

# D2L Brightspace Performance Checklist



If you are experiencing less than optimal D2L Brightspace performance, consider the below influences in assessing the issue.

## Items to Consider

- ✓ Internet Service Connection
- ✓ Internet Bandwidth
- ✓ Internet Traffic
- ✓ Proximity to Router
- ✓ Operating System
- ✓ Browsers
- ✓ Special Toolbars
- ✓ Virus & Malware
- ✓ Adobe Flash

## Internet Service Connection

Internet Service Providers (ISP) do not provide equal service. Each offers various types of connections. These types include: cable modem, dial-up, DSL, and ISDN. Verify the type of connection you subscribe to and learn about its set up here:

[http://www.webopedia.com/quick\\_ref/internet\\_connection\\_types.asp](http://www.webopedia.com/quick_ref/internet_connection_types.asp)

A wired connection is preferred over a wireless connection. Especially over a public wireless connection such as at Starbucks, McDonalds, etc. EIU Wireless is recommended over public wireless connections because SafeConnect requires all users to be identified, speed is generally faster, and all EIU owned computers have anti-virus software installed.

## Internet Bandwidth

Bandwidth refers to how much data is transmitted over a given period of time. For digital devices, bandwidth is measured in bits per second (bps). For analog devices, bandwidth is measured in Hertz (Hz). Think of bandwidth as a tube. Wider (high bandwidth) tubes allow for more particles (data) to flow through (download) at a faster rate. Bandwidth connection for individual users is altered when multiple individuals use the same WiFi connection. For example, if another user on the same WiFi connection is streaming video (i.e watching Youtube or Netflix) at the same time you're accessing WiFi on a different device, this will decrease your available bandwidth.

To measure your connection/bandwidth speed you can do an Internet search for a speed test or use [www.speedtest.net](http://www.speedtest.net). To measure speed times related to D2L, connect to any Kitchener, ON [CA] server (at [www.speedtest.net](http://www.speedtest.net) make this change under **Settings > Preferred Server**).

## Internet Traffic

Network traffic refers to the number of people connected to the Internet and their activity at any given time. For example, 50 people connected to D2L and transferring large files might actually put more of a load on the D2L server than 500 people moving small files or no files. Other network traffic factors are: time of day, time of month, and number of connected users Internet-wide.

## Proximity to Router

Wireless connections are dependent on the strength of the signal the device receives from the router. Ensure you are in close proximity to your router when connecting wirelessly. Note walls can interfere with a wireless signal.

## Operating System

Windows 7 or Mac 10.8 or later are recommended at this time.

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## Browsers

D2L behaves differently with different Internet browsers. Prior to logging in to D2L, it is recommended to do a browser check. The D2L Browser Check is located on the left side of the D2L login page.

Below is the D2L Browser Support Lifecycle as of July 2016.



### Definitions:

**Supported:** The browser and operating system combination have been fully tested by D2L.

**Maintenance:** The browser is not tested extensively against new versions of D2L products, but campus D2L administrators can still report problems and receive support for critical issues with previous versions. D2L does not guarantee all issues will be addressed. A maintenance browser will become officially unsupported after one year.

- Ensure that your browser has JavaScript and Cookies enabled.
- For desktop systems, you must have Adobe Flash Player 10.1 or greater.

Desktop Support:

BROWSER	SUPPORTED BROWSER VERSION(S)	MAINTENANCE BROWSER VERSION(S)
Microsoft Edge	Latest	n/a
Internet Explorer	n/a	10, 11
Firefox	Latest, ESR	n/a
Google Chrome	Latest	n/a
Safari	Latest	6, 7, 8

Tablet and Mobile Support:

DEVICE	OPERATING SYSTEM	BROWSER	SUPPORTED BROWSER VERSION(S)
Android	Android 4	Android	Latest
Apple	iOS 6, 7, 8, 9	Safari	Latest
Microsoft Surface	Windows 8	Internet Explorer	11
Blackberry (mobile only)	Blackberry 7, 10	Blackberry	Latest

## Special Toolbars

Be aware when software is downloaded special toolbars may be installed. Examples include: Ask Toolbar and Google Toolbar (see image below). These special toolbars may be a gateway into your system for virus and malware. It is recommended to remove any special toolbars from your system.



To remove special toolbars from a PC:

1. Go to **Start > Control Panel > Programs and Features**.
2. Select the toolbar to be removed and click **Uninstall** at the top of the menu.

To remove special toolbars from Safari on Mac OS:

1. Go to **Finder > Applications > Choose Toolbars > Select toolbar you want to remove > Double-click Uninstall**.

## Virus & Malware

A computer virus is a program or piece of code that is loaded onto your computer that is capable of causing harm to files or programs. Malware is short for malicious software and refers to software designed specifically to damage or disrupt a system. Viruses and malware can affect overall computer performance not just specifically D2L performance. EIU faculty, staff, and students may install anti-virus and anti-malware software on their personal PC or Mac computers.

The anti-virus software Symantec Endpoint Protection may be found here:

<https://www.eiu.edu/panthertech/software.php>

*Note: Prior to download, Windows users will need to determine if their computer is 32- or 64-bit by navigating to **Start > Right-click on Computer > Select Properties** then scroll down to **System and System type**.*

Anti-malware software may be found here: <http://www.superantispyware.com/> (SuperAntiSpyware) or [http://www.malwarebytes.org/lp/malware\\_lp\\_form](http://www.malwarebytes.org/lp/malware_lp_form) (Malwarebytes).

## Adobe Flash

Your system must have Adobe Flash Player 10.1 or greater to use the Record Audio and Record