Fronter Technical Requirements

In order for Fronter to be implemented correctly into a school, it is VITAL that the school comply with the following:

- A stable and reliable internet connection with minimum bandwidth
- The latest browser recommendations
- Configure the proxy and firewall correctly.

Please note that the requirements listed here are subject to change, and any details should be verified at the Fronter support site (frontersupport.com) in case of any uncertainty.

Bandwidth requirements

The recommended 'free' bandwidth should be at least 10Mb or more in order to use Fronter.

The nature of the content being accessed will determine the actual bandwidth required and it is the responsibility of the Service User to ensure the capability of the link between the end-user's PC and the Customer's infrastructure to meet the bandwidth.

Client/Browser requirements

In order to access Fronter with a PC the machine has to have sufficient specification to run a supported OS / browser combination at acceptable speed, and have to have colour display with at least 1024x800 resolution.

As per Fronter Y12, we recommend the following stable production versions of browsers available at the time of the release of Fronter Y12:

- Microsoft Internet Explorer 8 - 9
- Mozilla Firefox 4 and newer
- Safari 5
- Google Chrome

Please consult the list of known issues prior to registering an issue with Fronter, in case there is a known limitation with a specific browser.

Although most functionality should be available, we do not test with or provide support for the following browsers:

- Microsoft Internet Explorer 6 - 7
- Mozilla Firefox 3.6
- Opera 9.5+
- Webkit browsers (on Android and iOS platforms)

Please note also that Apple's iOS has no support for Java, or HTML functionality required for file upload. Please see frontersupport.com for more information.

With Internet Explorer, to enable all features of Fronter the Fronter web site must be a "Trusted site", with the browser security set to medium or lower.

Other important settings in the browser are:

- Allow pop-up windows from *.fronter.com
- Enable cookies from *.fronter.com
- Enable JavaScript
- We do not recommend using compatibility view in Internet Explorer
- Additionally for Internet Explorer under Security:
    - Download Signed ActiveX controls – Enable
    - Run ActiveX and plugins – Enable
    - Script ActiveX controls marked safe for scripting – Enable
    - Display mixed content – Enable

All downloads to the client are signed by Fronter or a third party supplier.

To run the chat, the FIM and the multiple up & download applets you need to install a Sun Java plugin 1.5 or newer. Latest version can be downloaded from java.com. If several patches from java.com have been downloaded and installed earlier, Fronter recommends that all java patches are removed prior to installing a new version.

To run the Open-edit-save functionality you need to install a plugin available at frontersupport.com. It is also advisable to ensure that all the required plug-ins and viewers required to view content that is being placed onto Fronter are installed and enabled.

Local network and firewall requirements

It is recommended that all Fronter craft be routed outside of any Proxy or ISA servers.

Since all pages in Fronter are generated dynamically (every page is created each time), all caching of the Fronter application should be disabled. This can be achieved by adding exceptions into your local browser for the Fronter known IP addresses or domain names.

At time of writing this document the IP address range for Oslo hosted Fronter installations is 158.36.191.0/25 with *.fronter.com, *.fronter.uio.no as domain exceptions

Note: This only applies to installations with fronter.com/XXX as the URL. In case of other hosting environments, please contact your local Fronter representative.

To use Fronter Chat and FIM (Fronter Instant Messenger) you must open for ports 6887 6888 on your local firewall to the IP range above.