transport Layer Security (TLS) (Must support 1.1 or 1.2 TLS encryption. TLS 1.0 Encryption is no longer supported.) *Latest versions of the browsers are required.*
- Cookies and JavaScript are required to be enabled.
- Popup blocker must be disabled.

The **NetSuite Supported browsers** are provided below for the use of the demo accounts during lab exercises.

- **NetSuite:** [https://system.netsuite.com/core/media/media.nl?id=94209463&c=NLCORP&h=3735c785dc0db0151a4e&\\_xt=.pdf](https://system.netsuite.com/core/media/media.nl?id=94209463&c=NLCORP&h=3735c785dc0db0151a4e&_xt=.pdf)

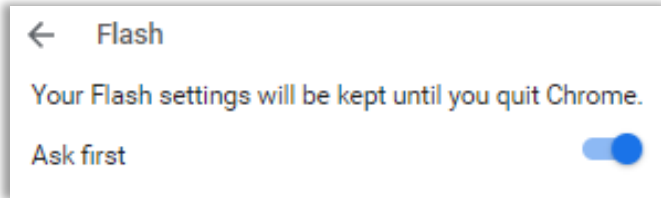
## Troubleshooting Tips


For best experience on, maintain only one browser, preferably Google Chrome. Please give the recording some time to buffer and load.

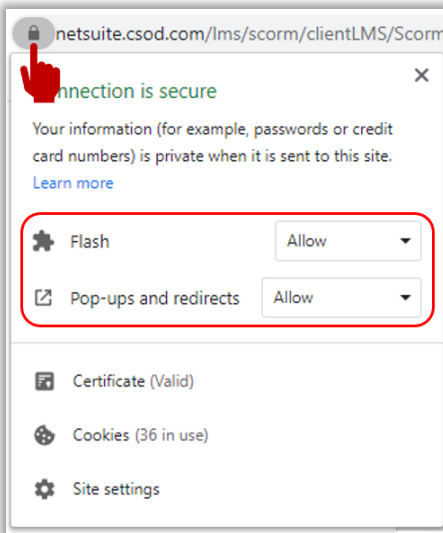
### Course Not Launching or Playing

#### Enable Flash Plugin and Pop-ups in Chrome

- In Chrome, navigate to **Settings > Advanced > Privacy and Security > Site Settings > Click Flash > “Ask First” > Toggle ON.**



- Click the  icon and set **Flash** and **Pop-ups and redirects** to “Allow”.

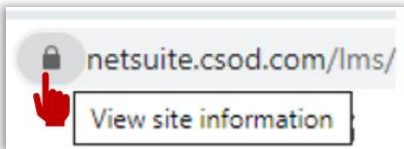


- Reload the page to apply the updated settings.

#### Enable Flash Plugin and Sound in Chrome

**Chrome auto-play issue in HTML5:** This is caused by a preference setting update applied by Chrome to their browsers for HTML5 sites/pages that requires users to initiate action to play the audio/video content. To remedy, perform the following steps:

- Click the “View site information” and set **Flash** and **Sound** to “Allow”.

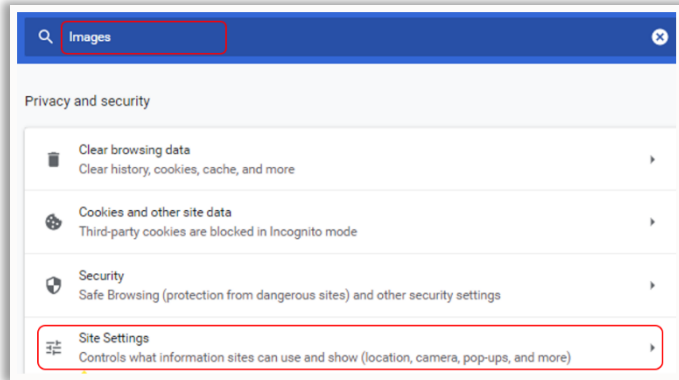


- Reload the page to apply the updated settings.
- **For audio issues:** Click the Play button to pause the module, then click the Play button again to resume playback and enable sound.

[Missing Images and Links](#)

**Enable Images in Chrome**

- In Chrome, navigate to **Settings** > search: **Images** > open: **Site Settings**.



- In the **Site Settings** page, scroll down to **Images** > **Toggle on** "Do not show any images" > Option should change to "**Show all (recommended)**".

