

NetSuite Training On Demand System Requirements

The NetSuite Training On Demand Center is accessible through an on-demand delivery model using the NetSuite Learning Portal. The following are the recommended system requirements for most effective learning:

Minimum Desktop Requirements

As a SaaS (Software as a Service) offering, there are no hosting hardware requirements, no software maintenance, and no network administration required by the client.

Computer	Display	Display Color	Network and Connectivity
Minimum 1 GB of RAM, 1 GHz Processor. Soundcard required only for online courses or videos containing audio tracks.	A resolution of 1024x768 or higher is recommended.	Minimum color quality is 16 bit. Optimal color quality is 32 bit.	Minimum 128 kbps. 256 kbps is recommended.

Plug Ins

- Adobe Acrobat Reader is required to view training completion certificates
- Additional plug-ins may need to be enabled for users to access e-learning courses hosted on the Learning Portal, such as Shockwave, Java, etc.

Browser Versions Supported

Browsers must be installed in vendor supported environments.

- Internet Explorer 11 (IE11)
- Google Chrome ⁽¹⁾
- Microsoft Edge
- Mozilla Firefox ⁽¹⁾
- Safari 10

⁽¹⁾ *New versions of browsers with rapid development cycle are certified one time each quarter. It is recommended that you turn on automatic updates for these browsers to receive the latest security updates.*

Browser compatibility Settings and Security Requirements: The NetSuite Learning Portal does NOT require any specific compatibility settings aside from:

- Support for Transport Layer Security (TLS) (Must support 1.1 or 1.2 TLS encryption. TLS 1.0 Encryption is no longer supported.) *Latest versions of the browsers are required.*
- Cookies and JavaScript are required to be enabled
- Popup blocker must be disabled

Chrome auto-play issue in HTML5: This is caused by a preference setting update applied by Chrome to their browsers for HTML5 sites/pages. To remedy this, a user can update their local chrome settings per the following steps ^(*):

- Open a new Chrome browser and type <chrome://flags/#autoplay-policy> into Chrome's URL bar, which will open Chrome's list of features
- Set [Autoplay Policy=No User Gesture is Required](#)
- Click [Relaunch Now](#). This will refresh the browser and audio will now play upon launch.

^(*) *The fix needs to be applied to each user's Chrome browser. Please check in with your IT Department on any restrictions and for consideration in applying a companywide change for your organization to update this setting in Chrome. Documentation about this topic can be found here: <https://developers.google.com/web/updates/2017/09/autoplay-policy-changes>.*

Recommended Browsers and Settings

For best experience for the following courses: Maintain only one browser, preferably Google Chrome; Ensure you have enabled pop-ups on your browser. To block or allow pop-ups. On your computer, open Google Chrome. Go to a page where pop-ups are blocked. In the address bar, click Pop-up blocked. Click the link for the pop-up you want to see. To always see pop-ups for the site, select Always allow pop-ups from [<https://netsuite.csod.com/>]. Ensure you have Adobe Flash Player in the latest version to be able to run all videos and online classes; Online classes with the 'blue computer screen; will open in another, separate browser page. If you clicked on an online class icon and nothing happened, check behind your current browser page and see if the course "Launch" page appeared behind it; WebEx recordings with the 'folder' icon will open the Network Recording Player in a separate page and require you to play it on a laptop or desktop, and not on a mobile phone. Please give the recording some time to buffer and load.

Operating Systems and Browser Support

The NetSuite Training On Demand Center consists of training videos recorded via WebEx and Captivate. The NetSuite Supported browsers are provided below for the use of the demo accounts during lab exercises.

- **WebEx:** <https://collaborationhelp.cisco.com/article/en-us/nki3xrg>
- **NetSuite:** https://system.netsuite.com/core/media/media.nl?id=94209463&c=NLCORP&h=3735c785dc0db0151a4e&_xt=.pdf