Compatibility Checklist for Version 2 Alpha MCS Users

Some users have continued to have difficulty utilizing AlphaMCS as we transition from Version 1 (Silverlight) to Version 2 (HTML5). This guide provides information about setting and system compatibility.

*HTML5 Basic Requirements: If you are experiencing a white screen with seemingly haphazard buttons or incomplete screens, this may be a hardware or connection issue. Basic system requirements are:

* Windows - x86 or x64-based processor (Browsers must be in 32-bit mode) 1.6-gigahertz (GHz) or higher processor; 512MB RAM

Note: You can also try visiting this [site](#) to assist in determining how well your system supports HTML5.

*Internet Explorer Recommended: You are encouraged to use Internet Explorer version 11 (IE11).

Note: Firefox’s ESR version may be used as an alternative.

*Port 4545 Open: Larger providers need to make sure that their IT departments have Port 4545 open for outbound traffic, login.alphamcs.com until fully transitioned to version 2.

*Blue Screen: This may be a settings, compatibility, or JavaScript issue. Please try:

1. Clearing your cache and cookies (recommended after every build or maintenance release).
   a. In IE, select Tools (Gear Icon) > Safety > Delete browsing history (Ctrl + Shift + Delete.)
   b. Uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
4. Check the compatibility view settings to ensure AlphaMCS is not listed in compatibility view box.