



Public Schools of North Carolina

# NCWISE Technical Troubleshooting

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<http://www.ncpublicschools.org/connectivity/>



# Overview

- General Info
- How NCWISE Works
- What's Supported
- Fix Common Issues
- District Monitoring



# General Info

- Check with your district Network and Desktop Support before attempting
- Work for Some and Not All



# How NCWISE Works

- eSIS
- Oracle JInitiator
- Java



# eSIS 9.1 Workstation Requirements

## Windows Configurations

Operating System	Browser	JVM	PDF Reader	Minimum Hardware	Ideal Hardware
Windows XP Professional SP2 *	IE 6.0 (See Note 1 below)	Oracle JInitiator 1.3.1.22 (See Notes 2, 3 below)	Adobe Acrobat 7	Pentium III 400 Mhz 256MB RAM 10Mb Network Card	Pentium IV 2.6Ghz 512 MB RAM 100MB Network Card
Windows 2000 SP3 *	IE 6.0 (See Note 1 below)	Oracle JInitiator 1.3.1.22 (See Notes 2, 3 below)	Adobe Acrobat 7	Pentium II 450 Mhz 256MB RAM 10Mb Network Card	Pentium IV 512 MB RAM 100MB Network Card

\* or higher



# eSIS 9.1 Workstation Requirements

## Apple Macintosh Configurations

Operating System	Browser	JVM	PDF Reader	Minimum Hardware	Ideal Hardware
OS X v10.4	Safari xp1.2	Java Plug-In 1.4.2	Adobe Acrobat 7	PowerMac G3 128MB RAM 10Mb Network Card	PowerMac G4 or G5 512MB RAM 100Mb Network Card
OS X v10.3	Safari 1.2	Java Plug-In 1.4.2	Adobe Acrobat 7	PowerMac G3 128MB RAM 10Mb Network Card	PowerMac G4 or G5 512MB RAM 100Mb Network Card
OS X v10.2.8	Safari 1.2	Java Plug-In 1.4.1 Update 1 (ships with OS 10.2.8) (**)	Adobe Acrobat 7	PowerMac G3 128MB RAM 10Mb Network Card	PowerMac G4 or G5 256MB RAM 100Mb Network Card



# eSIS 9.1 Workstation Requirements

## Notes:

The above tables document the official supported workstation configurations by aal.

All information in this document applies to eSIS 9.1

1. Windows XP and IE7 may work with eSIS 9.1 but will not be certified by aal.
  2. Windows XP and JInitiator 1.3.1.28 may work with eSIS 9.1, and aal (and the NCWISE Service Desk) will support it on a case by case basis, but the 1.3.1.28/9.1 configuration will not be certified by aal.
  3. Due to a required Oracle Application Server (OAS) update, 1.3.1.28 must be installed on all workstations running 9.1 and therefore is the only version available to download from the NCWISE website.
- \*\* Only this specific version of JVM is supported with Mac OS X v10.2.8.

Other:

- A. VISTA *and* Windows 7 will not be certified for use with eSIS 9.1.
- B. JInitiator does not work with VISTA and therefore will not be certified with VISTA.
- C. Mac OS X v10.4 ("Tiger") and Safari 2.X may work with eSIS 9.1 but it is not certified.
- D. Adobe Acrobat 8.0 is not certified for use with eSIS 9.1.
- E. Applications (e.g., Microsoft Office) are not certified for use with eSIS.
- F. Google Chrome is not supported.
- G. Microsoft Internet Explorer 8 (IE8) will not be certified for use on eSIS 9.1.
- H. *Mac OS X v10.5 ("Leopard") and v10.6 ("Snow Leopard") will not be certified on eSIS 9.1.*

NCWISE Service Desk does not support platforms nor applications that are not certified. Users may use non-certified platforms and applications at their own risk.



# Fixing Common Issues

- Firefox – Only use version below 3.6
- Opera – Some have success
- IE 7 – Success with proper JVM
- jvm.dll – Link to Fix
  - Replaces file with correct
  - <http://tinyurl.com/ncwise-fix>



# District Monitoring

- Latency on Network (Internal and External)
  - SmokePing
- Bandwidth Monitoring
  - Allocations for NCWISE
  - Shaping
- School Links
  - Utilization and Latency



# Questions and Contact

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