

If you're experiencing issues accessing CyberU content, please use this troubleshooting guide to ensure your computer has been configured correctly.

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URL Whitelisting: IP Addresses / Domains

In order for CyberU to function correctly within a Client's environment, we require the "whitelisting" of certain ports and domains within the Client's firewalls.

Please check that all the required ports and domains can be accessed within your network. If your firewalls are preventing access to the domains listed below, you may experience issues using CyberU content.

The domains that must be whitelisted on your firewalls are listed below. Where the domain begins with an asterisk, all sub-domains underneath the top-level domain require whitelisting.

The domains accessed by the CyberU content and libraries are (all over HTTP port 80 or HTTPS port 443):

- *.cyberu.com
- *.cyberu.io

If you are unable to whitelist CyberU's URLs via wildcard, please allow the following:

<https://www.cyberu.com>
<https://auth.beta.cyberu.com>
<https://gateway.prod.cyberu.io>
<https://kitchen-api.prod.cyberu.io>
<https://lms-api.prod.cyberu.io>
<https://lrs.prod.cyberu.io>
<https://payments.prod.cyberu.io>

The domains accessed by the CyberU content and libraries are:

<https://d21jw470bje79e.cloudfront.net>
<https://d2cawrtcdf5xq2.cloudfront.net>
<https://d21dyfkzlt5ebe.cloudfront.net>
<https://d3gg2dsu21faq8.cloudfront.net>
<https://d3vlf407q1xj6j.cloudfront.net>
<https://s3.amazonaws.com>

Approved Browser/Desktop Configuration

Currently supported Operating Systems:

Windows 7 and up
macOS Sierra and up

Currently supported Mobile Operating Systems:

OS 10 and higher
Android Marshmallow and higher

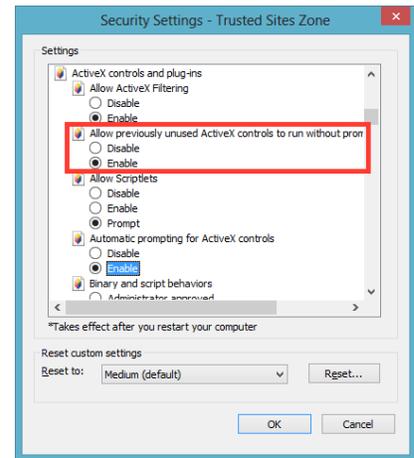
Currently supported Browsers:

Chrome (current version -1)
Firefox (current version -1)
Safari (current version -1)
Microsoft Edge (current version -1)
Internet Explorer 11

Browser Security Requirements

Security Settings

If you are experiencing issues viewing content on Internet Explorer 11, we recommend that users set their security settings to Medium, or set the value for “Allow previously unused ActiveX controls to run without prompt” to Enabled.



Pop-up Blocker

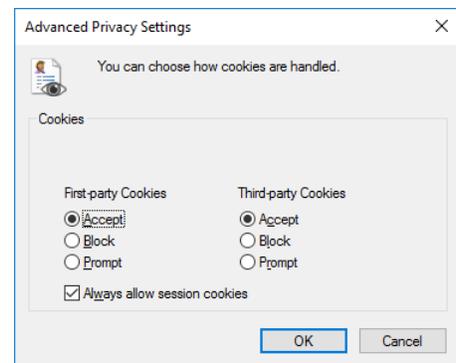
As the CyberU course player and accompanying downloads launch in a new window, we require that users disable their pop-up blocker to ensure the optimal learning experience.

Cookies

In order for CyberU to function correctly within a client’s environment, it requires that the browser allows third-party cookies and session cookies to be enabled.

Links on how to enable session cookies by browser:

- [IE11](#)
- [Mozilla Firefox](#)
- [Chrome](#)

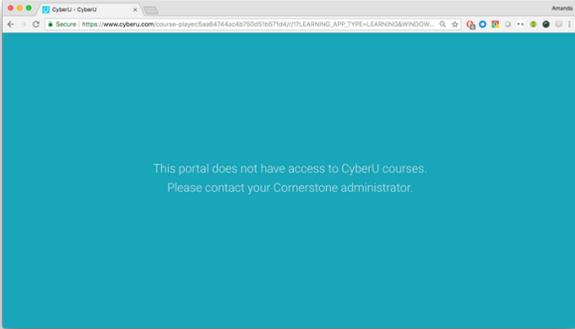


Network Speed

To prevent issues or pauses in video playback, we recommend a speed of at least **3 Mbps**. If you are still experiencing buffering issues, please ensure you are in an area with a stable, wired Internet connection. [Test your network speed here.](#)

If you are still experiencing issues, please contact feedback@cyberu.com for further assistance.

Common Errors

Error Description	Image	Recommendation
<p>This portal does not have access to CyberU courses. Please contact your Cornerstone administrator.</p>		<p>Contact your Cornerstone administrator to open a ticket with Cornerstone GPS team.</p>
<p>White screen</p>		<p>Most commonly a whitelisting error. Please see: URL Whitelisting: IP Addresses / Domains section</p>
<p>Redirected to CyberU home page after launching course</p>		<p>Most commonly a whitelisting error. Please see: URL Whitelisting: IP Addresses / Domains section</p>