



# ProgressBook System Requirements

Updated 07/29/11

## End User Requirements

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The table below is a guideline for end users. The version numbers listed are the versions the application has been successfully tested against. Other configurations may work without issue; however, these are the versions being actively supported with ProgressBook Grade Book and Special Services.

Operating System	Recommended Browser Version*	Adobe Reader Version**
Mac OS 10.4.11	Safari 4.1.0	10.1 or 9.4 or 8.2
Mac OS 10.5.8	Safari 5.0.2	10.1 or 9.4
Mac OS 10.6.7	Safari 5.0.5*** (Operating in 32-bit mode only)	10.1 or 9.4
Windows XP SP 3	Internet Explorer 7.0 or 8.0	10.1 or 9.4 or 8.2
Windows XP SP 3	Firefox 3.6.10	10.1 or 9.4 or 8.2
Windows Vista	Internet Explorer 7.0 or 8.0	10.1 or 9.4 or 8.2
Windows Vista	Firefox 3.6.10	10.1 or 9.4 or 8.2
Windows 7	Internet Explorer 8.0	10.1 or 9.4

\*Adobe does not support viewing PDF files within other browsers on Mac OS X, such as Internet Explorer or Firefox. Mac users must use the appropriate Safari version when using Special Services.

\*\*In updating Adobe Reader, first uninstall all current versions of Reader and then install the newer version. Simply upgrading using Adobe Updater will cause problems with the application.

\*\*\*The Adobe Plug-In used to display and interact with forms is 32-bit and will not work with Safari 4.0.5 – 5.0.2 when Safari is running 64-bit mode. Instructions on how to change Safari to run in 32-bit mode can be found at: [http://kb2.adobe.com/cps/509/cpsid\\_50983.html](http://kb2.adobe.com/cps/509/cpsid_50983.html)

\*\*\*\*There is one known issue with Adobe Reader 10.0. Periodically adobe reader browser may plugin may freeze then provide the user with a message stating "There is a problem with Adobe Acrobat/Reader. If it is running, please exit and try again (103:103)". Closing all browser windows and reopening will allow users to be able to view forms again. For additional information please see the following adobe forum by going to <http://forums.adobe.com/thread/771034>.

## Popup Blockers

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The Special Services application displays the PDF documents in a Popup window. Any Popup blocker must be disabled for the Special Services application to function properly. Popup blockers vary based on Operating System, Browser version, and third party tools such as the Google bar, etc. Check your system settings and be sure to enable pop ups for the Special Services Website.