



Communicate & Connect

Network Administrator Briefing: Optimisation of a network to access Wimba Classrooms

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For eWorks/TAFEVC
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Introduction

You have received this document because staff within your institution are seeking to use the Wimba Classroom (<http://www.wimba.com/support/liveclassroom.php>) in the course of their teaching and learning activities.

In order to use this browser based application successfully some modifications in your institution's network settings may be required.

Due to the online nature of this tool, Wimba Classroom activities often involve many staff and students. In order to allow the intended use of the Wimba Classroom to proceed as envisaged by these staff and students, it is important that the requested configuration is completed prior to initial use of the application within your institution.

The intended audience for this document is network administrators. It is intended to aid you in the optimisation of your network to allow for the optimal use of Wimba Classroom.

Thank you in advance for your cooperation.

Proxy and Firewall Requirements

NetSpot's Wimba Classrooms are used for a large number of activities including webinars, public and personal training sessions and client project meetings due to its rich and flexible features. The application works much better with direct communication over specific ports from the user's computer to the Wimba Classroom server.

Although the Wimba Classroom system will function if forced through a proxy server, as it primarily uses standard web access (Port 80/tcp), the user's experience is greatly improved if direct communication is allowed with our externally hosted server.

Please organise for the following:

1) Opening of the outbound connection firewall to allow user's computers to connect to your wimba classroom IPs (192.43.228.190 and 192.160.71.200) on the following ports (NB: this is outgoing connections not incoming):

*** For TCP: port 80, 443, 5190 and 5998.**

*** For UDP: port 5190, 5998, 16384, and 33434.**

2) Bypassing the proxy to allow DIRECT communication to the following URLs:

a) <http://liveclassroom.tafevc.com.au>, <http://192.43.228.190> and <http://192.160.71.200>

As most networks will have varying configurations of proxy and firewall requirements, you will need to confirm with your local IT support to determine what is required for this change to be made within your network.

If your institution has their own instance of Wimba Classroom you will also need to action the above points for the IP and hostname specific to that instance. If you need to obtain this information please contact your

Supported Operating System, Browsers, Java versions and System Requirements

Below, you'll find the supported Operating Systems, supported Internet Browsers, and recommended system specifications for using the Wimba Classroom.

Student Requirements:

- 128 MB RAM (256 MB recommended)
- Internet access at 56k or above
- Soundcard w/ microphone and speakers

Instructor Requirements:

- 256 MB RAM (higher recommended)
- Broadband Internet access
- Soundcard w/ microphone and speakers

It is recommended to use headset/mic combo instead of external speakers or microphones, particularly built-in microphones of laptops

Wimba Classroom Supported Operating Systems, Java & Browsers *				
OS	Browser			Java (JRE)
		Supported	Unsupported	
Win Vista Win XP Win 2000	Internet Explorer	6.0 - 7.0		1.6 (6.0) 1.5 (5.0) 1.4
	Firefox	1.5 - 2.0		
	Other		AOL, Opera	
OS	Browser			Java (JRE)
		Supported	Unsupported	
Mac OS X ^{1,2} 10.4 10.3	Safari	1.2 - 2.0		1.5 (5.0) 1.4
	Firefox	1.5 - 2.0	1.5.0.1+	
	Other		AOL, Opera, IE	
OS	Browser			Java (JRE)
		Supported	Unsupported	
Linux ³	Mozilla	1.0 – 1.7		1.5 (5.0) ⁴
	Firefox	1.5 - 2.0		
	Other		Opera	

* Browsers listed in the Supported section are recommended browsers for use with the Wimba Classroom. Browsers that are not listed have not been tested fully and therefore may or may not work with the Wimba Classroom.

1. Presently, only Safari is supported on Intel-based Macs
2. ScreenGrab is not compatible with Mac OS X
3. Notes on using Linux: Presenters cannot display content via Application Sharing using Linux. However, participants using Linux can view Application Sharing content
4. Manual installation is required. Reference article on www.java.com for instructions.

User Acceptance Testing / Preparing for a Wimba Classroom event

Whenever a new computer will be used to connect to a Wimba Classroom presentation, the Wimba Classroom Setup Wizard should be run well in advance of the actual session that it will be used for. Doing so will ensure that all necessary software and configurations are installed on the computer and will allow you to identify potential problems and fix them before the actual event. The Wimba Classroom Setup Wizard is the most helpful diagnostic tool to prepare your computer for an event.

The Wimba Classroom Setup Wizard consists of a series of tests that closely simulate the different components that will be necessary to log in for a Wimba Classroom presentation. With each test, if the Wizard detects that you need additional software or require adjustments to your configurations settings, it will provide you with instructions to do so. Just look for the HELP button and follow the instructions provided to you.

If you continue to have trouble after following the instructions, at the very end of all the tests in the Wizard, you'll be able to submit a detailed report of the problem to our Technical Support department and they'll be contact to troubleshoot further.

It is strongly recommended that you access the Wizard of the Wimba Classroom to test your connection as soon as possible prior to your event to ensure that you don't run into any issues. You can access the Wizard at the following URL:

<http://liveclassroom.tafevc.com.au/wizard/wizard.html>

Contact Us

If you have any additional questions or need clarification please don't hesitate to contact us via email at wimba.support@netspot.com.au or by calling +618 8361 6800.

Kind Regards,

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