



## SIMULATIONiQ™ Enterprise

*Browser Recommendations*

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## Web Browser Compatibility

EMS web application is tested and verified for the following versions of the computer operating systems and internet browser:

- Internet Explorer 11.0
- Google Chrome 49 (Playback only, EMS 3GP hardware required for Live)
- Firefox 45 (Playback only, EMS 3GP hardware required for Live)
- Safari 9 is the supported and recommended browser for Mac OS

**Note:** EMS continues to test its application against the commonly used browsers. Release Notes are provided with the software updates.

Enterprise offers high level user functions via the web and some of these functions can be blocked by the default settings of the Internet browsers. Please refer to **Appendix A: Recommended Settings for Best Results** on page 25 for more information.

### Additional Plugins and Browser Requirements:

- VLC version 2.2.2
- Active X
- Enterprise site must be listed as a "trusted site" in browser
- Flip4Mac (for viewing video on Mac only—now available for purchase)

To allow access to recorded videos and provide uninterrupted playback, the Enterprise website provides an Active X control that needs to be installed on the user's computer. It is important that the user has administrative rights on the computer for this installation. The system prompts the user to contact the system administrator for resolutions to any errors.

## Appendix A: Recommended Settings for Best Results

This document describes the optimal Microsoft Windows and Apple browser settings for Enterprise website access, and includes the steps required to view video in Enterprise on a Mac.

## Microsoft Windows

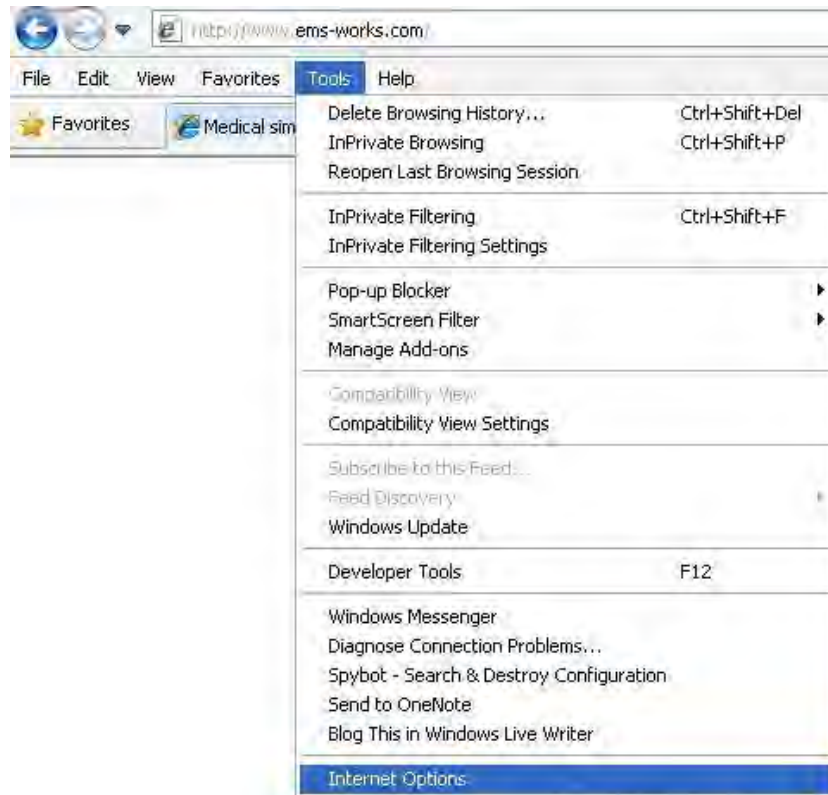
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### Internet Explorer 11 Browser Options for Best Results

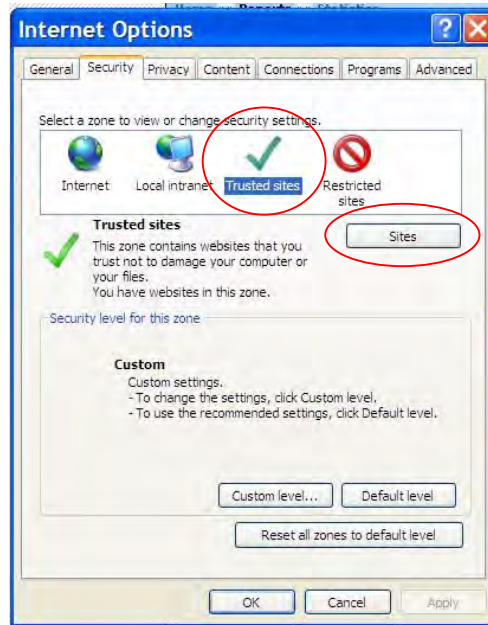
#### To find the version of Windows Internet Explorer:

1. Click the **Help** menu and then click **About Internet Explorer**.

The Enterprise web site must be added as a trusted site in Internet Explorer. To add the Enterprise web site as a **Trusted Site** in Internet Explorer, complete the following steps:



1. From the **Tools** menu in Internet Explorer, click **Internet Options**. The Internet Options screen appears.



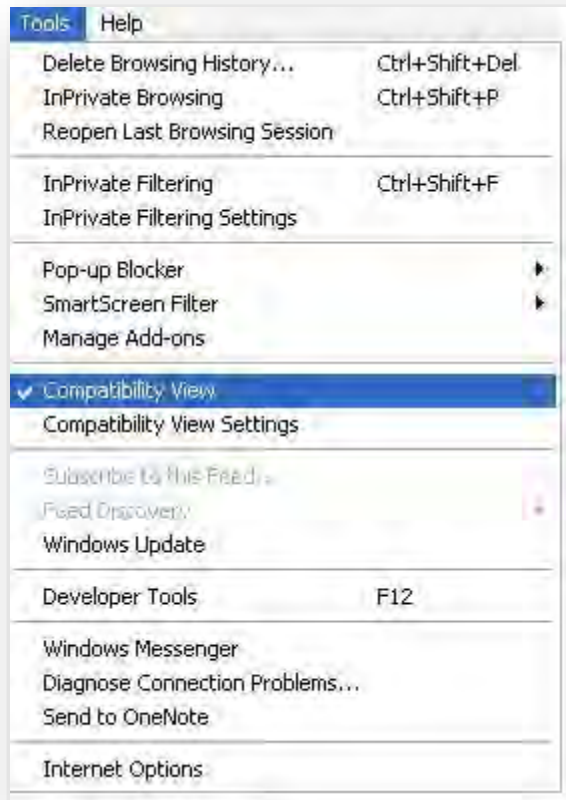
2. Click the **Security** tab, click **Trusted sites** as shown above, and then click the **Sites** button. The **Trusted Sites** screen appears.



3. In the **Add this website to the zone** field, type the Enterprise web site address, click **Add** and then click **Close**. **Trusted Sites** appears at the bottom of the screen when using the Enterprise web site.

### Compatibility View

If you are using Internet Explorer 11, for best results click the **Compatibility View** option found under the **Tools** menu in Internet Explorer.



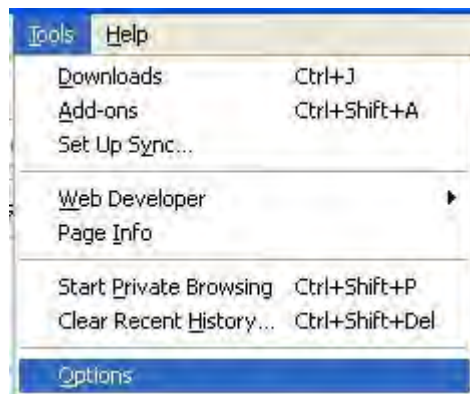


## Firefox 45 (or higher) Browser Options for Best Results

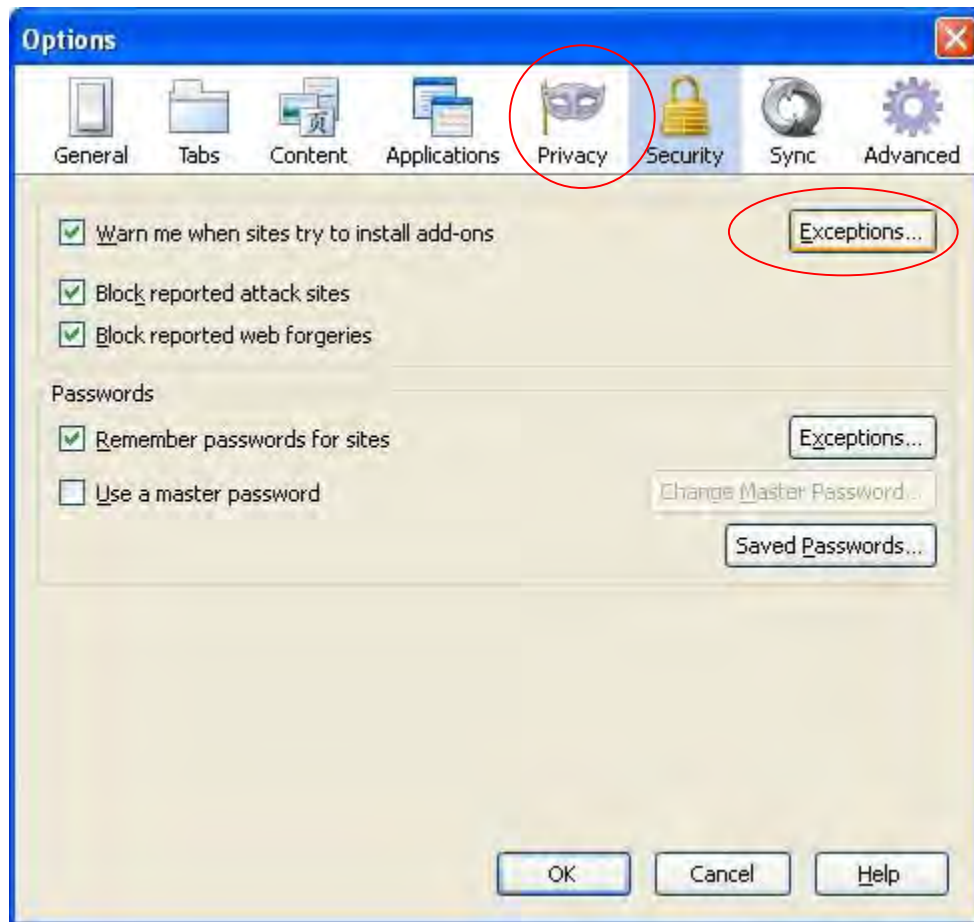
*(Playback only, EMS 3GP hardware required for Live)*



For best results, the Enterprise web site must be added to the exception list in Firefox. To add the Enterprise web site as an **Exception** in Firefox, complete the following steps:



1. From the **Tools** menu in Firefox, click **Options**. The Options screen appears.



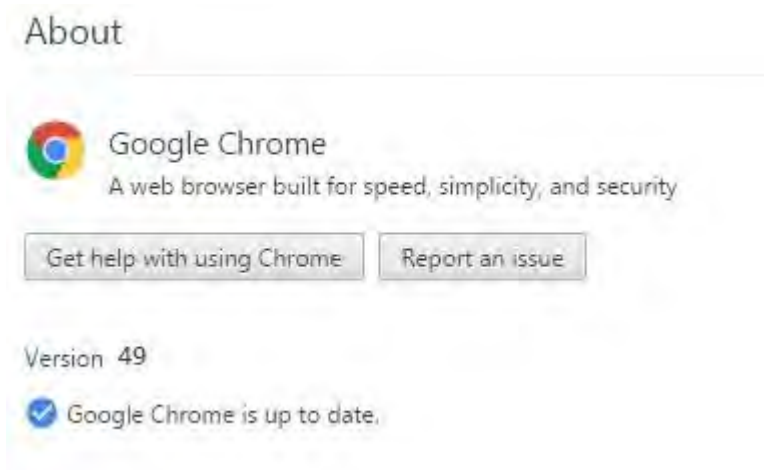
2. Click the **Security** tab and then click the **Exceptions** button. The **Allowed Sites – Add-ons Installation** screen appears.



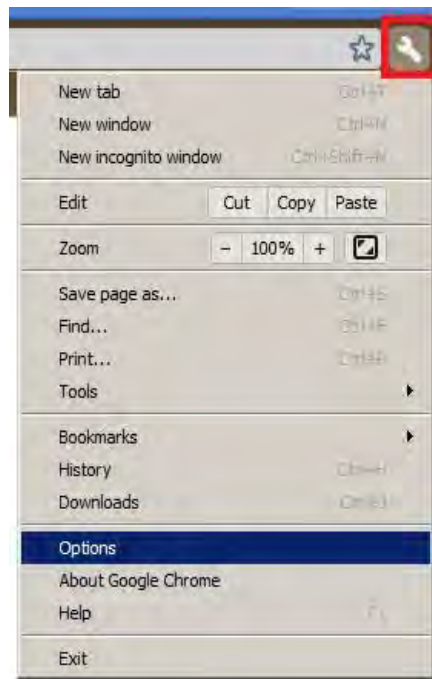


3. In the **Address of web site** field, type the Enterprise web site address and then click **Allow**.

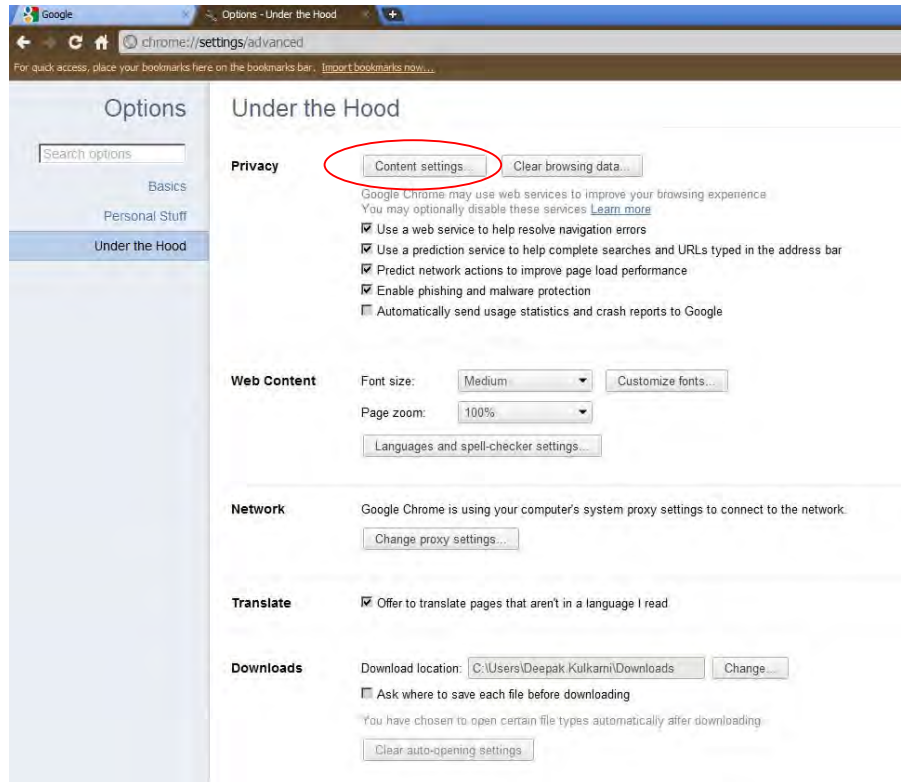
**Google Chrome 49 (or higher) for Windows Browser Options for Best Results**  
*(Playback only, EMS 3GP hardware required for Live)*



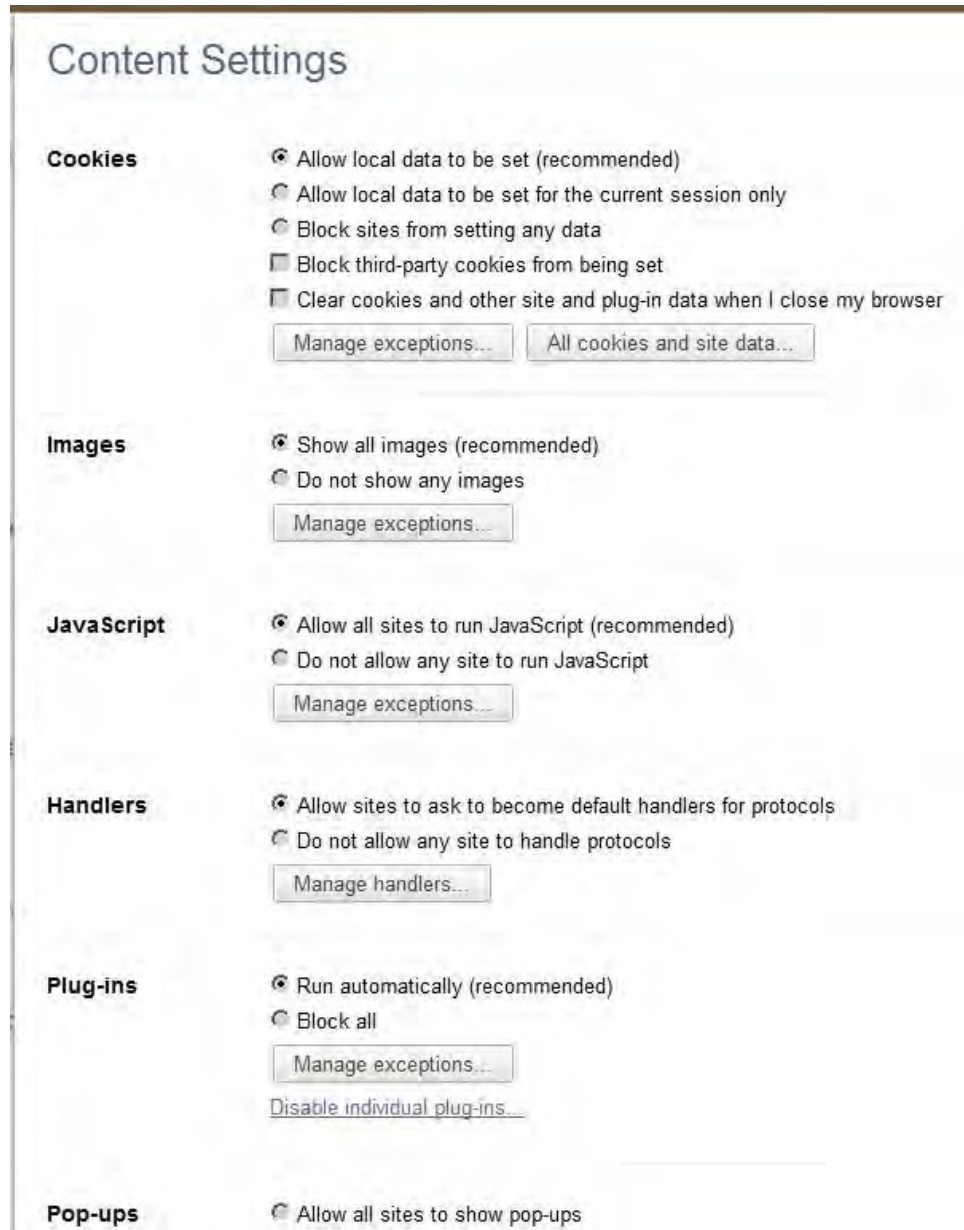
To set up your Internet options for Google Chrome, complete the following steps:



1. Click on the **Settings** icon on the upper right corner of the screen as shown above and then click **Options**. The Options screen appears.



2. Click **Under the Hood** and then click the **Content Settings** button. The **Content Settings** screen appears.



The screenshot shows the 'Content Settings' interface with the following sections and options:

- Content Settings**
- Cookies**
  - Allow local data to be set (recommended)
  - Allow local data to be set for the current session only
  - Block sites from setting any data
  - Block third-party cookies from being set
  - Clear cookies and other site and plug-in data when I close my browser
  - Buttons: [Manage exceptions...](#), [All cookies and site data...](#)
- Images**
  - Show all images (recommended)
  - Do not show any images
  - Button: [Manage exceptions...](#)
- JavaScript**
  - Allow all sites to run JavaScript (recommended)
  - Do not allow any site to run JavaScript
  - Button: [Manage exceptions...](#)
- Handlers**
  - Allow sites to ask to become default handlers for protocols
  - Do not allow any site to handle protocols
  - Button: [Manage handlers...](#)
- Plug-ins**
  - Run automatically (recommended)
  - Block all
  - Button: [Manage exceptions...](#)
  - Link: [Disable individual plug-ins...](#)
- Pop-ups**
  - Allow all sites to show pop-ups

3. In the **Cookies** settings, click the **Manage Exceptions** button. The **Cookies and Site Data Exceptions** screen appears.

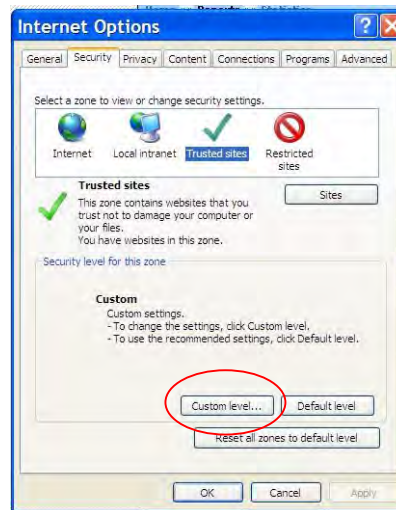


4. In the **Hostname Pattern** field, type the Enterprise web site address and then select **Allow**.

## Enable Active X Controls for Viewing Video

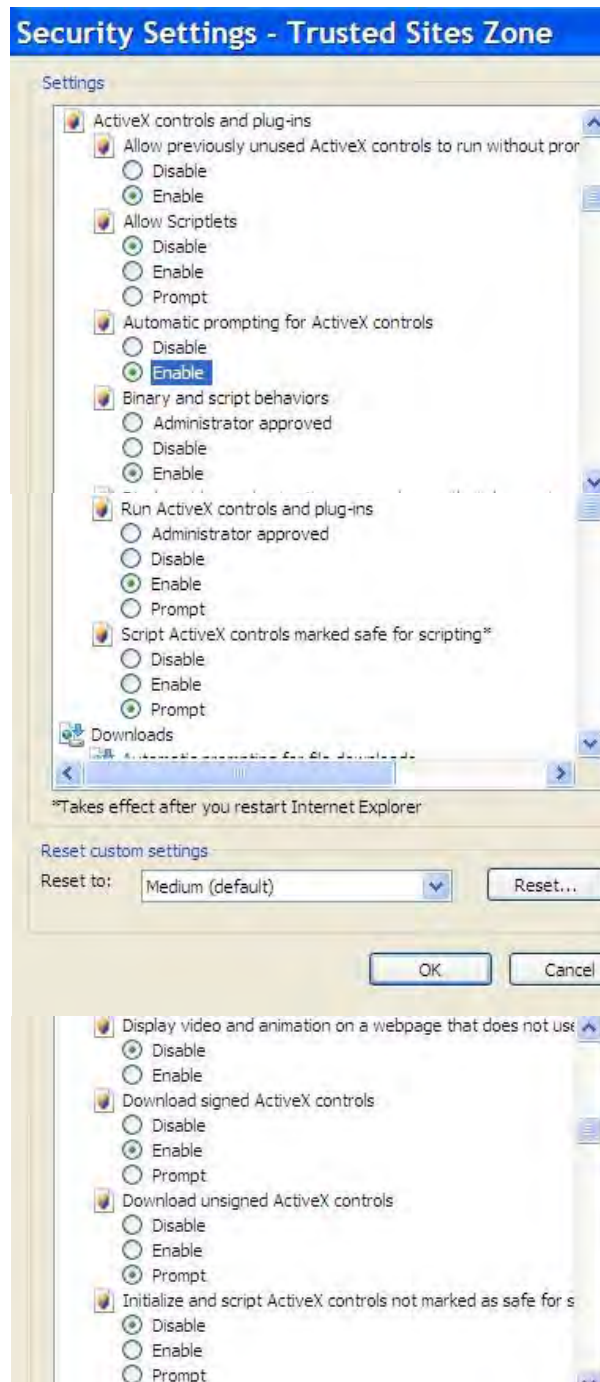
**Note:** Valid for all Windows browsers.

From the **Tools** menu in Internet Explorer, click **Internet Options**. The Internet Options screen appears.





Click the **Security** tab and then click the **Custom Level** button. The **Security Settings** screen appears. The settings displayed on the following page are recommended for video viewing:



## Download VLC Media Player for Windows or Mac OS 10.7 and above

To download, click the following link: <http://www.videolan.org/vlc/index.html>

## Download the Microsoft Compatibility Pack

To download, click the following link:

<http://www.microsoft.com/en-us/download/details.aspx?id=27836>

<http://www.microsoft.com/en-us/download/details.aspx?id=7352>

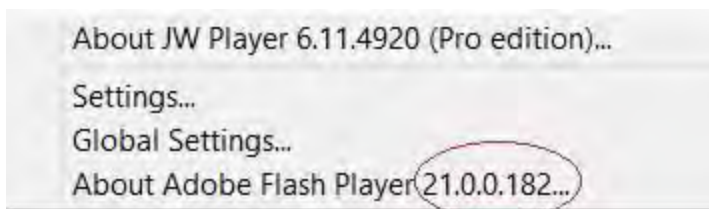
## Upgrade Adobe Flash Player

**IMPORTANT!** This solution must be implemented on any machine using Internet Explorer that is viewing recorded video in quad view via the SIMULATIONiQ Enterprise website.

To ensure your Flash Player is up-to-date, click the following link:

<https://get.adobe.com/flashplayer/>

**Note:** Your antivirus software must allow you to install software.



Uncheck the box next to “Enable hardware acceleration” within the Adobe Flash Player Setting.



## Apple Mac

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### Mac OS X Operating Systems for Best Results

#### To find the version of Mac OS X:

1. Click the apple icon in the left-hand corner of the screen and then select **About this Mac**. Verify that you have version **10.8 (Mountain Lion) or 10.9 (Mavericks), Yosemite 10.10.5, or 10.11.3 (El Capitan)** for best results.

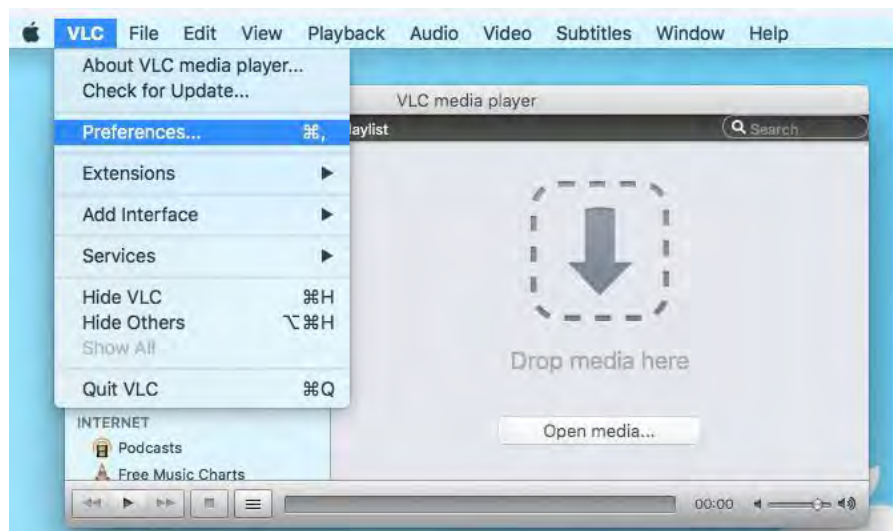


### Safari 9.0.3 (or higher) Browser Options for Best Results

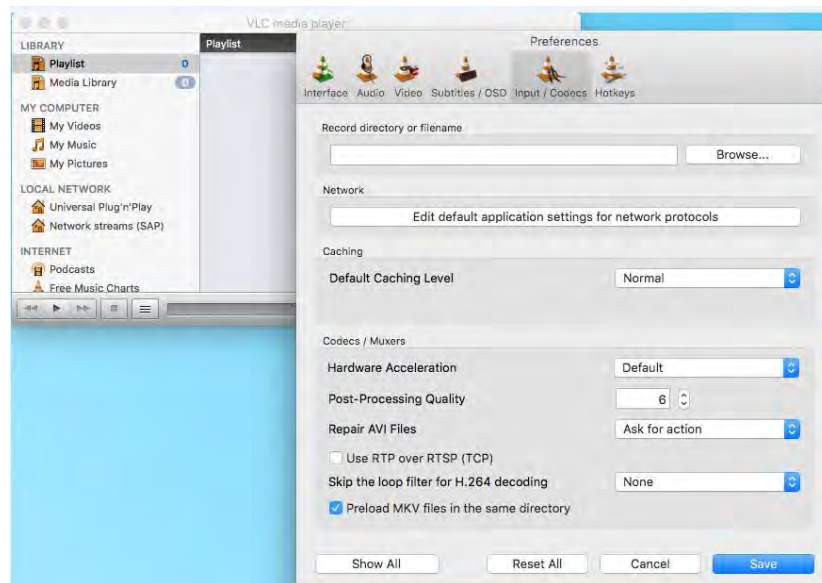
**Note:** Safari is the supported and recommended browser for Mac OS.



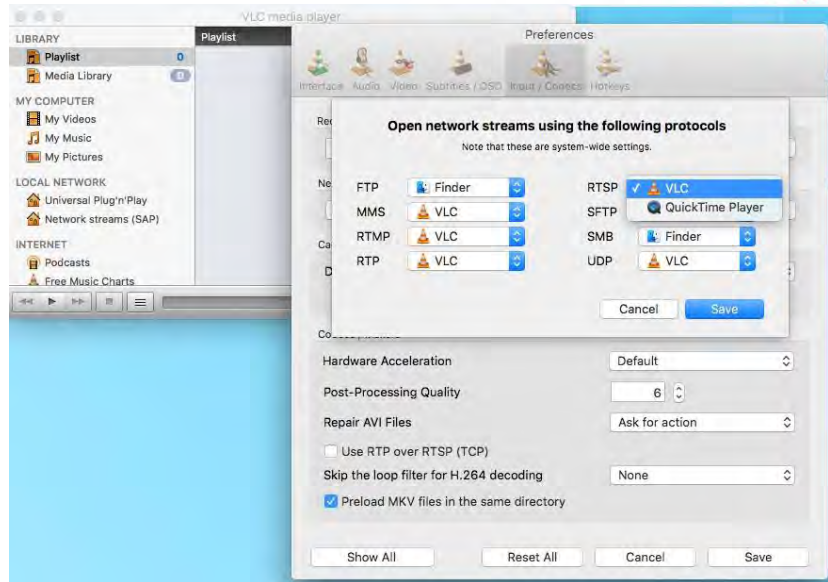
## To view Live Video on a Mac with Safari



1. From the **VLC Media Player**, click **VLC > Preferences**.



2. Click **Input/Codecs** and then in the **Network** field, click the **Edit default application settings for network protocols** button.



3. In the **RTSP** field, select **VLC** and then click **Save**.

### **Flip4Mac Plugin (now available for purchase)**

You can view recorded video (WMV format) if you have installed the latest Flip4Mac plugin, which allows you to play, import, convert and export Windows Media video and audio files on a Mac.

To view live on a Mac, VLC is required.

**To install the Flip4Mac plugin (now available for purchase), click the following link:**

<http://www.telestream.net/flip4mac/overview.htm>

**To download VLC Media Player for Mac OS 10.7 and above, click the following link:**

<http://www.videolan.org/vlc/index.html>



## Verify Flip4Mac Plugin

To verify the version of the Flip4Mac WMV software:

1. Click the apple icon in the left-hand corner of the screen and then select **System Preferences**.

2. Click the icon



3. Click **About**.

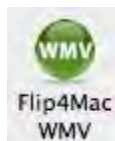


Verify that you have Flip4Mac WMV version 2.4.0.11 or above.

## Update Flip4Mac Plugin

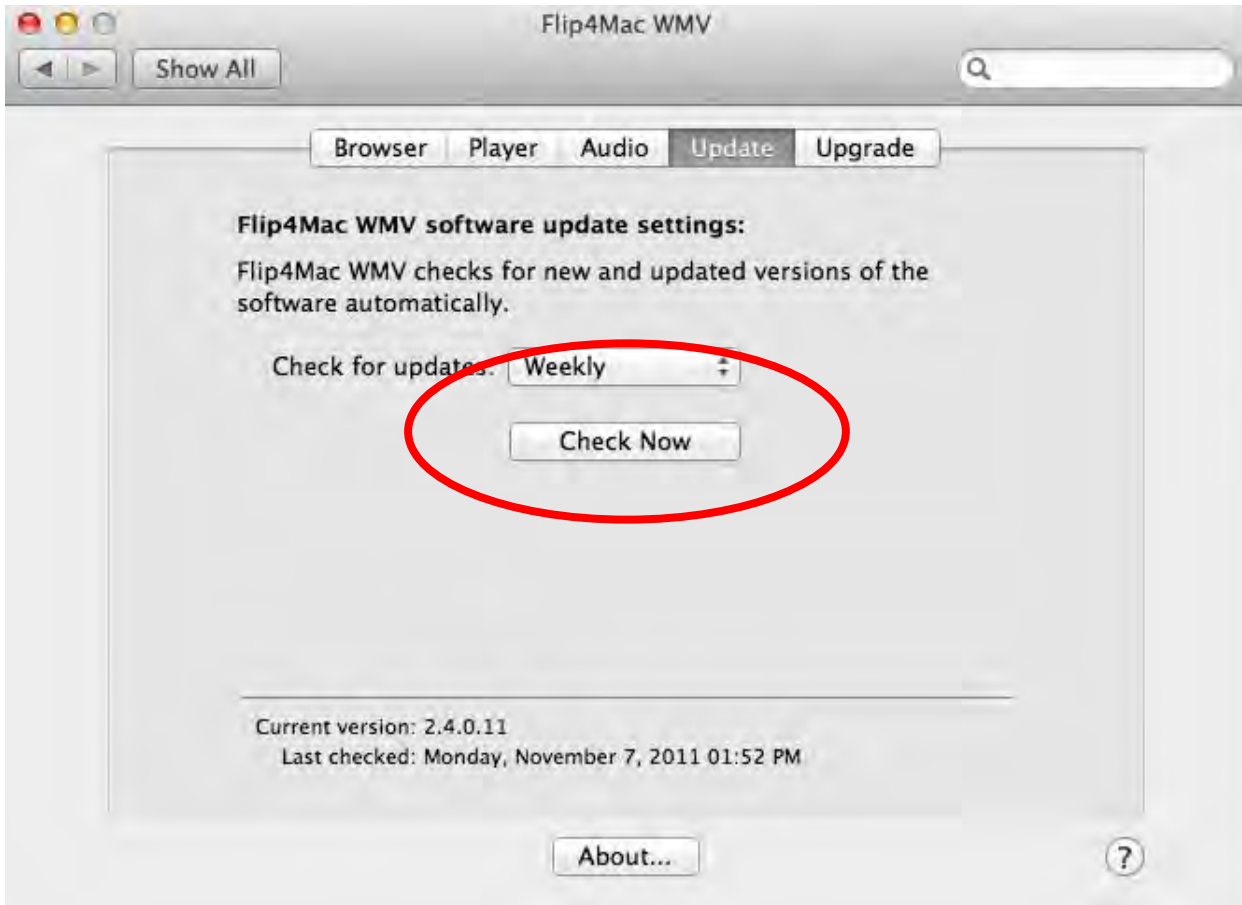
To update the version of the Flip4Mac WMV software automatically:

1. Click the apple icon in the left-hand corner of the screen and then select **System Preferences**.



2. Click the icon.

3. Click the **Update** tab.



4. Click **Check Now** to update the version of the Flip4Mac WMV software automatically.

### **iPad and Android-based Tablet Compatibility**

Only video playback is supported at this time. VLC Media Player for Mac OS 10.7 and above is required to view live video. Additional hardware may be required to view video.

**To download VLC Media Player for Mac OS 10.7 and above, click the following link:**

<https://itunes.apple.com/us/app/vlc-for-ios/id650377962?mt=8>

### **Supported OS List**

- Windows 7, 8, 8.1
- Mac OS X v10.8 (Mountain Lion)
- Mac OS X v10.9 (Mavericks)
- Mac OS X v10.10.5 (Yosemite)

### Supported Browser List

- Internet Explorer 11.0
- Google Chrome 49 (Playback only)
- Firefox 45 (Playback only)
- Safari 9 is the supported and recommended browser for Mac OS

### Mobile Devices

- iOS versions 7, 8, 9
- Android version 5
- Support for viewing video on iPad and Android-based devices requires EMS 3GP DVRs.

### Additional Plugins and Browser Requirements

- VLC ver. 2.2.2 (for 3GP/Wowza Server sites only)
- Active X
- SIMULATIONiQ Enterprise site must be listed as a "trusted site"
- Flip4Mac (for viewing video on Mac only—available for purchase)

Wowza Media is used for optimal performance of the Enterprise application as a high-performance streaming media for on-demand streaming to computers and mobile devices.