



**Technical Requirements for Students and Administrators
June 2011 (Amended with additional mail service information in August 2011)**



IMPORTANT: Please note changes to supported browsers detailed in section B, Supported Browsers.

The following outlines the minimum technical requirements for ABA eLearning LMS and ABA courseware.

To ensure successful usage of ABA training resources, a review of these requirements by your internal or contracted IT staff is required.

A) Minimum Required Hardware:

- Windows Compatible Personal Computer (Thin clients are **NOT** supported. Thin client configurations provide only a graphical user interface at the terminal and functions of the operating system are supplied by a remote server that shares resources across many users).
- 900 MHZ or faster processor
- 512 MB of RAM or greater
- Graphic card capable of 800x600 (1024x768 recommended) at 16-bit(high color) or greater

B) Supported Browsers:

- Microsoft Internet Explorer 6.x (actively supported until August 26th 2011), 7.x, or 8.x
 - Browser security must be set to allow script-initiated windows without size or position constraints.
 - Browser must be set to accept cookies
 - Javascript must be enabled
 - All pop-up blockers must be disabled while using ABA eLearning (browser, plugin, toolbar, and security driven pop-up blockers).

C) Required Plug-ins:

- Adobe Flash 8 or greater for interactive courseware
- Adobe Acrobat Reader 6 or greater for certifications and certain course materials
- Sun Java plugin is required for some courses

D) Network Security Requirements

Depending on your organization, a firewall and/or proxy may be implemented for security purposes. To ensure that these devices do not interfere with ABA eLearning, the following measures should be taken:

Firewalls, Intrusion Detection Systems, and Email Filtering Systems

Firewalls should be set to whitelist connections to aba.com, abakc.com, cornerstoneondemand.com, and csod.com by domain name only and not by IP address.

Also, please add the following e-mail server IP addresses and/or domain names to your white-lists to ensure uninterrupted mail service once your portal is migrated to the new data center:

- 208.185.229.41 - 208.185.229.45
- 208.185.235.41 - 208.185.235.45
- 204.92.19.140
- csod.com, cornerstoneondemand.com, abakc.com, mail01.response.aba.com, and aba.com

PLEASE NOTE: In order to troubleshoot content delivery problems, it may be necessary to enable logging while reproducing the behavior to determine the source of the problem. Content is delivered from several IP addresses via the Akamai network. The IP addresses listed below should only be used for troubleshooting purposes only. We **do not recommend** that you white list all of the IP addresses in these ranges.

Cornerstone Subnet: (This is the only IP address range that is 'safe' to whitelist.)

- 208.185.229.0/24
- 208.185.235.0/24
- NOTE: If you whitelist these ranges, use <http://abalms.csod.com> to access the LMS.

Akamai CDN: DO NOT WHITELIST—These are for information purposes.

122.252.140.0/24

122.252.32.0/19

125.252.192.0/18

125.56.164.0/24

202.43.52.0/24

59.151.128.0/18

60.254.188.0/24

72.246.0.0/15

88.221.0.0/16

E) Bandwidth Requirements:

- ABA eLearning requires a minimum of 56kbps. ABA Courseware bandwidth requirements vary by course. For **optimal performance, a high speed internet connection is recommended.**

F) Special Requirements for Users Accessing from Personally Owned/Non-corporate computers or Non-corporate network locations:

- Users taking courses from personal computing locations on personal computers (non corporate/non-corporate network machines or network connections) should ensure that personal firewalls and/or certain security products are set to exclude aba.com, abakc.com, csod.com and cornerstoneondemand.com. In some cases disabling these products may be necessary to use ABA eLearning products.