

Note: If your operating system is Windows NT 4.0, 2000, XP, Vista, or Windows 7, you must be logged into Windows as the local administrator before making any of the changes below.

Configuration involves three processes: checking for correct settings, installing required components, and verifying settings using the Browser Analyzer.

CHECKING SETTINGS

Supported Browsers

Internet Explorer	Version 6.0 and higher (Windows PC Only)
Firefox	Version 2.0 and higher (Windows PC or Mac)
Safari	Version 4.0 and higher (Mac only)
Google Chrome	Version 4.0 and higher (Windows PC or Mac)

Some test types require specific browsers:

- Simulation tests that use the SHL simulation player require Windows-based Internet Explorer. These include MS Office simulation tests, the Basic Computer Literacy test, and many Call Center Scenario tests.
- Tests with audio work with all supported browsers and require Flash 8.0 or higher.
- Non-simulation tests work with all supported browsers.
- Call Center simulation tests that require Flash work with all supported browsers.

Not Supported: Netscape, the AOL browser, and net appliances. However, those with AOL may use it to connect to the Internet. When connected, minimize AOL and open Internet Explorer and navigate to <http://www.Select2Perform.com>.

Screen Resolution

Recommended: 1024x768 or higher

If the resolution is set to 800x600, the user will need to scroll on most screens and a low screen resolution message will appear. Some tests may not function correctly at an 800x600 resolution. To change your resolution, click **Start, Settings, Control Panel, Display**, and then **Settings**.

Audio Files

Tests that use audio files will first look for Adobe Flash version 8 or higher. If Flash is found, the system will use it to play the audio in the test (unless the test uses the SHL simulation player). If Flash 8 or higher is not found or if the Flash version is older, the system will attempt to use Windows Media Player 6.0 or higher (only for PC-based Internet Explorer). If your version of Windows does not include Windows Media Player, you may download it from:

<http://windows.microsoft.com/en-US/windows/downloads/windows-media-player>

Flash may be installed (or uninstalled, if needed) using information found here:

<http://service.shl.com/s2p/index.php?action=showEntry&data=1148>

Browser Security Settings

Recommended: Medium default-level security.

To set this security level, open Internet Explorer, click the **Tools** menu, and then click **Internet Options** (In Internet Explorer 7 or higher, if you don't see the **Tools** menu, click the down arrow next to **Tools** on the right and then click **Menu Bar**). Select the **Security** tab. If not already selected, click **Internet** in the white box. If the security level slider is active, click it and move the slider to **Medium** level security. If the slider is not active, click the **Default Level** button.

If your company does not allow this security level, and you plan to administer tests that require the SHL simulation player, then click the **Tools** menu, **Internet Options**, and the **Custom Level** button. The following ActiveX controls should be set to **Enable: Download signed ActiveX controls, Run ActiveX controls and plug-ins, and Script ActiveX controls marked safe for scripting.**

Browser and Session Cookies

Recommended: Enabled

Internet Explorer:

Internet Explorer cookie settings may be changed by clicking the **Tools** menu, **Internet Options**, **Privacy** tab, then the **Advanced** button (If needed, to display the **Menu Bar** in IE 7 or higher, click the down arrow next to **Tools** and then click **Menu Bar**).

Firefox:

In the top left corner, click the down arrow next to the word **Firefox** in the orange box. Click **Options** and then select the **Privacy** tab. Enable cookies here, if needed.

Browser Text Size

Recommended: Medium

Internet Explorer:

To ensure that Internet Explorer is using the correct text size, click the **View** menu, **Text Size**, then **Medium**. **Medium** is the default text size for Internet Explorer (If needed, to display the **Menu Bar** in IE 7 or higher, click the down arrow next to **Tools** and then click **Menu Bar**).

Firefox:

In the top left corner, click the down arrow next to the word **Firefox** in the orange box. Click **Options** and then the **Content** tab. Make certain the default font is **Times New Roman**, size **16**.

Browser Temporary Internet Files Settings:

Recommended: Under the **Tools** menu > **Internet Options** > **General** tab > **Browsing History** section > **Settings** button:

- **Automatically** should be selected.
- **Disk Space To Use:** 120 (or greater).

In IE 6, select the **Tools** menu, **Internet Options**, the **General** tab, and then the **Settings** button.

Internet Explorer Zoom Level:

When using Internet Explorer 7 or higher, select the **View** menu, then **Zoom**. The value **100%** should be selected.

Browser Security - Make Select2perform.com a Trusted Site:

Select the **Tools** menu, **Internet Options**, and then the **Security** tab. In the **Select a web content zone** box (labeled **Select a zone to view or change** in IE 7 or higher), click on the green **Trusted Sites** circle (or check mark). Click the **Default Level** button if it's not grayed out and then move the slider on the left to **Low**. It is important you only do this when the **Trusted Sites** option is selected. Click the **Sites** button. In the field labeled **Add this web site to the zone**, type www.select2perform.com (Do not type **http://** or **https://** in front of the address). Uncheck the **Require Server Verification** check box. Click the **Add** button on the right. Click **OK** (or **Close** in IE 7 or higher). Click the next **OK**. You're finished!

Proxy Servers and Caching Devices

Select2Perform will work with most proxy servers; however, rules should be set up on the proxy server(s) so that they will not cache content from ***.select2perform.com** (64.74.205.10) and ***.previsor.com**. In many cases, these changes will not be needed (as long as Internet Explorer has its temporary Internet Files settings set to **Automatically**). SHL Technical Support can provide a document that explains how to make the needed changes in Microsoft's ISA proxy. Proxy II is not supported. Call Technical Support if you use any of the following proxy servers: **Blue Coat** or **Proxy II**.

Disabling Pop-Up Blocker Programs

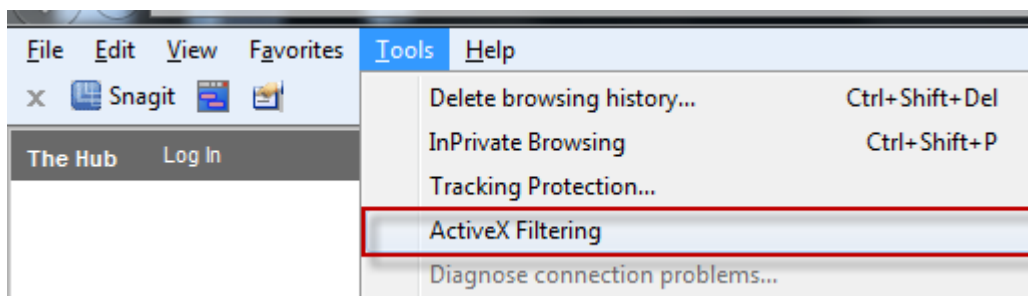
Programs that stop pop-up ads can interfere with the operation of Select2Perform and should be disabled before testing. Pop-up blockers are often hidden in the browsers, anti-virus programs, Internet security suites, anti-spyware programs, and add-on toolbars. For help disabling most pop-up blockers (both in Windows and in toolbars), please visit: <http://service.shl.com/s2p/index.php?action=showEntry&data=1147>

Newer versions of Internet Explorer include a pop-up blocker that is active by default. This pop-up blocker may interfere with some of Select2Perform's functions. SHL recommends turning off the Microsoft pop-up blocker. To do this, open Internet Explorer, select the **Tools** menu, select **Pop-up Blocker**, and then click **Turn Off Pop-up Blocker** (If needed, to display the **Menu Bar** in IE 7 or higher, click the down arrow next to **Tools** and then click **Menu Bar**).

To turn off the pop-up blocker in Firefox, select the **Tools** menu and then **Options**. Under the **Content** icon, make certain **Block Popup Windows** is not checked.

Disabling IE 9's ActiveX Filtering:

Under IE 9's **Tools** menu, make certain **ActiveX Filtering** is not checked. If it is checked, tests requiring Flash and the SHL Simulation Player will not function.



SPAM Filters in Mail Applications

Programs that filter out SPAM may interfere with Select2Performs's notification emails. Add IP address 64.74.205.17 or email addresses s2padmin@PreVisor.com and s2perror@PreVisor.com to the filter's white list for each administrator. This will allow administrators to receive email notifications from Select2Perform.

Settings for Simulation Assessments in Windows Vista or Windows 7

When using Windows Vista or Windows 7, either right-click the Internet Explorer icon (under **Start/Programs**) and select **Run as administrator**, or instead, turn off **User Account Control (UAC)** for the logged in user. If this is not done, tests containing simulations may not work properly or the system may ask the user to install the simulation player repeatedly. See this link for detailed information: <http://service.shl.com/s2p/index.php?action=showEntry&data=1147>. Please see the attached documents on this page.

INSTALLING COMPONENTS

Simulation Player Plug-in Installation

Some simulation tests require a simulation player plug-in installation. If you do not plan on administering tests that require the SHL simulation Player, then you will not need to install this player. Tests that require this player include MS Office simulations, Call Center Scenario tests, and Basic Computer Literacy tests. If you log into the workstation with administrator rights, the plug-in will automatically install during administration of the first simulated test.

If the workstation is locked down (users do not have administrator rights), you must install the player on all the machines before administering any simulation tests. Download the player from <http://service.shl.com/s2p/index.php?action=showEntry&data=1114> and save it to a directory or your desktop. Then, with all programs closed *including Internet Explorer*, log in to Windows as Local Administrator and run the simulation player installer (currently `simplayer20e.exe`). You may then check to make certain the plug-in is operating properly by navigating to <http://service.shl.com/s2p/index.php?action=showEntry&data=1579> and choose the second link in the list. If you see an animation and the text **Version 2.0**, your simulation player is working properly.

User Rights for Simulation Player

SHL recommends that all users have **Power User** or **Local Administrator** level security rights in Windows when they test. If Windows security must be stricter, make certain that all users have **Full Control permissions** in the **temporary internet files** folder as well as the **windows (or winnt)\system32\macromed** folder (and its subdirectories) and for the file **windows (or winnt)\awshkwv.ini** (created by the simulation player installation). The **macromed** folder is one created by the installation of the Simulation Player, as explained above.

Registry Setting for Simulation Player – Critical for Windows XP and Windows 98 Users

There is a rare Windows focus issue that affects only Windows XP and sometimes, in rarer circumstances, Windows 98 (call us if you use Windows 98). This issue can prevent candidates from being able to type into certain fields when testing in a simulated environment and may even make a test respond incorrectly when a mouse is used. This problem is caused when another program changes the default registry setting. If you use Windows XP and are logged in with administrator rights, download and run the following program: **previsorfocuscheck.exe**

<http://service.shl.com/ts/index.php?action=showEntry&data=1187>

Once the program is running, click the top **Check Value** button to check the Registry **Foregroundlocktimeout** value. If the value shown is **0** or **7B**, click the bottom button in the utility to change the value to **30D40** (the correct value). Reboot your PC. After the PC has rebooted, check the value again. The new value should appear (**30D40**). If the value has changed back to something other than **30D40**, please call SHL Technical Support at 800-966-0943 and press 1.

Also, changing your screen resolution from 800x600 to 1024x768 (by right-clicking a blank area of your desktop, choosing **Properties**, and then by clicking the **Settings** tab) may help with this issue.

Java Virtual Machine Installation (Only required if using NETg or SkillSoft training)

NETg training courses require the installation and use of a Java Virtual Machine (JVM) plug-in. Many versions of Windows already include this plug-in. To determine if you have a JVM installed, open Internet Explorer and go to <http://service.shl.com/ts/index.php?action=showEntry&data=1579>. Choose the link that checks for a JVM. The **System Check** screen appears. In the **Browser Information** window, make certain that the Java Enabled line displays **Yes: Microsoft Corp 1.1.4**. If the line displays **No** or if the number displayed is less than 1.1.4, you will need to install a current JVM.

To install or update a JVM, close the **System Check** screen. Go to <http://service.shl.com/ts/index.php?action=showEntry&data=1566>. Click the appropriate JVM link for the version of Windows you are using. When prompted, click **Run/Open** and follow its installation instructions. SHL recommends the Microsoft JVM build 3809 or higher (MSJAVX86.exe).

Sun JVMs: If the **System Check** screen indicates that you are using a Sun JVM, SHL recommends that you disable it and install the Microsoft JVM (if needed). To disable the Sun JVM, click the **Tools** menu at the top of Internet Explorer. Next, click **Internet Options** then the **Advanced** tab. Uncheck the Java Sun option, click **OK**, then restart Internet Explorer. If you or your company must use a Sun JVM, SHL supports and recommends Sun's JVM build 1.3.1_04. Other Sun JVMs may work as well. Contact SHL Technical Support for additional information about using other Sun JVMs.

VERIFYING SETTINGS USING THE BROWSER ANALYZER

Once Internet Explorer has been set up and configured on each workstation, use the Browser Analyzer to verify that everything is working properly **while logged into Windows using the username of your test administrator(s)**. To access the Browser Analyzer, use the following steps:

1. Open Internet Explorer
2. Go to <http://service.shl.com/ts/index.php?action=showEntry&data=1579>
3. If you wish to check the simulation player within the analyzer, click **Analyze your browser by clicking here (with simulation player checker)**. Otherwise, click **Alternative link that does not install the simulation player**.

Once the Browser Analyzer has opened, a **green checkmark** will indicate items that passed, and a red **X** will indicate items that did not pass. For further information on why a particular item did not pass, click the **Information** button to the right of the red **X**.

If you want to submit this information to SHL Technical Support:

1. Fill in your **Name** and **Phone number**.
2. In the **Comments** field, please enter the name of any Tech Support representatives who may be assisting you and enter a detailed description of the issue you've encountered.
3. Next, select your country:
 - An email will be sent to the location closest to the country you choose in the email form.

- To contact SHL Technical Support in the U.S. by phone, call 800-899-7451 option 1 or 770-650-8011
4. Next, click **Submit**. This will email the browser check screen to SHL Technical Support.

SELECT2PERFORM SYSTEM REQUIREMENTS

Computer Processor Operating System	Intel Pentium processor 500 MHz or higher (or equivalent) Windows 98, Windows Me, Windows NT 4.0, Windows 2000, Windows XP, Windows Vista, or Windows 7. When using Windows Vista or Windows 7 with simulation tests, disable User Account Control.
Memory	64 MB RAM for Windows 98/Me 128 MB RAM for Windows NT/2000/XP 1 GB RAM for Windows Vista
Screen Resolution	A screen resolution of 1024x768 is recommended. Lower resolutions may cause scrolling issues where candidates have to scroll to view the entire page. Some tests may not work correctly when using a resolution less than 1024x768.
Sound	For tests that play audio files, Flash version 8.0 or higher is required (or if using PC-based Internet Explorer, Windows Media Player 6.0 or higher is allowed) plus a sound card, and speakers or headphones. SHL recommends using headphones that have volume control on the cord.
Internet Connection	For modem access the Internet, 56K will provide the minimum acceptable connection speed. A connection of 300K or higher is recommended for simulation tests.
Browser	PC-based Internet Explorer 6.0 and higher, Firefox 2.0 and higher (PC or Mac), Safari 4.0 and higher (Mac only), and Google Chrome 4.0 and higher (PC and Mac). As explained above , some tests require a specific browser.

We recommend setting www.select2perform.com as a trusted site in IE by selecting the **Tools** menu, **Internet Options**, **Security** tab, **Trusted Sites** icon in the white box, **Sites** button, typing www.select2perform.com, and clicking **OK** (If needed, to display the **Menu Bar** in IE 7 or higher, click the down arrow next to **Tools** and then click **Menu Bar**).

Additionally, if tests containing simulations will be used, the following ActiveX settings should be set to **Enable**:

- Downloaded signed activex controls
- Script activex controls marked safe for scripting
- Run activex controls and plug-ins

To download Internet Explorer, navigate your browser to:

www.microsoft.com/windows/ie

Default **Medium Level** security is recommended

Internet Explorer Browser Settings

Simulation tests require the SHL Simulation Player

To download it, navigate your browser to:

<http://service.shl.com/s2p/index.php?action=showEntry&data=1114>

Microsoft's Java Virtual Machine (JVM) build 3809 or Sun's Java Runtime Environment (JRE) is required only if you will be administering training. **A JVM is not required for select2perform testing.**

Modifying browser settings may require administrative permissions for Windows NT/2000/XP/Vista/Windows 7.

Proxy servers

Select2Perform will work with most proxy servers once they have been set to not cache

Rights

content from ***.select2perform** and ***.shl.com**. Contact SHL Technical Support for additional information and exceptions.

When using the SHL Simulation Player, a user must have full permissions in the **<windows\winnt>\system32\macromed** folder, its subdirectories, temporary Internet files folder for that user, and for the file **<windows\winnt>\lawshkvv.ini** (created by the simulation player).