

System Technical Details

Webcast and Virtual Environments Platform

Best Practices and Suggestions

FIREWALL

An automatic system test is available that will check connectivity on each of the above network protocols. Click the "Test Your System" link on your event microsite.

Verify the protocols, domains, and IP addresses listed above are not blocked by the corporate firewall and will receive sufficient network priority to allow the streams.

BANDWIDTH

Verify sufficient bandwidth at each office location. Estimate total bandwidth required by multiplying the number of computers connecting to a webcast by the above bit rate estimates.

If network bandwidth is a concern, have event attendees gather in groups to watch the webcasts, thereby reducing the total number of individual streams to an office.

WORK-AT-HOME EMPLOYEES

Connect to the internet using a network cable, not using a wireless network.

If a corporate VPN is used, confirm that the above network traffic is not directed over the VPN. If it is, have users turn off the VPN while attending the webcast or virtual event.

TESTING IN ADVANCE OF YOUR EVENT

An automatic system test is available that will check connectivity on each of the above network protocols. Click the "Test Your System" link on your event microsite.

For alternate testing options, contact your Account Manager.

System Requirements

COMPONENT	SYSTEM REQUIREMENTS
Flash Player	Adobe Flash Player Version 10.2 or higher for attendees; Version 11 or higher for webcast hosts, speakers, and presenters
Connection Speed	Audio: 100k and above Video: 300k and above
Cookies	Browser configuration must accept cookies
JavaScript	Browser configuration must have Javascript enabled
Screen Resolution	1024 X 768

Processor (CPU)	Intel Pentium 4 2.33GHz AMD Athlon™ 64 2800+ processor (or equivalent) PowerPC G5 1.8GHz or faster processor
RAM	512MB of free RAM (1GB if using Desktop Share)
Audio Card	16-bit minimum
Video Card	65,000 colors minimum

*PRESENTERS: Internet Explorer will give you the most optimized reporting experience.

Supported Configurations

ATTENDEE VIEW (WEBCASTS & VIRTUAL TRADE SHOW)

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Supported	Supported	Not Supported
Windows 8.1 and up (includes windows 10) ²	IE11	Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

SMART REPORTS (WEBCASTS & VIRTUAL TRADE SHOW)

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Not Supported	Supported	Not Supported
Windows 8.1 and up (includes windows 10) ²	IE11	Not Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

CONSOLE

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Supported	Supported	Not Supported
Windows 8.1 and up (includes windows 10) ²	IE11	Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

SPONSOR ADMIN (VIRTUAL TRADE SHOW)

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Supported	Supported	Not Supported
Windows 8.1 and up (includes windows 10) ²	IE11	Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

BOOTH REP INTERFACE (VIRTUAL TRADE SHOW)

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Supported	Supported	Not Supported
Windows 8.1 and up (includes windows 10) ²	IE11	Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

PRESENTER INTERFACE (WEBCASTS & VIRTUAL TRADE SHOW)

Browser/OS	IE	Firefox (FF4+)	Chrome (15+)	Safari (5.1+)
Windows 7	IE8+	Supported	Supported	Not Supported
Windows 8	IE10	Supported	Supported	Not Supported
Windows 8.1 and up ²	IE11	Supported	Supported	Not Supported
Mac OS X	Not Available	Limited Support ¹	Limited Support ¹	Supported

1 – ‘Limited Support’ means the application works as expected, but there are known limitations tied to the OS.

2 – Microsoft Surface Pro tablets are supported

Stream Information

All Audio/Video streams are Adobe Flash delivered in Unicast mode (each individual viewer receives their own stream) from the Akamai network to the viewer’s computer.

Video streams will be approximately 300 kbps per individual user.

PowerPoint + audio webcast streams will be approximately 50 kbps per individual user.