HealthStream Technical Specifications

HealthStream®

- HealthStream recommends the following as the minimum settings to yield the appropriate user experience of the HealthStream Learning Center™ and the HealthStream Competency Center™
- Student and administrator hardware should meet the recommended requirements
- Appropriate plug-ins should be installed on each computer that will be accessing the HealthStream Learning Center™
- Firewall, Proxy and Port configurations should match the documentation below

Recommended Computer Requirements	
Bandwidth	240 Kb/s (30 KB/s) Per concurrent user.
Connection	Broadband/T1/Cable/DSL
Operating System	Windows XP Service Pack 3.
Processor Speed	500+ MHz Pentium
RAM	256+ MB RAM
Web Browser	Internet Explorer 7.0 or above.
Plug-Ins	Flash 7.5.1
Monitor	17"
Pixel Resolution	1024 x 768 pixels
Speakers/Headphones	Recommended
Mouse/Keyboard	Required
Soundcard	Recommended

Proxy Servers / Firewalls If your facility has a firewall or proxy server, students will need to access the URL, IP, and port addresses listed below.		
Required For	**URLs and E-mail Addresses**	**IP / Port**
HLC/HEX/Connect	www.healthstream.com	64.37.254.210
Reporting – HLC/HEX/Connect	report.healthstream.com	64.37.254.207
EMS	www.eminet.com emi.healthstream.com	64.37.254.209
Authoring Center	authordev.healthstream.com authorweb.healthstream.com	64.37.254.212 64.37.254.214
SFTP Site	ftp://sshserv.healthstream.com	67.90.152.218
HLC/HEX, EMS	TCP Ports	80 and 443
Authoring Center	TCP Ports	80, 443, 21 and 22
Content Delivery Network via Akamai (optional	content.healthstream.com	IP address is dynamic and determined by geographic location
AACN Content (optional)	Mentoru.com	64.186.240.146
Allowable email addresses	*@healthstream.com	

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Plug-ins	
Core Regulatory and HeartCode Course	Adobe Flash (latest version) available for free at www.adobe.com/downloads
Other Courses	Plug-ins vary by library, but the HLC will notify you at the launch of the course if you need an additional plug-in.
Reporting and HealthStream Learning Center™ Manuals	Adobe Acrobat Reader (latest version) available for free at www.adobe.com/downloads
Additional Settings	
Pop-Up Blockers	Pop-up blocking software must be disabled, as it will block course pages and affect the annotations feature of the HealthStream Learning Center.™. If, due to policy, pop-up blockers are required, specific exclusions must be made for the domains and IP Addresses listed herein.
Cookies	Session cookies must be allowed for session management.
Internet Explorer Security Tab	The default level for the Security tab set to Medium(IE6) or Medium-High(IE7)
Internet Explorer Privacy Tab	If using Internet Explorer 6, ensure that the Privacy slide bar is set to Medium.
AOL	Using AOL's built-in browser to launch the HealthStream Learning Center™ is not supported. If you connect with AOL, you must launch Internet Explorer to take the HealthStream Learning Center™ courses.
Proxy Servers	If your facility has a firewall or proxy server, students will need access to the URL, IP, and Port addresses listed above.
Premium Content	Some content on the HealthStream Learning Center may require additional firewall and proxy server modifications.
Additional Items	

Additional Items
Any caching of HealthStream pages at the network level must be disabled, including caching at the proxy or other network appliance.
Increasing the size of your browser's cache up to about 50MB can result in performance gains.
Access to all HealthStream's URLs and IPs should be granted in any web-filtering product and in the organization's firewall where appropriate.
If the Firewall supports a URL Truncation feature (typical in the Cisco Pix Firewall), this feature must be disabled. URL Filtering via WebSense integrated with Cisco must provide for explicit exception for above IP addresses.
Bandwidth utilization approaching 80% can cause latency issues, resulting in poor user experience such as slow response time and courses not completing properly.
Some HealthStream customers successfully use our products in thin client environments such as Citrix, however HealthStream does not test its products in those environments nor does it provide technical support of thin client environments. HealthStream recommends customers test the use of any products being considered for purchase in a thin client environment to ensure compatibility.
Browser settings may be verified using the HealthStream BrowserCheck tool at http://www.healthstream.com/BrowserCheck
HealthStream routinely scans all public facing FTP sites for viruses. If a virus is detected, HealthStream will quarantine the files and notify the owner.