

# System Requirements

## ICS Skills/PSI Online Certification Management Services

### Operating System

- Microsoft Windows 7/8/10
- Display resolution of at least 1024x768 pixels with 16k colours

### Supported Browsers

In order to use our latest ECDL/ICDL **Courseware** packages, you must use **IE9 or later**. Please see below a list of supported web browsers:

- Internet Explorer: Version **9** to **11** –Add icsgrid.ie to compatibility view settings

#### **Windows Desktop OS Internet Explorer Version**

Windows Vista SP2	Internet Explorer 9
Windows 7 SP1	Internet Explorer 11
Windows 8.1 Update	Internet Explorer 11
Windows 10	Internet Explorer 11

- Firefox: Latest Version
- Google Chrome †: Latest Version

### Browsers Not Supported

- Microsoft Edge does **not** support Plug-ins and therefore to launch in-application tests Internet Explorer, Chrome or Firefox need to be used.
- We recommend that the default web browser is changed from Microsoft Edge to a web browser, which is supported by ET2.

### Pop-up Blocker/Tabbed browsing

If you use a pop-up blocker, pop-up windows must be allowed for \*.enlight.net and \*enlightks.com. If you use Internet Explorer tabbed browsing must be disabled.

**Please note** that if you use **Windows 8 or Windows 10**, Internet Explorer must be running in desktop mode to run the test.

## Internet Connection

Download speed requirements vary with the number of users and usage patterns. We recommend at least **60 Kbit/s** per user, but no less than **500 Kbit/s** of total available capacity.

## Firewall Settings

ET2 uses **http** and **https**. Any firewall or proxy must be configured to allow:

- HTTP access (destination TCP port 80, URLs begin with http://).
- HTTPS access (destination TCP port 443, URLs begin with https://).
- DNS lookups (TCP/UDP port 53, check your DNS server address).

Any firewall **must** also allow the downloading of **.bin** (Binary data) and **.jar** (Java Archive) files.

## PSI In Application

Only Microsoft Windows operating systems can run an in-application test.

## System Requirements

### Operating System

Microsoft Windows 7/8/10.

### .NET Framework

.NET Framework version 3.x is required. The .NET Framework Redistributable Package can be downloaded from: <http://www.microsoft.com/en-gb/download/details.aspx?id=3005>

A download link is also provided on the **System Requirement Check** page.

### Microsoft Office



In-Application tests are available for the following Microsoft Office components:

- **Microsoft Word**
- **Microsoft Excel**
- **Microsoft PowerPoint**
- **Microsoft Access** (Professional and Professional Plus only)
- **Microsoft Project 2010/2013**

In-application tests are supported with the following editions of Microsoft Office:

**Microsoft Office 2013** Home and Student <sup>(2)</sup>; Home and Business <sup>(2)</sup>; Standard <sup>(2)</sup>; Professional; Professional Plus; Office 365 Home <sup>(3)</sup>; Office 365 Personal <sup>(3)</sup>

**Microsoft Office 2010** Home and Student <sup>(2)</sup>; Home and Business <sup>(2)</sup>; Standard <sup>(2)</sup>; Professional; Professional Plus

**Microsoft Office 2007** Basic <sup>(1)</sup>; Home and Student <sup>(2)</sup>; Standard <sup>(2)</sup>; Small Business <sup>(2)</sup>; Professional; Ultimate; Professional Plus or Enterprise

**Microsoft Office 2003** Basic <sup>(1)</sup>; Student and Teacher <sup>(2)</sup>; Standard <sup>(2)</sup>; Small Business <sup>(2)</sup> or Professional

PowerPoint and Access modules are not available.

<sup>(2)</sup> Access modules not available.

<sup>(3)</sup> **Office 365** is only supported with a "Full, local installation". For more information please click [here](#).

**Note:** Office Starter Edition, Office online and Trial editions of MS Office are not supported.

### **Microsoft Office 2003**

Microsoft Office 2003 ceased to be supported by Microsoft as of 8 April 2014 and therefore will cease to be supported as an operating environment for ET2.

### **Microsoft XP**

Microsoft XP ceased to be supported by Microsoft as of 8 April 2014 and therefore will cease to be supported as an operating environment for ET2.

### **Future Unsupported Microsoft Office**

#### **MS Vista**

Please note that Microsoft's support end date for MS Vista is scheduled for 11 April 2017. We currently support MS Vista but this will cease once the Microsoft support ends.

## Service Packs

The latest Service Packs and updates for Microsoft Office must be installed. The most recent available Service Packs for Microsoft Office (English language versions) can be found here:

- **2013** Service Pack 1: <https://support.microsoft.com/en-us/kb/2817430>
- **2010** Service Pack 2: <https://support.microsoft.com/en-us/kb/2687455>
- **2007** Service Pack 3: <https://www.microsoft.com/en-gb/download/details.aspx?id=27838>

An additional Microsoft Office component, Primary Interop Assembly (PIA), may be required for your Office version 2007. PIA is normally installed with Office if you have .NET installed. If this is not the case, it can be downloaded from [here](#). If you do not have PIA installed, the System Requirements check will let you know if you need to install it.

## Access to Work files

Work files can be saved either to a virtual drive mapped to the temporary folder (default) or to the Documents folder.

When using a mapped drive:

- The virtual drive will be mapped to the last available drive letter on your local system (usually Z:).
- A Windows administrator can hide some drive letters by applying a Windows Group Policy (“Hide these specified drives in My Computer”). If the virtual drive is mapped to a hidden drive letter, the virtual drive will not be seen and will thus not function properly. Our recommendation is to use the default setting which is to not hide any drives. See <http://support.microsoft.com/kb/231289> for details.

When not using a mapped drive (old setting):

- The user must be allowed to save files to the Documents folder. (“My Documents” in older versions of Windows).
- The Documents folder must not be shared between multiple users taking ET2 In-App tests at the same time.

## Access to the Windows Registry

If Windows Registry access has been restricted for any reason, users must still be allowed normal read and write access to the Windows Registry areas where the users’ settings are stored (HKEY\_CURRENT\_USER). This is the default setting in Microsoft Windows for a non-administrator user.

## PSI Java-Free Plugin

This section describes the steps required to install the PSI Java-Free Plugin.

### Unsupported Java

We will no longer be providing support for Java-based in-application testing



**Please note** that Google Chrome versions 45+ no longer support Java; please use the Java-free Plug-in, as noted below.

The PSI Java-Free Plugin is intended for use with the most up to date versions of **Internet Explorer** and **Google Chrome**. Supported versions are listed below.

For **Chrome** users only, additional steps are necessary to install a Chrome extension.

In addition to downloading the PSI Java-Free Plugin installer ahead of launching a test, the PSI Java-Free Plugin can also be downloaded from the In-Application system requirements page and installed before a test is taken. Both methods of installation are described hereafter.

## System Requirements

### Operating System

- Microsoft Windows 7.x
- Microsoft Windows 8.x
- Microsoft Windows 10

Please note that whilst the PSI Java-Free Plugin and the Google Chrome extension may work with older versions of Microsoft Windows they will not be formally supported.

### Supported Browser

- Microsoft Internet Explorer 9, 10, 11
- Google Chrome (latest release)
- Mozilla Firefox (latest release)

Please note that whilst the PSI Java-Free Plugin and Google Chrome extension may work with other browsers they will not be formally supported.

## Microsoft Office

- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016

## Microsoft Project


- Microsoft Project 2010/2013

To install the PSI In-application plugin please see the [Java-Free Browser Installation Guide Here](#)

## Printer Configuration (Required for all versions of Microsoft Office)

ECDL/ICDL tests require that you have a functional printer and driver installed. Please perform the following steps on all computers used for testing.

### Windows 8/10

- Click the **Start** button, or press the  key.
- Type **Devices** and click **Devices & Printers**.
- Underneath the **Printers** section, ensure the green tick is marking a **functional** printer. (You can test if a printer is functional by using Right Click > Properties > Print test page).
  - If the required printer is on the list, but does **not** have the green tick covering it, right click the printer and click **Set as default printer**.
  - If the printer does **not** reside within the list at all, then please follow the manufacturer's instructions for installation.

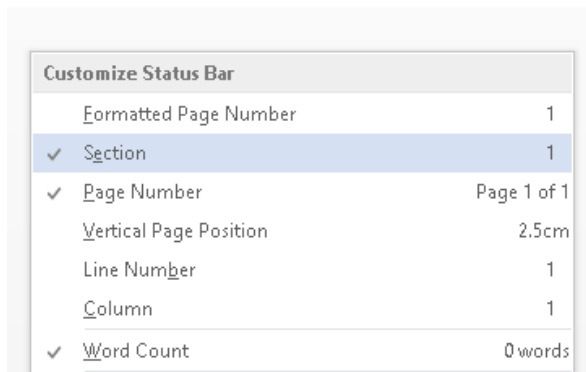
### Windows 7

- Click the **Start** button.
- Click **Devices and Printers**.
- Underneath the **Printers and faxes** section, ensure the green tick is marking a **functional** printer. (You can test if a printer is functional by using Right Click > Properties > Print test page).
  - If the required printer is on the list, but does **not** have the green tick covering it, right click the printer and click **Set as default printer**.
  - If the required printer does **not** reside within the list at all, then please follow the manufacturer's instructions for installation.

## Microsoft Office 2013

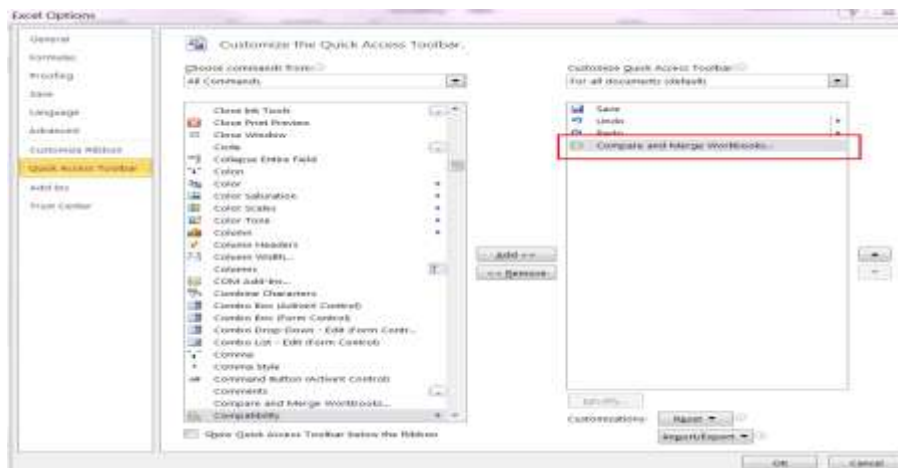
### Interface Settings for Microsoft Word 2013

- The Status Bar must display Sections.



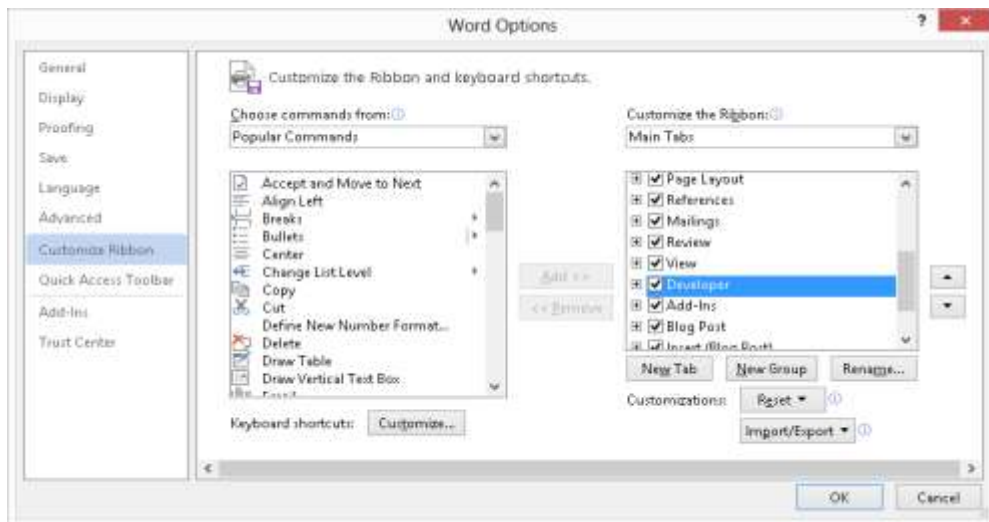
### User Interface Settings for Microsoft Excel 2013

- The Compare and Merge Workbooks icon must be available on the Quick Access toolbar for use during a test.



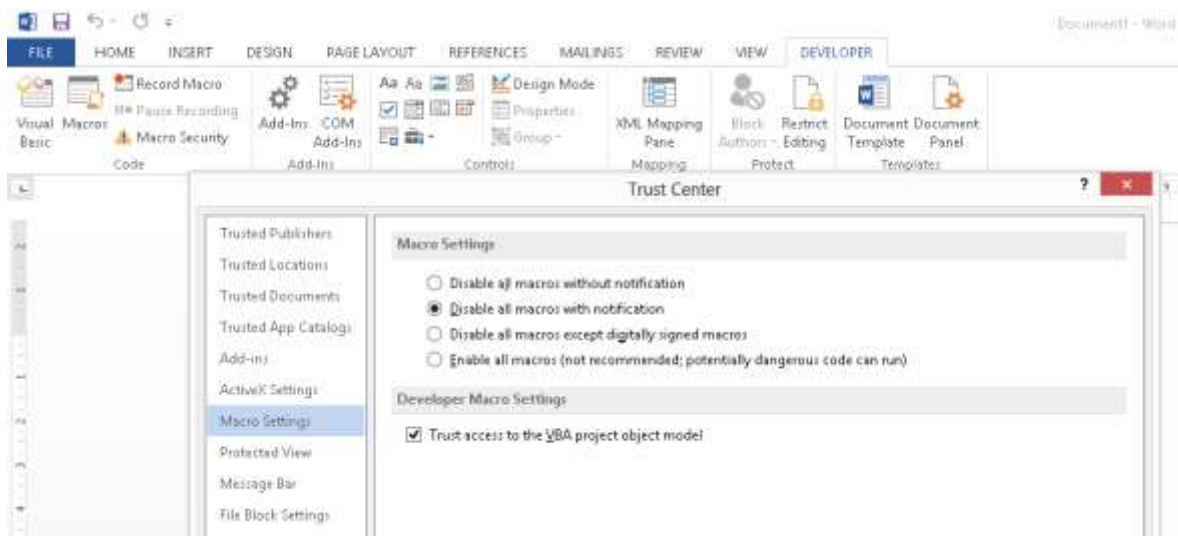
### Interface Settings for Microsoft Word and Excel 2013

- The Developer tab must be turned on.



## Macro Security Settings for MS Word, Excel and PowerPoint 2013

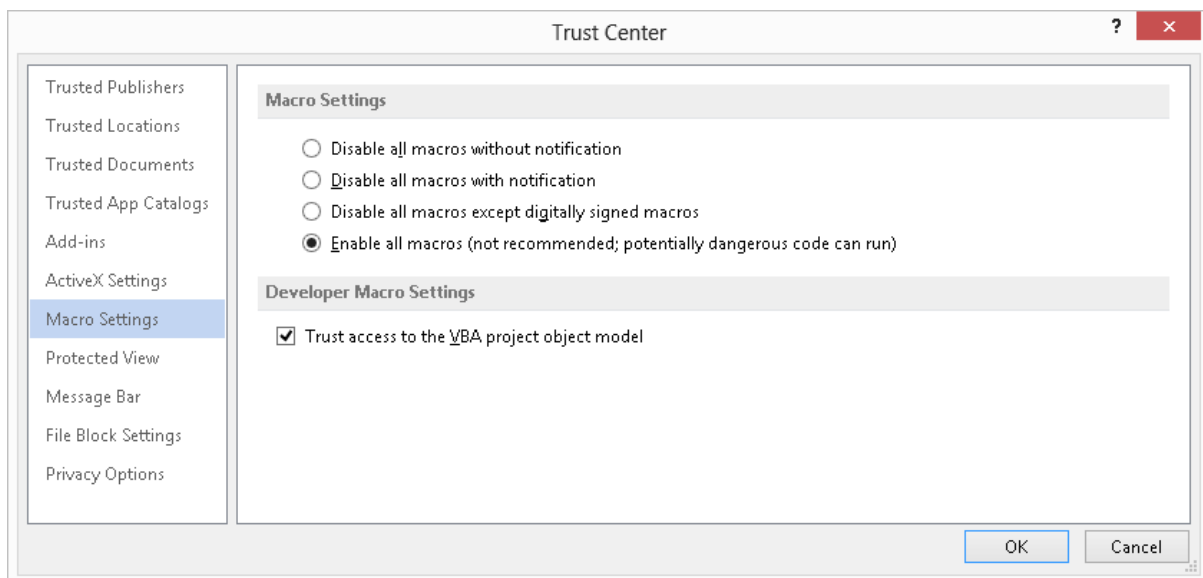
- The **Trust access to the VBA project object model** box must be checked.





## Macro Security Settings for Microsoft Access 2013

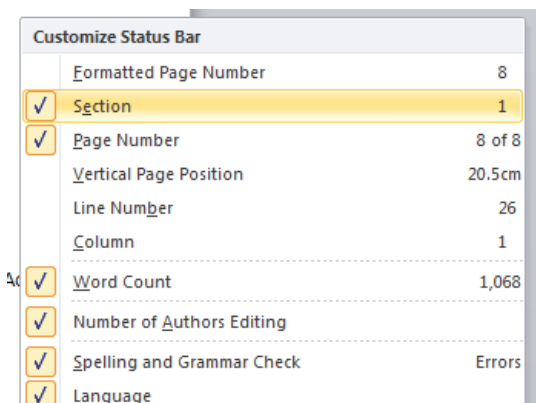
- Go to File menu -> Options -> Trust Centre.
- Click **Trust Centre Settings**.
- Check **Enable all macros**.



## Microsoft Office 2010

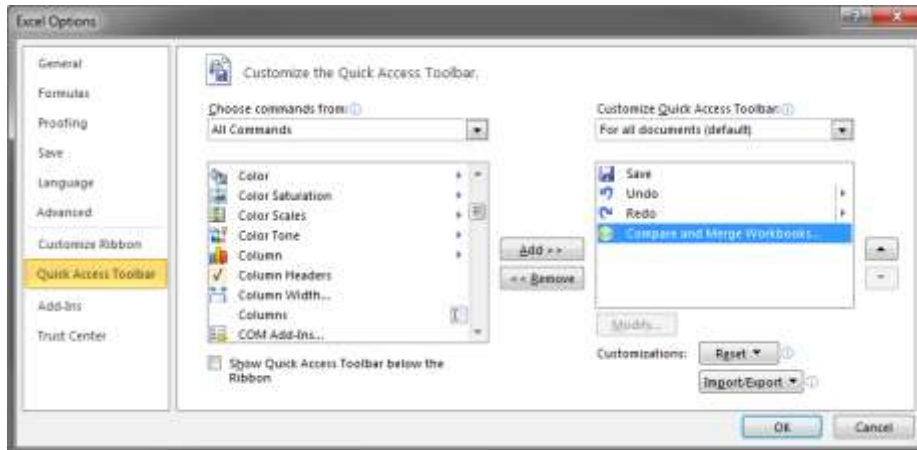
### Interface Settings for Microsoft Word 2010

- The Status Bar must display Sections.



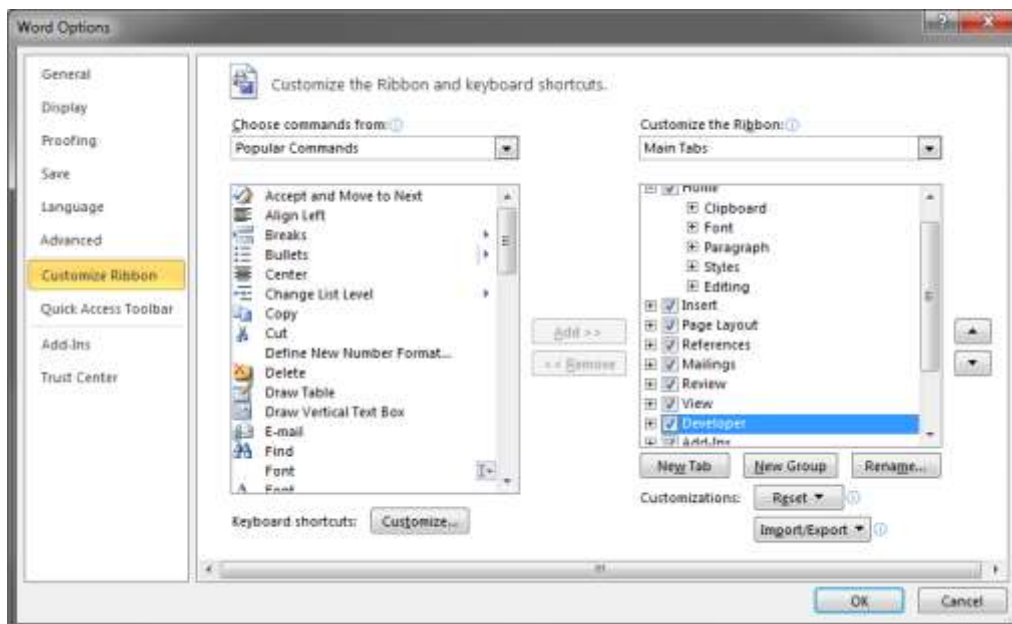
## Interface Settings for Microsoft Excel 2010

The Compare and Merge Workbooks icon must be available on the Quick Access toolbar for use during a test.



## Interface Settings for Microsoft Word and Excel 2010

- The Developer tab must be turned on.



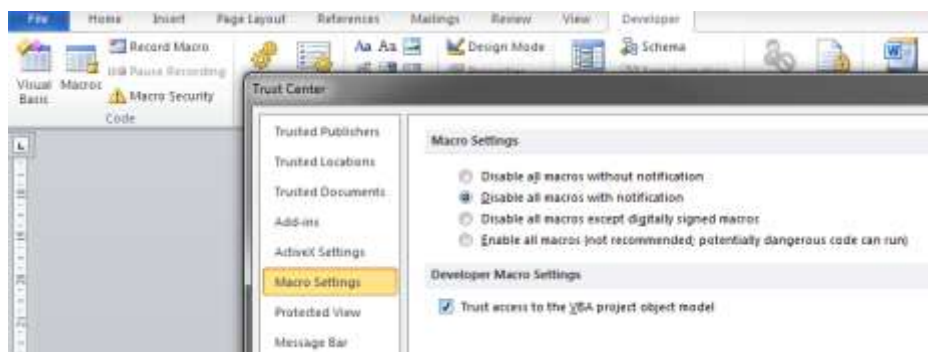
## Display Any Hidden Workbooks in Excel 2010

- Hidden workbooks must be displayed by choosing the **Unhide** command on the View tab.



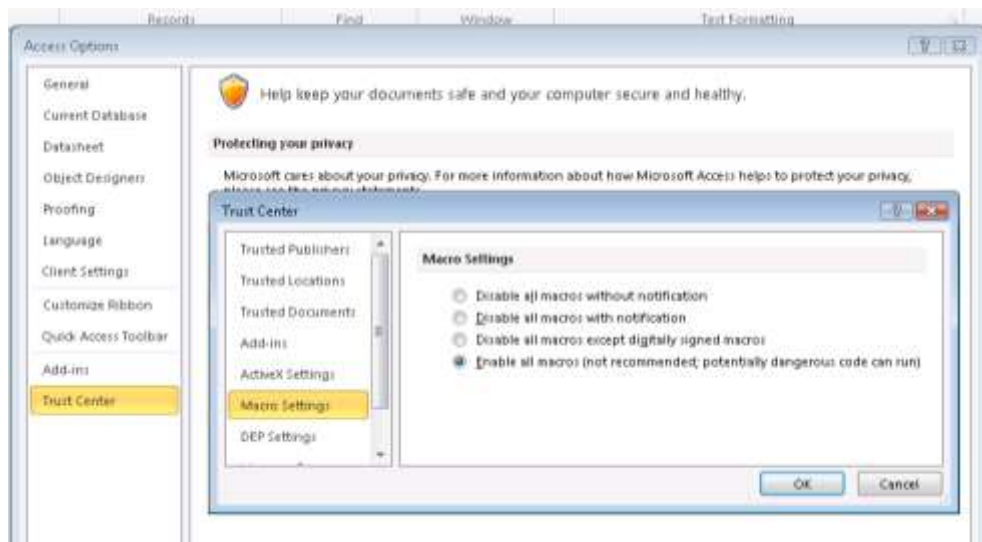
## Macro Security Settings for Microsoft Word, Excel, PowerPoint 2010

The **Trust access to the VBA project object model** box must be checked.



## Macro Security Settings for Microsoft Access 2010

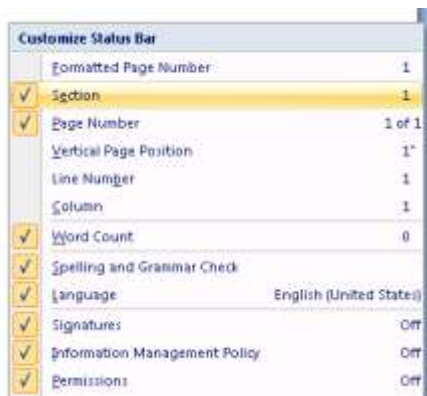
- File menu -> Access Options -> Trust Centre -> Trust Centre Settings -> Macro Settings -> **Enable all macros**. Failure to apply this setting will mean that all Database content is not enabled; therefore, some questions cannot be completed.



## Microsoft Office 2007

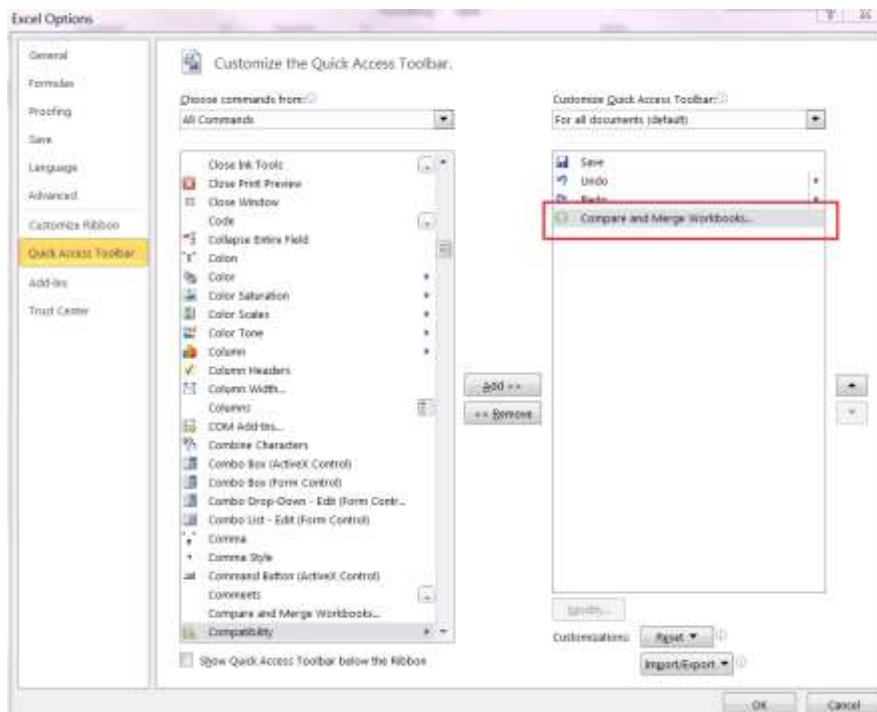
### Interface Settings for Microsoft Word 2007

- The Status Bar must display Sections.



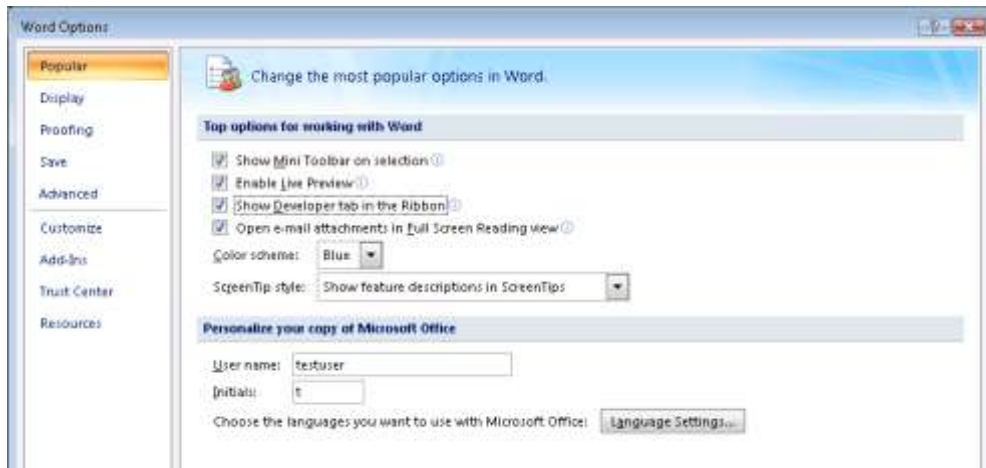
### Interface Settings for Microsoft Excel 2007

- The Compare and Merge Workbooks icon must be available on the Quick Access toolbar for use during a test.



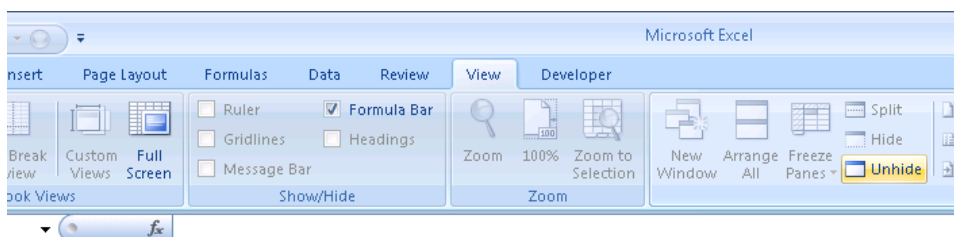
## Interface Settings for Microsoft Word and Excel 2007

- The Developer tab must be turned on.



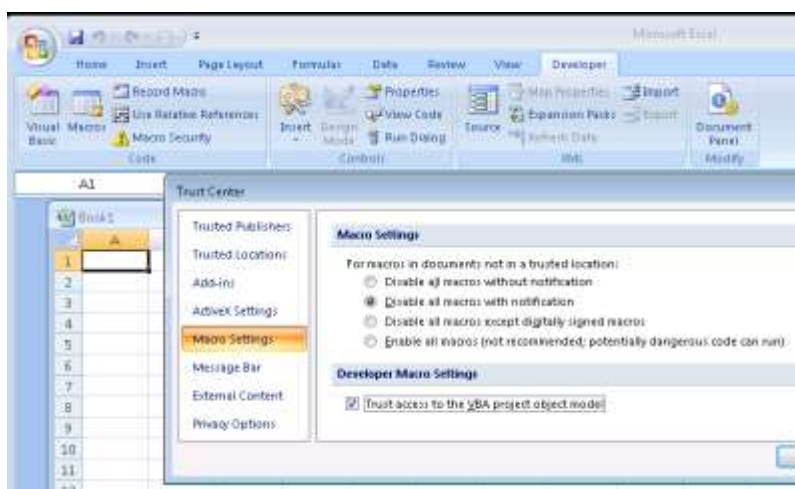
## Display Any Hidden Workbooks in for Microsoft Excel 2007

- Any hidden workbooks must be displayed by choosing the **Unhide** command on the View tab.



## Macro Security Settings for Microsoft Word, Excel, PowerPoint 2007

- The **Trust access to the Visual Basic project object model** box must be checked.



## Macro Security Settings for Microsoft Access 2007

• Office Button -> Access Options -> Trust Centre -> Trust Centre Settings -> Macro Settings -> **Enable all macros**. Failure to apply this setting will mean that all Database content is not enabled; therefore some questions cannot be completed.



## General Anti-Virus

The ECDL Foundation has provided and virus checked the Microsoft Office work files used in the EnlightKS ECDL/ICDL 1.0 tests. However, test centres are advised to use updated anti-virus software on candidate machines.

## E-Learning

To access your e-learning go to <https://cms.ics-skills.net/learner> and log in with your username and password. Please make sure to allow pop ups. If you are using Internet Explorer add icsgrid.ie to the compatibility view settings.



## Support

If you have any questions or require support, please contact [support@ics.ie](mailto:support@ics.ie) or 01-2377799