

Technical Requirements for LOMA Courses

System Requirements

Browser	Internet Explorer 8 or higher. To determine what version of Internet Explorer you are using you can go to "About Internet Explorer" which can be found under the "?", Help menu, or Gear icon. If using Internet Explorer 10 or above, please view the Internet Explorer Compatibility Instructions in Step 2. <ul style="list-style-type: none">• Visit our test site to check your computer's compatibility
Flash Player	Required Flash Player: Latest Version (9 or higher). You can verify your version of Flash and also update the program by visiting the Adobe Flash Player help page. <ul style="list-style-type: none">• Adobe Flash Player help page
Internet Connection	High speed Internet connection of at least 1.5 Mbps. We recommend 3.0 Mbps or higher. Taking courses via Remote Desktop or Virtual Machine is not recommended.
Operating System	Microsoft Windows 7 or higher is recommended.
PDF Reader	Software that can read PDF documents, preferably Adobe® Reader®

Troubleshooting

Internet Explorer Compatibility Instructions	Turn on "Compatibility View" on by going to Tools > Compatibility View. If the above option isn't available, please go to "Compatibility View Settings (Tools > Compatibility View Settings)" and add the following URLs to the Compatibility View list. <ul style="list-style-type: none">• loma.org• mksi-lms.net• pinpointglobal.com
Problem: Videos are playing slow	Please verify you are using the recommended Internet Connection. Please close out of any unnecessary programs and windows.
Problem: Course Portal is not opening	Ensure that your system allows pop-ups from services.loma.org in order for the course portal window to open.

Can I access from an Apple product?

Many LOMA courses were built as Flash-based courses, which may not be compatible with Apple devices (Macs, iPads, etc.). We recognize that this impacts a significant number of our customers, and we are in the process of converting all of our courses to HTML5, which *can* be delivered on such devices. We apologize for any inconvenience.

Problem:
Videos do not play

Firewall/network settings may need to be configured to allow RTMPT requests and MP4 playback.

- Please verify with your Help Desk or IT Department that RTMPT requests are allowed on their firewall/network. RTMPT requests will need to be allowed on Port 80.
- Please verify that Influxis.com is not being blocked on your computer, and that port 8081 is open.
- If you are using a current browser, ensure it is capable of playing MP4 files. If you are using an older browser, ensure that Quicktime is installed on the system.

The Help Desk/ IT Department can use these direct links to videos to test video playback without having to login and launch a course:

- [MP4 video](#)
 - [RTMP/Flash video](#)
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