This document provides computer configuration requirements to access, preview, print, and download from Mediware’s Harmony Solutions:

- Harmony for Adult Protective Service (APS)
- Harmony for Advanced Waiver Management
- Harmony for Intellectual Disabilities
- Harmony for Independent Enrollment Broker (IEB)

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**Introduction**

This document provides basic steps that will assist you with accessing Harmony for APS, Harmony for Waivers, and Harmony for IEB applications, previewing and editing Word Merge documents, previewing reports, printing reports or downloading files using Harmony application.

**Hardware/Software Minimum Requirements**

Any computers that are used to access Harmony applications must meet the minimum system requirements outlined below:

<table>
<thead>
<tr>
<th>Harmony Certified System Requirements</th>
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</thead>
<tbody>
<tr>
<td><strong>Operating System:</strong></td>
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<tr>
<td><strong>Browser:</strong></td>
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<tr>
<td><strong>Processor:</strong></td>
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<tr>
<td><strong>RAM:</strong></td>
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<tr>
<td><strong>Screen Resolution:</strong></td>
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<tr>
<td><strong>Internet Access:</strong></td>
</tr>
<tr>
<td><strong>Maximum Latency</strong></td>
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<td></td>
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</tbody>
</table>

*Harmony does not support dial-up access*
Harmony Computer Configuration Requirements

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.

NOTE: For customer using Harmony for APS, the Investigations Chapter can be accessed via the Safari browser using an iPad and iPhone, allowing highly mobile investigators the flexibility to manage their cases in the field. Some functions within an Investigation are not available at this time and the list includes: executing Word merge documents, printing and saving reports, adding attachments to notes.

**Supported Operating System and Browser Combinations**

The following table illustrates the Operating System and Internet Explorer browser combinations that are supported and certified for use with Harmony applications. For optimal use, a certified combination is recommended.

<table>
<thead>
<tr>
<th>Operating System and Browser Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system¹</td>
</tr>
<tr>
<td>Windows 7 SP1</td>
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<td></td>
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<tr>
<td>Windows 8.1</td>
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<td></td>
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</tbody>
</table>

¹Operating System: It is recommended that users are up to date with the latest service packs and Harmony will always test on the latest platforms. If an issue is identified with a particular service pack or update, we will notify the user community upon identification of the issue. **Harmony does not support Windows Vista because Vista does not support Transport Layer Security (TLS) 1.1 or TLS 1.2**

²Certified: Harmony will address identified issues with this platform combination if the problem is related to a Harmony application. If the issue is related to a documented browser or operating system issue, Harmony may not be able to resolve the problem until a third party fix is issued.

³Supported: Harmony will make best efforts to ensure that combination works. However, for issues reported with the OS and Browser combinations that are not Certified, the resolution may be to use a Certified combination.
### Operating System and Browser Matrix

<table>
<thead>
<tr>
<th>Operating system</th>
<th>IE Browser Version</th>
<th>Certified</th>
<th>Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 11 – 64 bit⁵</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Windows 10</td>
<td>Internet Explorer 11 – 64 bit</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Microsoft Edge – 64 bit</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**Notes:**

- **Browser versions not listed with an operating system above are not supported by Microsoft.**

- **As of January 12, 2016, Microsoft has ended support for all Internet Explorer versions except for Internet Explorer 11. Older versions of Internet Explorer may still continue to function but they will no longer receive updates from Microsoft. If a problem with a Harmony application is reported on an unsupported version of Internet Explorer, Harmony will make a best effort to address the issue but if the problem is related to a documented browser or operating system issue, Harmony will recommend upgrading to Internet Explorer 11. Internet Explorer end of support link: [https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support](https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support)**

### Confirming Your Configuration

Please follow the steps below to confirm your Internet Browser version, Operating System version, RAM, and Processor speed:

#### Verify Internet Browser Version

1. Click this link or copy and paste it into your Internet Explorer Browser:

   Note your version under the section called “YOUR WEB BROWSER IS”. Internet Explorer version 11 is displayed in the example below:

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⁴ Harmony only supports Internet Explorer 11 on Windows 8.1 in “Desktop Mode”. “Metro Mode” is not supported.
⁵ Harmony only supports Internet Explorer 11 on Windows 8.1 in “Desktop Mode”. “Metro Mode” is not supported.
**Special Consideration:** If you do not want Internet Explorer to be updated automatically, be sure to uncheck the box next to “Install new versions automatically”:

Verify Operating System version, RAM and Processor Speed

1. Click the “Windows” button
2. In the Search box, type: “dxdiag”
Harmony Computer Configuration Requirements

3. Press “Enter” on your keyboard

4. If user receives the following pop-up window, click “No”

5. The ‘DirectX Diagnostic Tool’ window will open providing you with your Operating System version, RAM, and Processing Speed
Adding the Harmony Portal & Applications as Trusted Sites

If your agency is accessing the application through the Harmony Portal follow the steps below to prevent issues that can occur when attempting to launch applications from the Harmony Portal, and to ensure successful login after updates, you can add the Harmony Portal and various application URLs as trusted sites in Internet Explorer.

1. Open Internet Explorer
2. Click “Tools”
3. Click “Internet Options”
4. Click the ‘Security’ tab and select “Trusted Sites”
5. Click “Sites”
6. Enter the trusted website name and click Add:

   a. For the Harmony Customer Portal and for general use, add three sites:
      i. https://login.harmonyis.net (as shown below)
      ii. https://fs.harmonyis.net
      iii. https://harmonyis.cachefly.net/

   b. For Harmony Applications add your state specific sites:
      i. https://fw1.harmonyis.net *
      ii. https://fw2.harmonyis.net
      iii. https://fw3.harmonyis.net
      V. https://fw5.harmonyis.net
     VI. https://fw6.harmonyis.net

* If you are still having difficulty accessing the Harmony application, your state may have a custom DNS/URL. Please contact your state admin for the specific site name.
7. Click “Close”

8. Click “OK” on the Internet Options window
Configuring Pop-up Blocker

The Harmony application will open new windows or tabs while performing various tasks and steps, and to ensure they open successfully, you can follow the steps below to turn off Pop-up blocker in Internet Explorer.

1. Open Internet Explorer
2. Click “Tools”
3. Hover over “Pop-up”
4. Click the “Pop-up Blocker settings”

5. Add the Allowable sites to the list and click on Add

   a. For Framework add your state specific sites:
      i. To Be Announced
Harmony Computer Configuration Requirements

* If you are still having difficulty accessing the Harmony framework application, your state may have a custom DNS/URL. Please contact your state admin for the specific site name.

6. Click “Close”

**Previewing PDF Documents**

Adobe Reader is used when opening some reports and attachments. In order to view PDF files within the Harmony application, you may need to install the free Adobe Reader if it is not already installed. This free download can be found here: [http://get.adobe.com/reader/](http://get.adobe.com/reader/)

There are some instances where Harmony applications will not properly display a PDF report. The preview window may display with nothing in it or display and then quickly disappear. This problem most commonly occurs but could exist with Internet Explorer 9 as well. Please follow these steps for an Adobe configuration change that resolves this problem:

1. Open Adobe X
Harmony Computer Configuration Requirements

2. Click “Edit”

3. Click “Preferences”

4. Find and highlight the category named “Internet”

5. Uncheck the option named “Display PDF in browser”

6. Click “OK”

7. Exit Adobe X

Configuration for Word Merge Documents

In order to view or edit a Word Merge document, the application utilizes an Ultra Office ActiveX control. There are some Internet Explorer security configuration, and Microsoft Word settings that may need to be in place for this to work properly. In order for this ActiveX control to be downloaded and installed, please review the following ActiveX security settings in Internet Explorer:

1. Open Internet Explorer

2. Click “Tools”
3. Click “Internet Options”

4. Click the “Security” tab

5. Click “Custom level...”

6. Please review the following ActiveX configurations to ensure that your corporate IT policy allows valid ActiveX controls to be installed. The settings that control this feature include:
   a. Download signed ActiveX controls
   b. Run ActiveX controls and plug-ins

   **Settings for IE11:**
1. Open Microsoft Word
2. Click “File”
3. Click “Options”
4. Click “Trust Center”

5. Click “Protected View”

6. Uncheck the first three options
**Additional Internet options may need to be configured for Word Merge documents to function as designed.**

**Browser Configuration Settings**

1. Open Internet Explorer
2. Click “Tools”
3. Click “Delete...”
4. Uncheck the box for “Preserve Favorites website data”
5. Click “Cancel”

1. Open Internet Explorer
2. Click “Tools”
3. Click “Settings”
4. Select option “Automatically”

5. Click “OK”
Browsing History/Temporary Files Setting/Enabling TLS

To ensure that your browser does not download the Harmony client application every time you start Internet Explorer, please use the following steps to properly configure your Browsing History/Temporary Files Setting:

1. Open Internet Explorer
2. Click “Tools”
3. Click “Internet Options”
4. On the ‘General’ tab, Uncheck “Delete browsing history on exit”
5. Click the ‘Advanced’ tab
6. Under the ‘Security’ section:
   a. Uncheck “Empty Temporary Internet Files folder when browser is closed”
   b. Check “Use TLS 1.0, TLS 1.1 and TLS 1.2”

*Note*: Harmony supports TLS 1.1 and TLS 1.2 only; however, other sites may require TLS 1.0.

7. Click “OK”
File Attachments/Merge Documents

In order to download a file attachment or view a merge document, there are some Internet Explorer security configuration settings that may need to be in place for this to work properly. These settings are configured by following these steps:

1. Open Internet Explorer
2. Click “Tools”
3. Click “Internet Options”
4. Click the ‘Security’ tab
5. Click “Custom level...”

6. Please review the following Download configurations to ensure that your corporate IT policy will allow files to be downloaded. The settings that control this feature include:
   
   a. Automatic prompting for file downloads
   b. File download
Using Internet Explorer 11

Users may discover that they are unable to access various Harmony *legacy* applications, or expand the list of available Harmony trainings when using Internet Explorer 11. In order to accomplish this, Internet Explorer 11 must have “Compatibility View” enabled. The following steps outline how you can configure Internet Explorer 11 for compatibility view.

1. Open up Internet Explorer.
2. Press ALT so the top toolbar appears:
3. Press “Tools”.
4. Select “Compatibility View Settings”: 
5. Add the following sites:
   a. harmonyis.net
   b. harmonyis.biz