# TestOut LabSim Requirements

**LabSim Account**

A valid LabSim account is required to use LabSim. If you do not already have an account, you can create one the first time you login to LabSim. In order to create your own account, you must have an activation code. If you did not receive an activation code, check with your school, company, or TestOut account representative to see if an account has already been created for you.

**Internet Access**

The LabSim product requires a high-speed connection to the Internet.  
  
**Hardware Requirements**  
3 GB RAM minimum for all Operating Systems listed below

**LabSim 5 (running the following TestOut LabSim Products)**

* TestOut PC Pro, TestOut Security Pro, TestOut Network Pro, TestOut Routing and Switching Pro, TestOut Linux Pro\*

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| --- | --- |
| **Operating System** | **Browser** |
| Windows 7 and Windows 8.1 | Internet Explorer 10 or higher Chrome 31+ |
| Windows 10 | Internet Explorer 10 or higher Microsoft Edge Chrome 31+ |
| Mac OS 10.8 or higher | Safari Chrome 31+ |
| IOS on iPad (Videos and Text only) | Safari Chrome 31+ |

\*TestOut Linux Pro also supports Firefox 42+   
  
**TestOut Desktop Pro and Desktop Pro Plus System Requirements:**

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| --- | --- |
| **Items** | **Requirement** |
| RAM | 3 Gb |
| CPU | 2.2 GHz or higher |
| Internet Speed | 3.6 MBPS or faster per student |
| Supported Browsers | Google Chrome 31+ Microsoft IE 10+ Microsoft Edge 20+ Firefox 42+ Safari 8+ (Mac) |
| Operating System | 64-Bit Windows OS Intel-based Mac OS |
| VM Virtual Machine | Graphic Acceleration Enabled |
| Product URL's | cdn.testout.com www.testout.com webservices.testout.com content.testout.com |

**LabSim 5 (All other currently available TestOut Labsim  Products. \*Microsoft Silverlight is required)  Courses include: Windows Client Pro; Windows Server Pro for (70-410, 70-411, 70-412); Configuring Windows 7; Windows Server 2008 for (70-640, 70-642, 70-643, 70-646, 70-647)**

You can download and install Microsoft Silverlight via this link: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

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| --- | --- |
| **Operating System** | **Browser** |
| Windows 7, Windows 8.1, Windows 10 | Internet Explorer 10 or higher Firefox 42+ |
| Mac OS 10-8 or higher | Safari 8+ |
| IOS on iPad (Videos and Text only) | Safari 8+ Chrome 31+ |

**KBA-070 - Error Messages and Troubleshooting associated with Microsoft Silverlight**

**Problem**

The user receives the following error when working with LabSim:

* “To begin using LabSim use one of the links below to download and install the Silverlight browser plug-in from Microsoft. <Microsoft Silverlight installation link appears here> After Silverlight has installed, you may close this browser window and click the 'Launch LabSim' link again.”

**Solution**

Microsoft Silverlight is a LabSim system requirement, and needs to be installed on your computer prior to launching the LabSim browser client, and prior to working within a lab simulation. The above error can occur for any one of the following three reasons:

* Microsoft Silverlight is not installed on your computer.
* The Microsoft Silverlight install on your computer is corrupt.
* Microsoft Silverlight has been disabled within your browser.
* If using Internet Explorer, you may need to disable ActiveX filtering with your browser.

***Microsoft Silverlight is not installed on your computer:***  
You can download and install Microsoft Silverlight via this link: <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

***The Microsoft Silverlight install on your computer is corrupt:***  
In the case of a damaged/corrupted install of Silverlight, it will be necessary to uninstall, and then reinstall the application. A symptom of a damaged install might include, but is not necessarily limited to adverse performance of our lab simulations, such as the inability to connect cables within a workbench, a scenario appearing while the workbench and other areas of the display are empty/blank, labs freezing up, and being directed to download Silverlight when it is already installed on your computer.

*Uninstalling within Windows XP:*

* Uninstall Silverlight via Control Panel, and the Add/Remove Programs app. After uninstalling, please verify that Microsoft Silverlight does not appear in the list of installed applications.

*Uninstalling within Windows Vista/7:*

* Uninstall Silverlight via Control Panel, Programs and Features, Uninstall a program. After uninstalling, please verify that Microsoft Silverlight does not appear in the list of installed applications.

*Reinstalling Silverlight:*

* The Microsoft Silverlight application can be downloaded and installed via this link: http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx.

***Microsoft Silverlight has been disabled within your browser:***  
Follow the steps as outlined below to enable Microsoft Silverlight within each respective browser. The same steps can be followed to disable Silverlight for whatever need you may have:  
  
*Microsoft Internet Explorer (version 8)*

* Go into Internet Options via the Tools menu.
* Now go to the Programs tab and click on the Manage add-ons button.
* Under Show: change from ‘Currently loaded add-ons’ to ‘All add-ons.’
* In the list of add-ons, select Microsoft Silverlight, the click the Enable button.
* Click on the Close button to exit Manage Add-ons, and the OK button to exit Internet Options.

*Mozilla Firefox (version 3.6.15)*

* Go into Options via the Tools menu.
* Within the General category (default) click the Manage Add-ons button.
* Within the Plugins category click the Enable button next to Silverlight Plug-In.
* Click on the (X) to close Add-ons, and the OK button to exit Options.

*Google Chrome (version 10)*

* Go into Options via Customize and control Google Chrome (Customize and control Google Chrome is the wrench tool icon/button located in the upper with the browser, just below Close). This opens a specific tab named Options within the browser.
* Within the Under the Hood category click the Content settings… button in the Privacy section.
* Within the Plug-ins section choose the Enable individual plug-ins… link.
* Choose the Disable link below Silverlight.
* Close out of the Plug-ins/Options tab.

***Again, you may need to disable ActiveX filtering within Microsoft Internet Explorer (IE)***

* Choose Tools (the Cog Wheel), then Safety, then choose ActiveX Filtering (to removed the check mark).

If issues persist, or if additional information is needed, please contact Technical Support via any of the below options:  
Telephone: 800-877-4889, Option 5  
Email: support@testout.com  
Live Chat: See link upper right at <http://www.testout.com>