Harmony Minimum System Requirements

The purpose of this document is to outline the most optimal end user computer configuration to access Harmony. Any computer that you and your end users use to access the application must have Microsoft Silverlight installed, a certified Internet Browser and reliable access to the Internet. Outlined below are the minimum system requirements.

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<th>Harmony Certified Minimum System Requirements</th>
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<td><strong>Operating System:</strong></td>
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<td><strong>Browser:</strong></td>
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<td><strong>Processor:</strong></td>
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<td><strong>RAM:</strong></td>
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<td><strong>Internet Access:</strong>*</td>
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<td><strong>Microsoft Silverlight</strong></td>
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*Harmony does not support dial-up access

While it is possible that Harmony products will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected.

Other factors to consider when using Harmony applications is the quality and speed of your internet connection and your system resources on your PC, in general, the greater the number of applications running concurrently on your PC, the more PC RAM is required to assure optimal performance.

We recommend that you confirm the version of your browser and operating system prior to your upgrade. Please follow the steps below to see if you meet the Harmony Certified Minimum System Requirements.
Verify Browser Settings for Internet Explorer 7

If you are using Internet Explorer 7:

1. Open your browser,
2. Click the double arrow, located in the command bar located on the right side of the browser,
3. Select “Help”
4. Select “About Internet Explorer”.

The About Internet Explorer window will open and you can verify the version of the Browser.
Verify Browser Settings for Internet Explorer 8

If you are using **Internet Explorer 8:**
1. Open your browser
2. Click on the “Question Mark” Icon, located in the command bar located on the right side of the browser,
3. Select “About Internet Explorer”
The **About Internet Explorer** will open and you can verify the version of the Browser.

![Image of About Internet Explorer](image)

**Verify Browser Settings for Internet Explorer 9**

If you are using **Internet Explorer 9**:  
4. Open your browser  
5. Click on the Settings Icon, located in the command bar located on the right side of the browser,  
6. Select “About Internet Explorer”
The **About Internet Explorer** will open and you can verify the version of the Browser.
Verify Operating System Settings for Windows XP

Option 1: Select the Start button, Right click on My Computer and choose Properties.

A new window will open and under the “General” tab you will get information about your Computer RAM and Processing Speed.
If you don’t see any details about your computer in Option 1, use Option 2

**Option 2:** Select the Start button, click on the Run button, type in “dxdiag” and click on OK.

Click “No” when you receive a popup asking “Do you want to check if your drivers are digitally signed? The DirectX Diagnostic Tool window will open.
Verify Operating System Settings for Windows 7

Option 1: Click the Windows button, right click your mouse on Computer and select Properties.

A new window will open providing you with your **Computer RAM** and **Processing speed**.

![Windows properties window showing computer RAM and processing speed](image-url)
**Option 2**: Select the Windows icon in the bottom left corner. Type “Run” into the search box at the bottom.

Select Run under Programs header.
Type “dxdiag” and click “OK”

You will get this pop up click “No”

A new window will open and present you with information about your computer.
If your computer is getting this message “Virtual Memory is Low”.... this is an indication that your computer is low on resources to run Harmony applications. If you have multiple applications open, close all applications restart your computer and then only open one application at a time.