

Functional Screen Information Access (FSIA) and Program Participation System (PPS) System Requirements

1. Workstation Requirements

This section outlines the hardware, software, and network requirements for agency users and State staff to access agency-based and internal State systems.

1.1. Hardware Requirements

Hardware Attribute	Requirement(s)
Memory and Disk	Recommended: <ul style="list-style-type: none"> 1 GB RAM. Additional RAM may be needed if multiple browsers or other applications will be open simultaneously 3 GB RAM. Additional RAM may be required if multiple browser windows, browser tabs or other applications will be open simultaneously. Defragmented hard disk free of errors. 1 GB free space on hard drive.
Processor (Speed)	Recommended: <ul style="list-style-type: none"> Pentium D 3.00GHz processor, or equivalent, or higher.
Monitor	<ul style="list-style-type: none"> Applications are tested and validated with 1024 x 768 monitor resolution, 16-bit color depth and small fonts. Higher resolutions may work but are the responsibility of the user.

Apple Computers/Non-Microsoft Browsers

The application has not been tested on Apple machines and non-Microsoft browsers; therefore, we cannot guarantee that the application will support all platforms and browsers.

1.2. Software Requirements

Software Attribute	Requirement(s)
Operating System	Recommended: <ul style="list-style-type: none"> Windows 11 or current versions supported by Microsoft.
Browser	Recommended: <ul style="list-style-type: none"> Internet Explorer (IE) Version 11.0 with Enterprise Mode on In Tools → Internet Options → Advanced → "Reuse windows for launching shortcuts" needs to be unchecked to address the requirement of allowing concurrent logons. Internet Explorer 64-bit (to find IE (64-bit): Click on Start Up, click on All Programs, then Internet Explorer (64-bit.) JavaScript must be enabled. (Refer to the JavaScript section to learn how)



PDFs (for reports)	Recommended: <ul style="list-style-type: none"> • Adobe Acrobat Plug-in version 11 or current versions supported by Adobe (for viewing and printing paper forms) • Adobe Acrobat Reader 11 or current versions supported by Adobe
Workstation Software	<ul style="list-style-type: none"> • MS Word 2010

1.3. Network Requirements

Network Attribute	Requirement(s)
Internet Connection	Recommended: <ul style="list-style-type: none"> • Internet Service Provider (ISP) connectivity with T1 speed or greater (1.5 Mbps)—for best performance • User internal network connectivity is the responsibility of the user organization. • Connections should be sufficiently robust and free of errors. • Circuit bandwidth must be sufficient enough to accommodate the busiest periods and have sufficient reserve to handle brief spikes in traffic. • If users encounter application slowness, it is strongly recommended they consult with their IT staff on the current status with their network before opening problem tickets with the state help desk. • It is critical that IT staff perform real-time monitoring of bandwidth utilization on the circuit connecting users to systems as well as response times to select internet sites. The IT staff can continuously monitor response times to state servers from the user's site to provide support to users experiencing slowness.
Network Equipment	<ul style="list-style-type: none"> • User internal network connectivity is the responsibility of the user organization. Connections should be sufficiently robust and free of errors. If all applications are slow, the user should consult with their IT staff on possible internal network problems before contacting the state help desk.
Network Router	<ul style="list-style-type: none"> • This is the responsibility of user agency.
Network Switch	<ul style="list-style-type: none"> • This is the responsibility of user agency.
Network Shaping	<ul style="list-style-type: none"> • This is the responsibility of the user agency unless BCN is used.

2. Workstation Setup, Configuration, and Troubleshooting

This section outlines the actions and steps for agency and state users to take when reviewing, setting up, and troubleshooting workstation software and configuration.

2.1. Confirm IE-11 Enterprise Mode is on

Enterprise Mode is a "compatibility" mode that runs in IE-11 and provides users the option to render websites in older versions of IE to avoid common compatibility problems associated with web applications written and tested on older versions of Internet Explorer. During the transition period when Wisconsin applications are migrated to newer web standards there will be a need to turn on Enterprise Mode.

Step(s):

1. Verify whether enterprise mode is needed for the application. Please see the [Application Compatibility Chart](#) for more detail.

2. Verify enterprise mode is turned on for the application by checking for the enterprise mode symbol in the address bar.

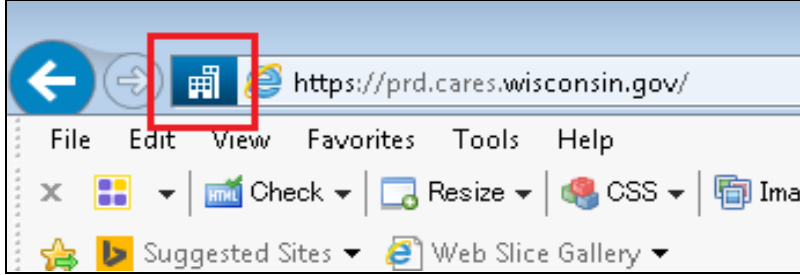


Figure 1 - Verify Enterprise Mode Enabled

3. If the enterprise mode setting is not on, please follow up with your agency's IT organization for further assistance.

2.2. Review Antivirus Software Settings

Antivirus software and firewalls are in place to prevent users' computers from malicious attacks. While antivirus software is great for protecting users and their workstations, this software can block certain software components and settings unknowingly.

Step(s):

1. Please verify and make sure all the Department of Health Services (DHS), Department of Workforce Development (DWD), and Client Assistance for Reemployment and Economic Support (CARES) Worker Web (CWW) applications along with their related domains and websites are not blocked by the antivirus software or at the firewall level.
2. Please work with your IT staff for further questions on how to verify this within your antivirus software package.

2.3. Review Windows Updates

Windows Update is a service provided by Microsoft to provide workstations with Microsoft operating system and related software updates over an internet connection. Many come with critical updates to protect against vulnerabilities to malware and security exploits. It's important to make sure that updates do not adversely affect software and/or settings needed to access Wisconsin CARES-related systems.

Step(s):

1. Please make sure the windows updates are not impacting or changing the recommended browser version and settings. If your PC is running on Windows 7, please be aware the browser has a high probability of changing Internet Explorer to version 11.
2. Clean up the contents of temporary folders. The temporary folder may vary based on user settings, but can be generally found in this location: **C:\Users\[YourUsername]\AppData\Local\Temp**

2.4 Step(s) to Determine 64-bit

To find Internet Explorer (64-bit): Click on Start Up, click on All Programs, then Internet Explorer (64-bit).

2.5. Enable JavaScript

JavaScript is a programming language that runs in the users' web browser and is needed to properly run a number of applications linked from the gateway page (most notably CWW).

Steps (to verify JavaScript enabled):

1. In the Internet Explorer menu bar, click **Tools → Internet Options**. (Note: Press the 'Alt' key if menu bar is not visible)

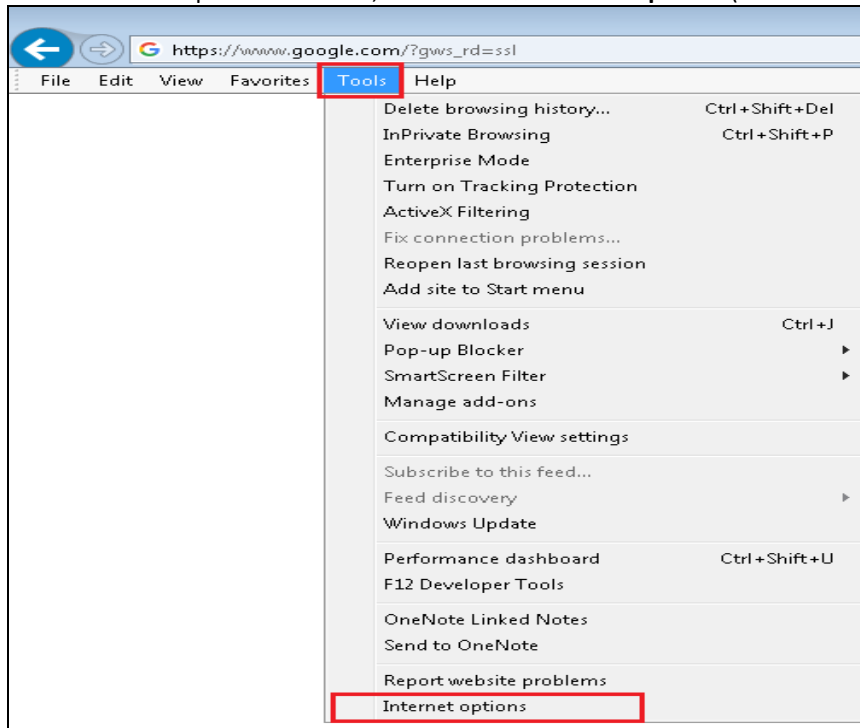


Figure 2 - Selecting Internet Options

2. Select the "Security" tab and click on **Trusted Sites** then **Custom Level**.

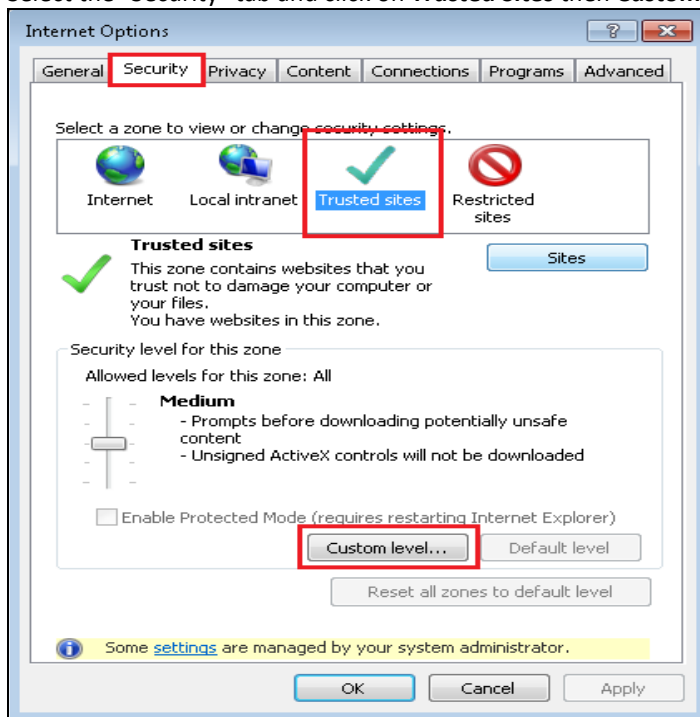


Figure 3 - Internet Options Window

- Under the "Scripting" section, be sure that "Active Scripting" is set to enable.

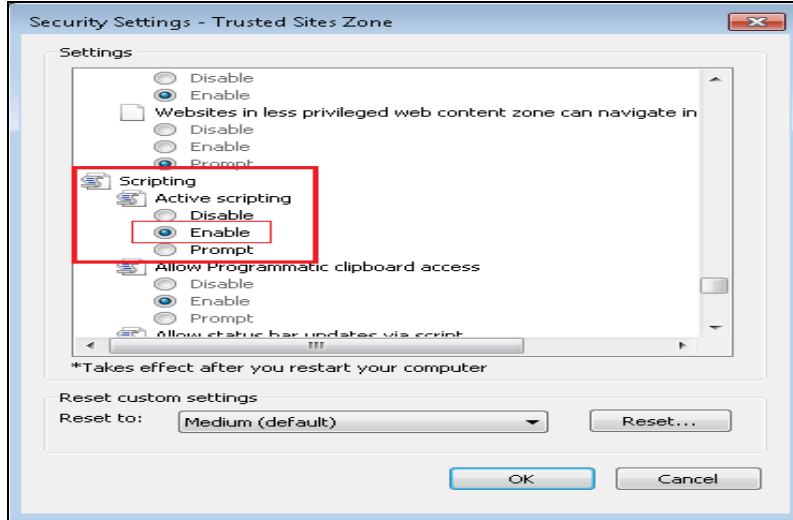


Figure 4 - Trusted Sites: Custom Security Level

2.6. Adding a Trusted Site to IE

IE assigns all websites to one of four security zones: Internet, Local intranet, Trusted sites, or Restricted sites. The zone to which a website is assigned specifies the security settings that are used for that site. By adding a website to a specific zone, you can control the level of security used on that site. We recommend placing agency and internal applications within the Trusted Sites list in IE (if not already present).

Steps (to enable trusted sites):

- In the Internet Explorer menu bar click **Tools** → **Internet Options**. (Note: Press the 'Alt' key if menu bar is not visible)

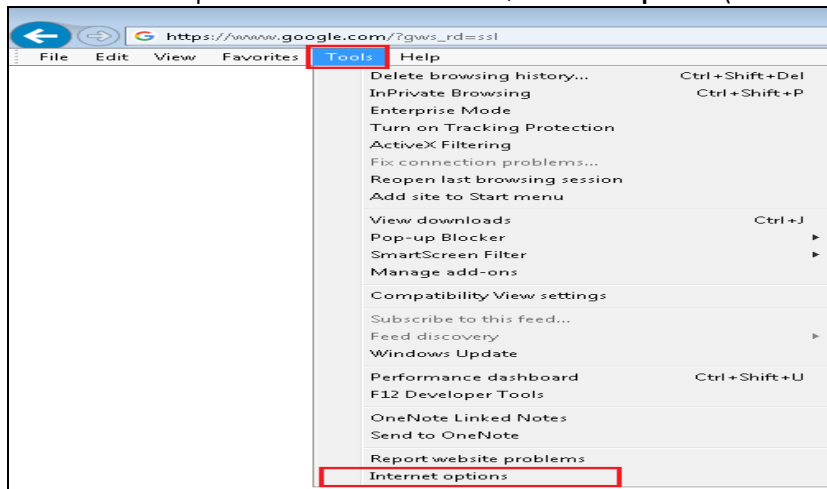


Figure 5 - Internet Options

Select the "Security" tab and click on **Trusted Sites** then **Sites**.

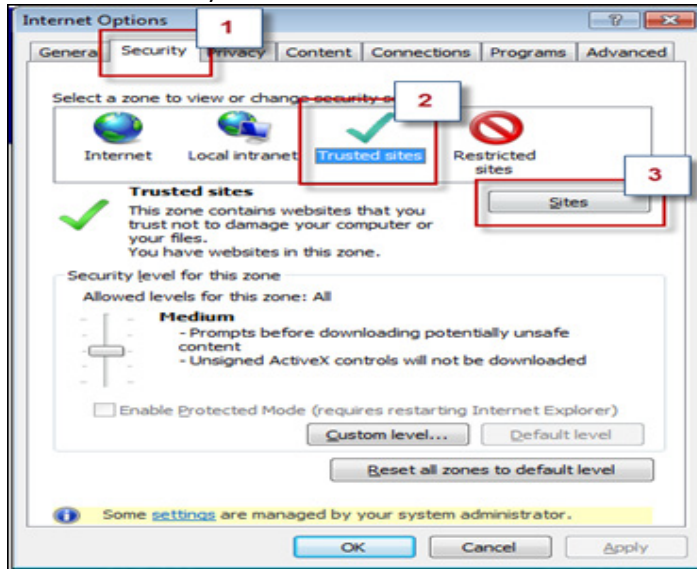


Figure 6 - Internet Options: Security Tab

2. Make sure "https://*.wisconsin.gov" is present in the Trusted Sites list.

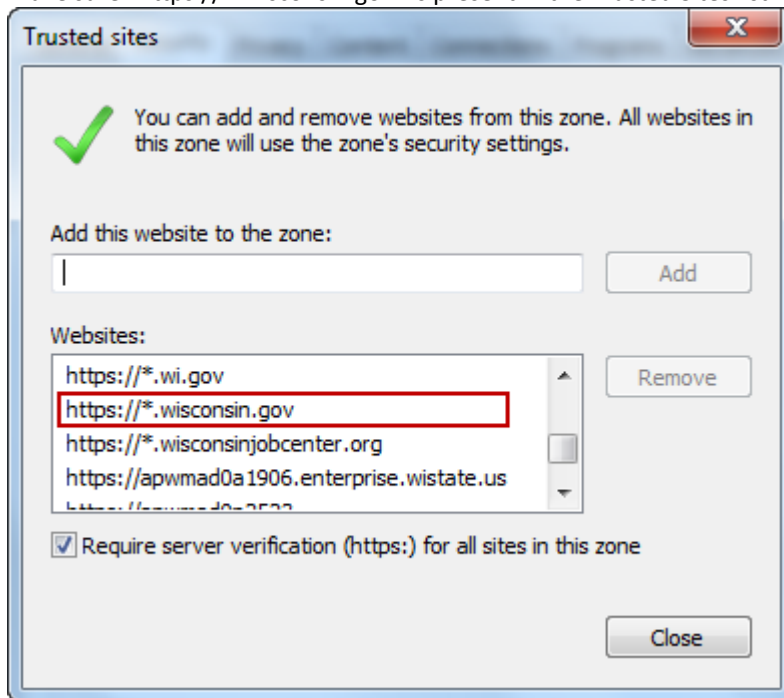


Figure 7 - Checking for a Trusted Site

3. If it is not in the list, you can add it by typing "https://*.wisconsin.gov" into the "Add this website to the zone:" box and clicking **Add**.

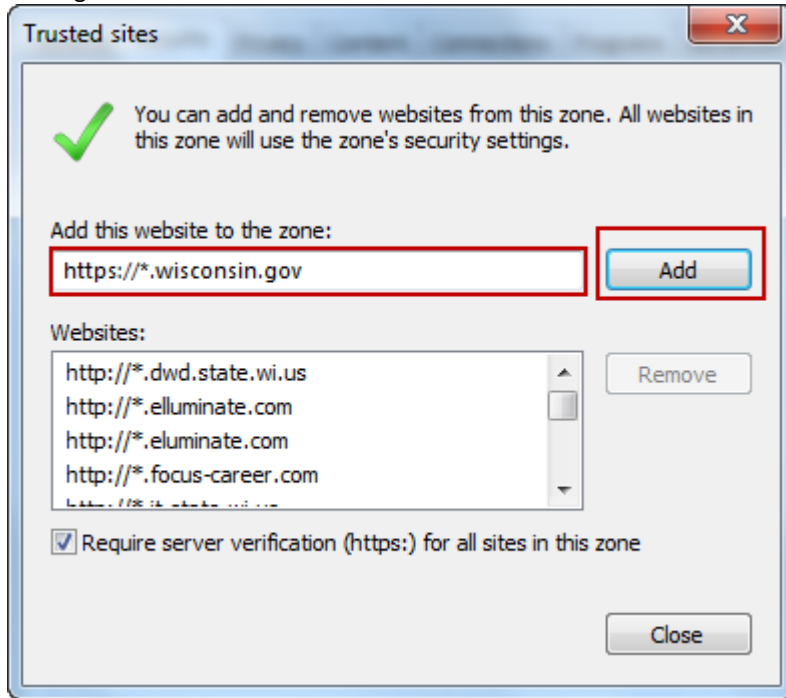


Figure 8 - Adding a Trusted Site

2.7. Setting Compatibility View

1. In the Internet Explorer menu bar click **Tools** → **Internet Options**. (Note: Press the 'Alt' key if menu bar is not visible)

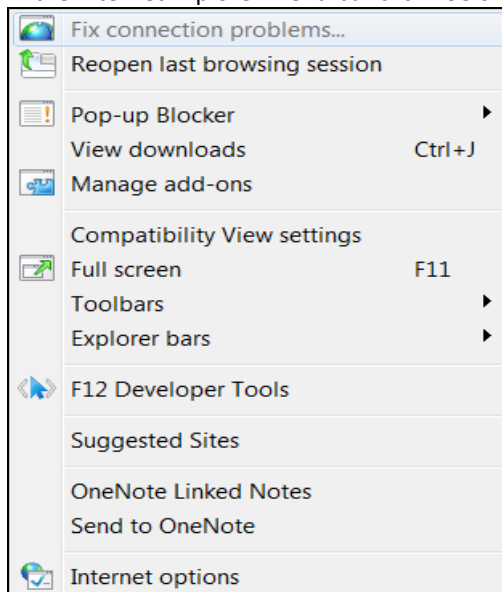


Figure 9 – Set compatibility View

2. Select Compatibility View Settings from the list.

2.8. Setup/Confirm Java Runtime Environment (JRE)-related Settings

The following subsections outline additional settings that need to be setup or reviewed in order for CWW DocViewer, Host on Demand (HOD), and/or Oracle Contact Center Anywhere (CCA) to work as expected.

2.8.1. Verify the Java Path Environment Variable

The Java path environment variable is used to by the workstation to determine which JRE to use. This variable is important to review/confirm when there are issues with client-side Java technologies, e.g., CWW DocViewer, Oracle CCA, and HOD.

Step(s):

1. Please verify the Java version specified in the Java path environment variable is set to JRE version **1.6.0_23**. Go to **Start → Control Panel**. If your screen does not look like the screenshot, you can change the view by selecting "View By" in the upper right hand corner of the screen and then choosing "Small Icons" or "Large Icons."

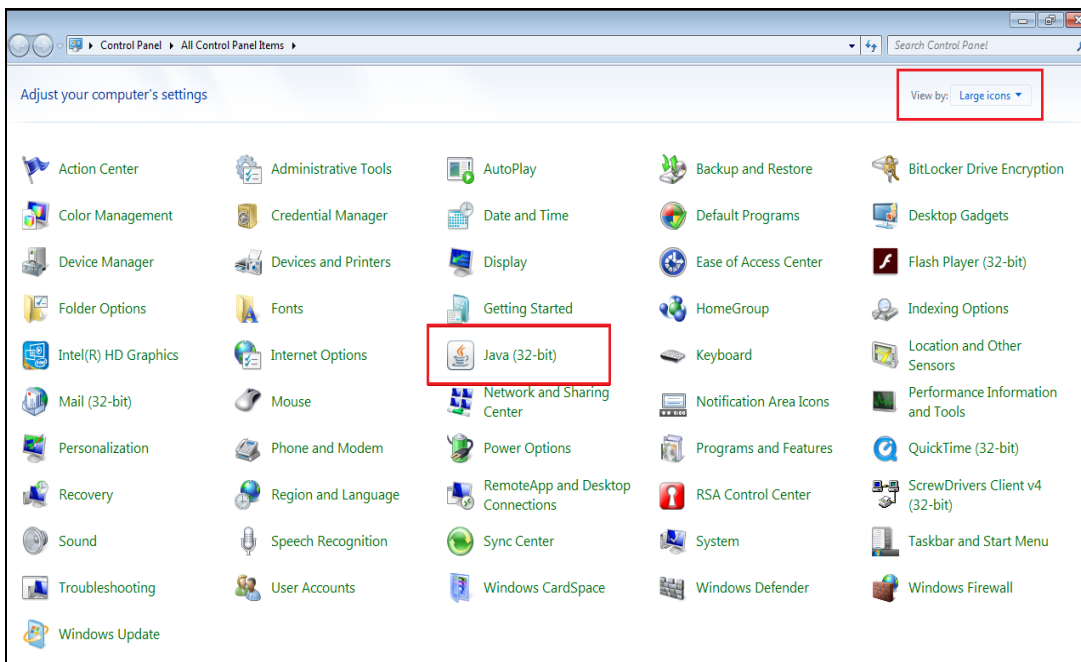


Figure 10 - Windows Control Panel

2. Make sure Java (32-bit) is installed.

3. Click on Java (32-bit) and verify the correct java path variable by clicking on the "Java" tab then clicking **View**.

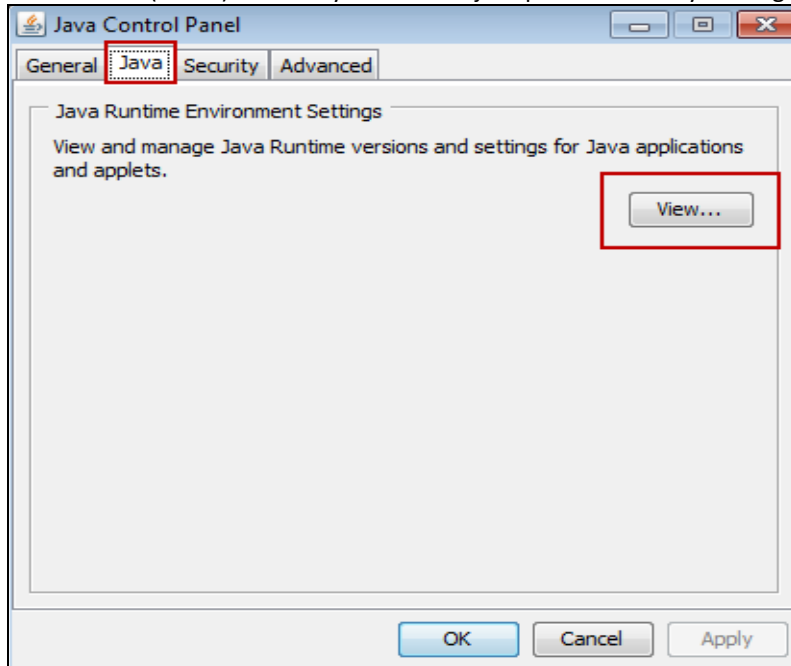


Figure 11 - Java Control Panel

4. In the "User" tab, verify that the enabled product has the correct product version number.

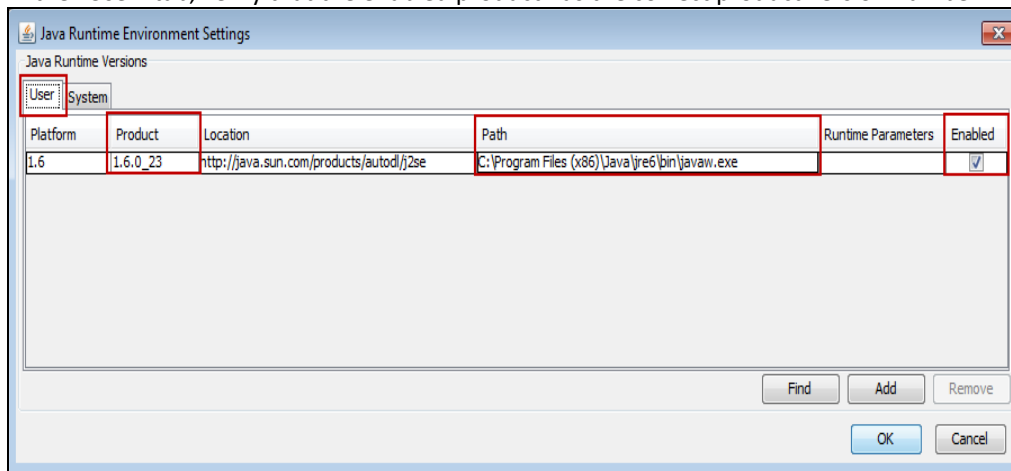


Figure 12 - JRE Settings

5. If the correct Java version is not installed, please follow up with your agency's IT organization for further assistance.

2.8.2. Control JRE Downloads from the Java Control Panel

Since JRE version 1.6.0_23 is required to access key application components, it's important to disable the auto-updates for Java.

Step(s):

1. Open the "Java Control Panel" and go to "Update" tab and uncheck the "Check for Updates Automatically" checkbox as shown below.

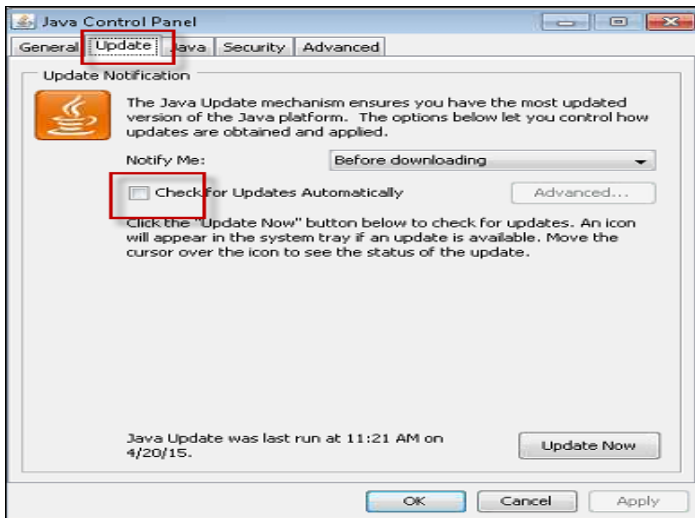


Figure 13 - Java Control Panel: Update Tab

2. Next, go to "Advanced" tab and expand "Java Plug-in" in the settings and "Uncheck" the checkbox with the text "Enable the next-generation Java Plug-in (requires browser restart)" as shown below.

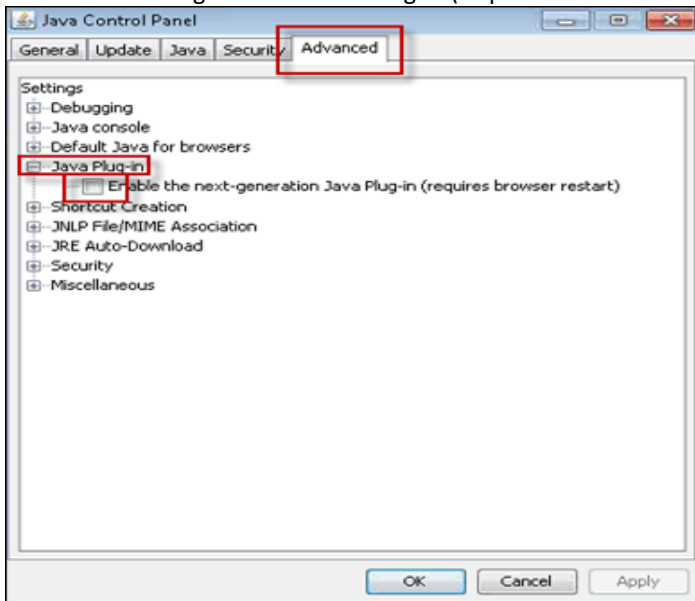


Figure 14 - Java Control Panel: Advanced Tab

2.8.3. Clear the Cache and Temporary Files

Sometimes when there is performance or other systematic issues with the JRE, it may prove useful clearing the cache and temporary files location.

Step(s):

1. From the "General" tab in the Java Control Panel, click on the **View** button in the "Temporary Internet Files" section as shown below.

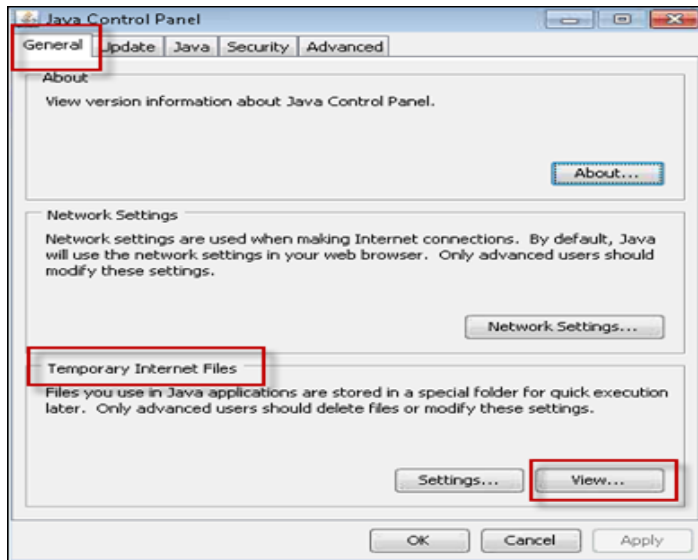


Figure 15 - Java Control Panel: General Tab

2. The "Java Cache Viewer" will open.

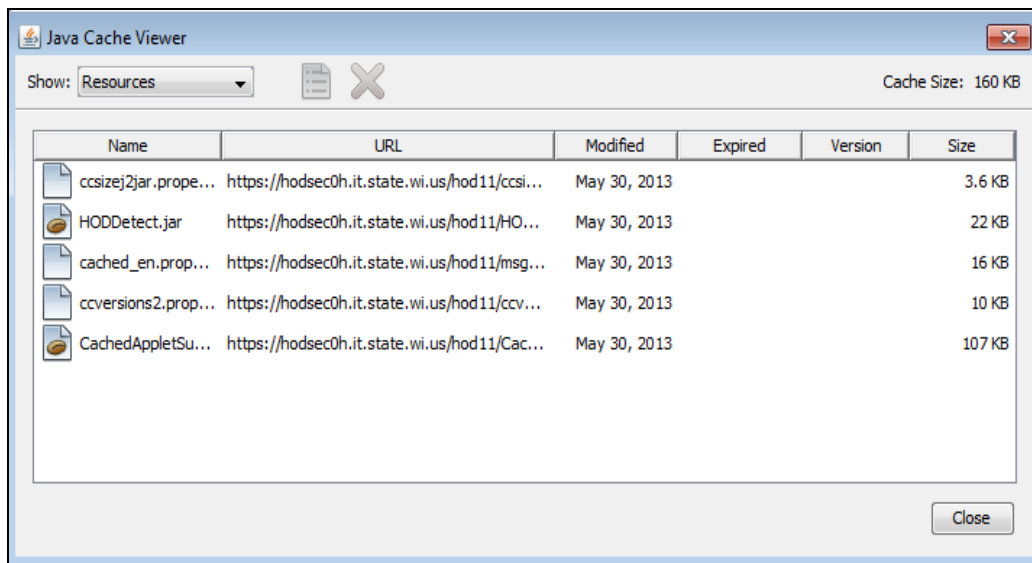


Figure 16 - Java Cache Viewer

- 3. Clear everything by selecting different options in the "Show" drop-down and also using the 'X' button as shown below. Important options for which to delete is "Resources," "Applications," and "System Resources."

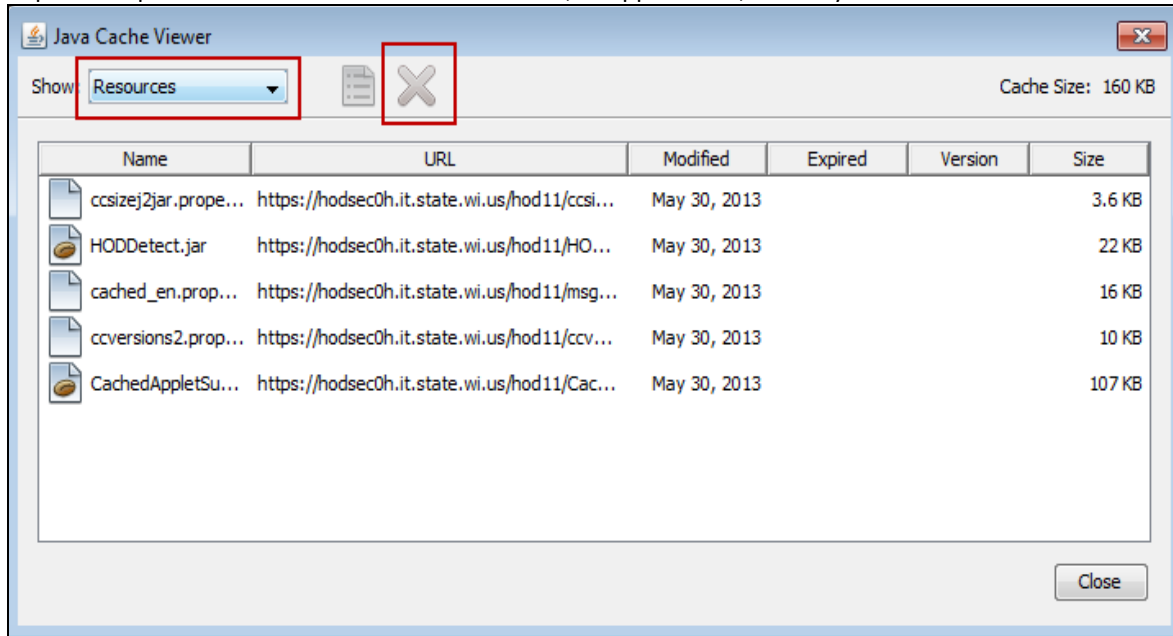


Figure 17 - Clearing Java Cache

- 4. To clear the temporary files, go to 'General' tab and click on the **Settings** button in the 'Temporary Internet Files' section as shown below.

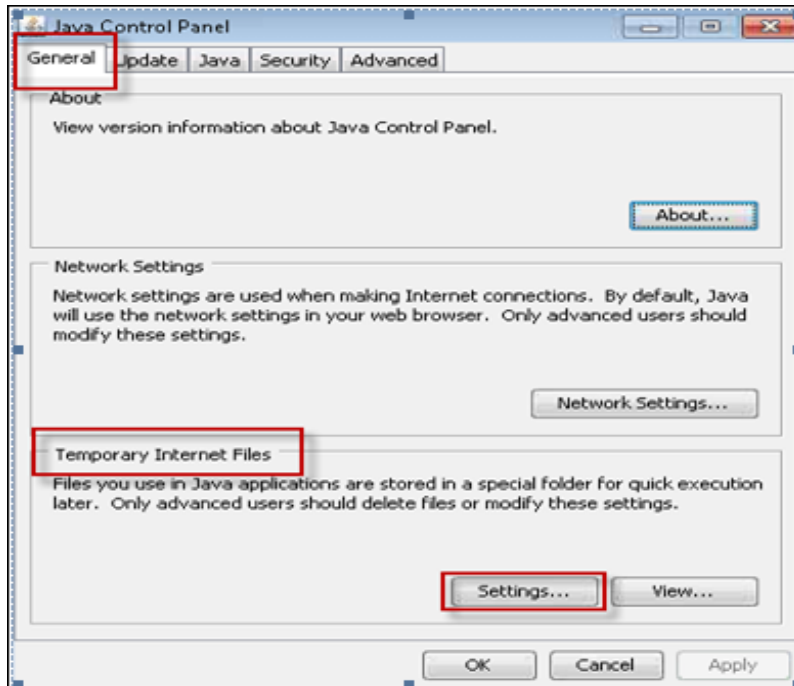


Figure 18 - Java Control Panel: Temporary Internet Files Settings

- 5. Delete the 'Temporary Files' as shown below.

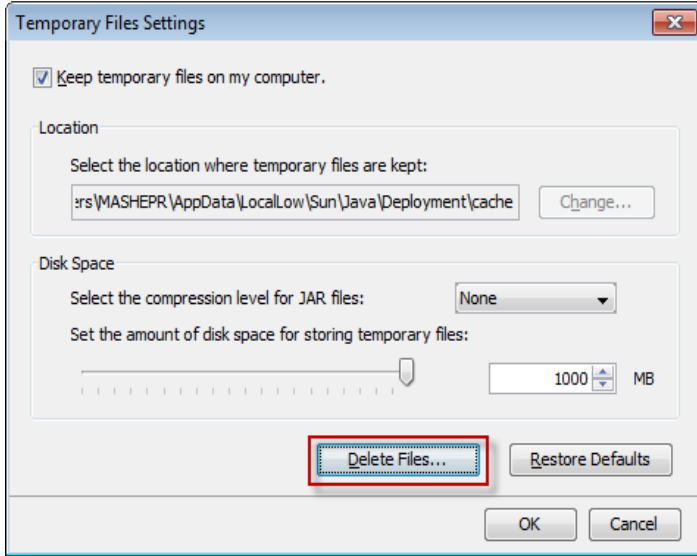


Figure 19 - Deleting Temporary Internet Files

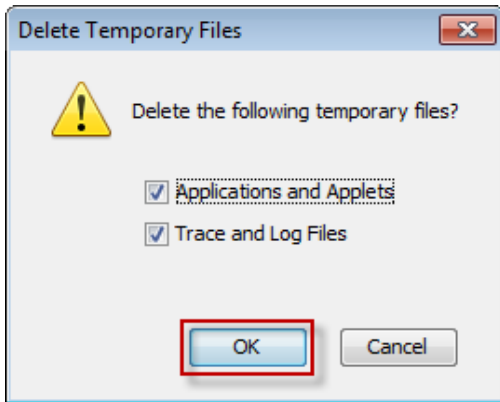


Figure 20 - Deleting Temporary Internet Files: Confirmation