

ETO Software Technical Requirements

Please pass the following information along to your LHJ's IT staff. The following technical requirements to run ETO software must be confirmed by May 15, 2015 via e-mail to Amish Doshi (Amish.Doshi@cdph.ca.gov)

- Minimum hardware requirement
 - 256 MB memory (1 GB of memory recommended)
 - Intel Pentium II processor, 500 MHz or above
- PC running Microsoft Windows 7 or higher (recommended)
 - Must download Windows updates on a regular basis
 - Windows 7 Starter is not currently supported (this is a stripped down version of Windows 7 that is typically only found on netbooks)
- Internet Connection
 - Minimum speed is 500kb/s, but recommended speed is at least 1 Mb/s.
- Microsoft Internet Explorer 9 or above
 - Temporary Internet Files set to check for newer versions of stored pages every time webpage is visited.
 - Must have the following trusted sites added:
 - <https://www.etosoftware.com>
 - <https://www.etoreports.com>
 - The application site www.etosoftware.com should NOT be viewed in compatibility mode.
 - Other Internet settings:
 - Pop-up blockers turned off
 - Disable any auto-fill tool bars
 - Use SSL 3.0
 - Use TLS 1.0
 - Use TLS 1.1
 - Use TLS 1.2
 - Cipher strength greater than 128 bit
- Crystal Reports
 - Install from the following link: <https://www.etoreports.com/npviewer.exe>
 - ActiveX controls need to be installed for printing and exporting reports. Users will be prompted for install. In order to complete install, users must have administrative privileges to the machine.
 - MS Office 2010 64-bit version is not currently supported
- Live Office
 - MS Office and Live Office updates must be downloaded on a regular basis
 - MS Office 2010 64-bit version is not currently supported
- ETO Results
 - Java is required for report building/editing. Version 7 (no updates) is recommended.
 - For more information please visit the section on [Preparing Your Computer for ETO Results](#)
- Firewall Settings (does not apply to all customers - check with your IT department if you are not sure)
 - If using Content Filtering on your internal firewall, add https://*.etosoftware.com and https://*.etoreports.com to the firewall's filtering "white list" (trusted sites).