

Computer Configuration Requirements to Access, Preview, Print and Download from Harmony Applications

This document provides basic steps that will assist you with accessing Harmony applications, previewing reports, printing reports or downloading files using Harmony applications.

Hardware/Software Minimum Requirements

Any computers that are used to access Harmony applications must meet the minimum system requirements outlined below:

Harmony Certified System Requirements	
Processor:	2.0 Ghz processing or better
RAM:	2 GB (minimum) // 4 GB (recommended) Note: The greater the number of applications running concurrently on your PC, the more PC RAM is required to ensure optimal performance.
Screen Resolution	Minimum: 1024x768 (1280x1024 is ideal)
Internet Access:	40-45 KB/s (kilobytes per second for each concurrent user) Note: Harmony does not support dial-up access.
Microsoft Silverlight	Silverlight version 5.1.30214.0 and higher
Maximum Latency	100ms or less
Other Add-Ons	<ul style="list-style-type: none"> • Adobe Reader: Required for viewing/printing PDF files • Adobe Flash Player: Required for On-Demand trainings

The following table illustrates the Operating System and Internet Explorer browser combinations that are supported and certified for use with Harmony applications. For optimal use, a certified combination is recommended.

Operating System and Browser Matrix			
Operating system*	IE Browser Version	Certified	Supported
Windows 7 SP1	Internet Explorer 8 – 32 bit	Yes	Yes
	Internet Explorer 9 – 32 bit	Yes	Yes
	Internet Explorer 9 – 64 bit	No	No
	Internet Explorer 10 – 32 bit	Yes	Yes
	Internet Explorer 10 – 64 bit	Yes	Yes
	Internet Explorer 11 – 32 bit	Yes	Yes
	Internet Explorer 11 – 64 bit	Yes	Yes
Windows 8	Internet Explorer 10 – 32 bit**	Yes	Yes
	Internet Explorer 10 – 64 bit **	Yes	Yes
	Internet Explorer 11 – 32 bit **	Yes	Yes
	Internet Explorer 11 – 64 bit **	Yes	Yes

- Supported: Harmony will make best efforts to ensure that combination works. However, for issues reported with the OS and Browser combinations that are not Certified the resolution may be to use a Certified combination.
- Certified: Harmony will address identified issues with this platform combination if the problem is related to a Harmony application. If the issue is related to a documented browser or operating system issue, Harmony may not be able to resolve the problem until a third party fix is issued.

**Operating System: It is recommended that users are up to date with the latest service packs and Harmony will always test on the latest platforms. If an issue is identified with a particular service pack or update, we will notify the user community upon identification of the issue.*

*** Harmony only supports Internet Explorer 10 and 11 on Windows 8 in “Desktop Mode”. “Metro Mode” is not supported.*

Note: Browser versions not listed with an operating system above are not supported by Microsoft.

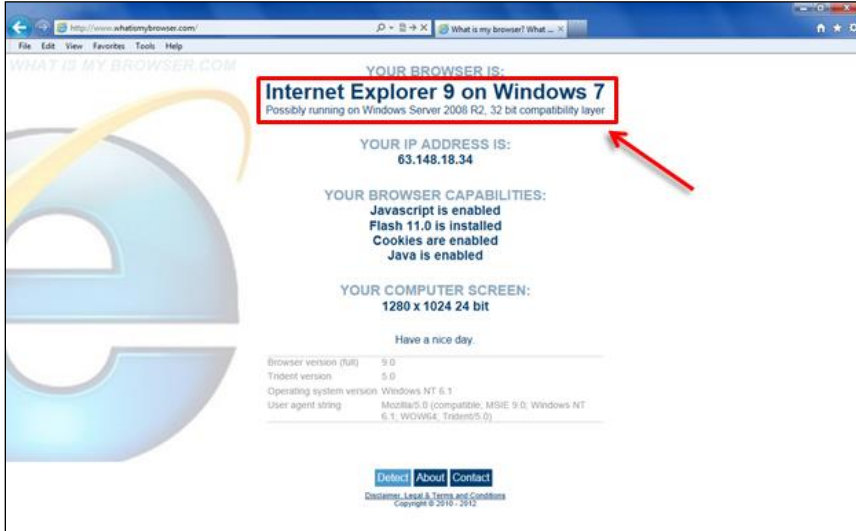
Silverlight Installation Link: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

Please follow the steps below to confirm your Internet Browser version, Operating System version, RAM, and Processor speed:

Verify Internet Browser Version

1. Click this link or copy and paste it into your Internet Explorer Browser:
<http://www.whatismybrowser.com/>

Note your version under the section called “YOUR BROWSER IS”. Internet Explorer version 9 is displayed in the example below:



Special Consideration: If you do not want Internet Explorer to be updated automatically, be sure to uncheck the box next to “Install new versions automatically”:



Verify Operating System version, RAM and Processor Speed for Windows 7 Users

1. Click the “Windows” button
2. In the Search box, type: “dxdiag”
3. Press “Enter” on your keyboard