

3E Online[®] Technical Requirements

| | Minimum | Recommended |
|--------------------------------|---|---|
| CPU | Pentium PC with 32MB RAM. | Pentium PC with 128MB RAM, or higher |
| Operating System | Microsoft Windows 98 or higher *Mac OS is NOT Supported | Microsoft Windows 2000 (Latest Service Pack) or Higher |
| Monitor Resolution | 800 pixels by 600 pixels | 1024 pixels by 768 pixels, or higher. |
| Browser & Settings | Microsoft Internet Explorer 5.01 or higher (Java Script and Cookies must be enabled) <OR> Netscape Navigator 7.0 or higher (Java Script and Cookies must be enabled) | Microsoft Internet Explorer 6.0 (We do not support Netscape 6.x) |
| View 3E Online Reports | 3E uses Crystal Reports which requires; Latest version of Java Virtual Machine (version 1.4.2) Available at www.sun.com ⇒ <OR> Permission to download ActiveX Controls. ⇒ | 3E Default Specific request from customer required. |
| View PDF Documents | Adobe Acrobat Reader Version 4.0 or higher. *Note: Any version of Acrobat Reader released prior to Version 4.0 must be removed from your system, and then either 4.0 or higher must be installed. | |
| View Location Tree view | Latest version of Java Virtual Machine (version 1.4.2) Available at www.sun.com | |

Network Level:

- If using a **proxy server**, the following addresses must be set as "trusted" or "allowed", and any "page caching" set to "NONE", "Never Cache", "Non-Cacheable" (or the like) for these addresses:

URLs

www.3ecompany.com, www.getmsds.com, reports.getmsds.com

IPs

216.188.39.10, 63.251.118.23, 63.251.118.24

- If using Internet **filtering software**, the above addresses must be set as "trusted" or "allowed", and any "page caching" set to "NONE", "Never Cache", "Non-Cacheable" (or the like) for the above addresses.
- If affected by **page-caching service**, requests to the above addresses must be routed around the cache service.

Technical Support Troubleshooting:

To view common issues users encounter when accessing 3E Online you can access our Frequently Asked Questions within the 3E Online program under Help>>FAQ's.

Please contact a 3E Company Customer Care Technician for additional assistance or information. Our Customer Care Technicians are available 24-7-365.

Customer Care: 800-451-8346
1905 Aston Avenue, Carlsbad, CA 92008
Or login to: www.getmsds.com and click on the **3E InstaCall** Button