2Know!™ and NEO™
TECHNICAL
RECOMMENDATIONS

- Throughout this document, you will see both Recommended and Minimum requirements. Please follow the Recommended requirements for optimal performance and access to all the latest features.

- Please provide a copy of this document to your school administrator or technical representative for review.

- Renaissance Learning maintains a Knowledge Base of helpful articles at http://support.renlearn.com.

WORKSTATION RECOMMENDATION

Client	Windows		Macintosh	
	Recommended	Minimum[a]	Recommended	Minimum[a]
Processor Recommendation	1 GHz or higher	450 MHz	1 GHz or higher	450 MHz
Operating System[b]	Windows 7–8	Windows XP Service Pack 3, Vista	OS X v10.6–v10.8	OS X v10.4–v10.5
RAM	Follow minimum requirements for your operating system			
Monitor	Native resolution recommended by the monitor manufacturer	1024 x 768 display resolution, 256 or more colors	Native resolution recommended by the monitor manufacturer	1024 x 768 display resolution, 256 or more colors
Hard Drive	700 MB available			
Components	Adobe Reader 9 or later[c] USB port required .NET 4.0 or later[d]		Adobe Reader 9 or later[c] USB port required	
Printer	Required for AccelTest Recommended for all other programs			
Internet Connection	Broadband Internet connection (DSL, satellite, or cable)			
Web Browser (when using with Renaissance Place)	Refer to the Renaissance Place Technical Recommendations.			
Renaissance Receiver	Required if connecting to 2Know! Toolbar, AccelTest, NEO Share, Renaissance Place or Wireless File Transfer			
Other	**Accelerated Math:** Renaissance Responder scoring software (found in Renaissance Place in Supporting Software). **Accelerated Reader SmartApplet:** NEO 2 with NEO Manager version 3.0 or later. **KeyWords RP Reports:** NEO 1 or NEO 2, NEO Manager version 2.6 or later, and KeyWords SmartApplet 3.3 or later. **MathFacts in a Flash RP SmartApplet:** NEO 2 with NEO Manager version 3.4 or later. **MathFacts in a Flash (offline) SmartApplet:** NEO 2 with NEO Manager version 3.5 or later. **NEO Text2Speech:** NEO 1 or NEO 2 with NEO Manager version 3.3 or later, NEO Text2Speech device. **Wireless File Transfer, including NEO Share and NEO 2 for MY Access!:** NEO 2 with NEO Manager version 3.3 or later and Internet access. Wireless file transfer and NEO 2 for MY Access! require .NET 2.0 minimum; NEO Manager and NEO Share require .NET 4.0.		**Accelerated Math:** Renaissance Responder scoring software (found in Renaissance Place in Supporting Software). **Accelerated Reader SmartApplet:** NEO 2 with NEO Manager version 3.0 or later. **KeyWords RP Reports:** NEO 1 or NEO 2, NEO Manager version 2.6 or later, and KeyWords SmartApplet 3.3 or later. **MathFacts in a Flash RP SmartApplet:** NEO 2 with NEO Manager version 3.4 or later. **MathFacts in a Flash (offline) SmartApplet:** NEO 2 with NEO Manager version 3.5 or later. **NEO Text2Speech:** NEO 1 or NEO 2 with NEO Manager version 3.3 or later, NEO Text2Speech device. **Wireless File Transfer, including NEO Share and NEO 2 for MY Access!:** NEO 2 with NEO Manager version 3.3 or later and Internet access.	

a. The Renaissance Responder is not compatible with the minimum system requirements. Please follow the recommended requirements for optimal performance.

b. Includes support for both 32-bit and 64-bit versions of Windows Vista, Windows 7 and Macintosh System 10.6-10.8.x.

c. You must meet the minimum requirements for your operating systems. Newly released versions of these components may or may not be compatible.

d. NEO Manager and NEO Share require .NET 4.0 or later. Windows File Transfer requires .NET 2.0 or later.

RENAISSANCE
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Accelerating learning for all

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If you have any technical questions about 2Know! or NEO, call:

(800) 338-4204

ADDITIONAL CLIENT REQUIREMENTS AND RECOMMENDATIONS

- All applications/plugins should be installed as a local administrator to the workstation. A NEO 2 should also be connected to each computer while logged in as a local administrator to ensure that drivers are properly installed.

- If using a firewall, proxy, and/or content filter, some changes may need to be made for Renaissance Place applications to function properly.

  ▶ Numerous errors will occur in the software if the proxy server caches Renaissance Place web pages. Accessing the site via HTTPS may prevent the proxy from caching pages, however you may want to configure your network so that users bypass the proxy server entirely when accessing Renaissance Place.

  ▶ Allow inbound and outbound http and https communication access to **ajax. googleapis.com** (hosted by Google) and **ajax.aspnetcdn.com** (hosted by Microsoft). Certain Renaissance Place features access JavaScript libraries from these content delivery networks; you must allow access to the sites to be sure the software functions as designed.

- In general, one Renaissance Receiver is recommended for a classroom. High use or lab situations may require a second Renaissance Receiver to ensure optimal performance.

As technology advances it becomes necessary for software companies to drop support for older operating systems and third-party software. It is the responsibility of customers to keep their computers, networks, operating systems, and third-party software up-to-date and functional. Although Renaissance Learning will not discontinue support for older products immediately, we will continue to evaluate system requirements and do our best to provide advance notice when it becomes necessary to raise our requirements. The recommended technologies included in this document were defined at the time this product was developed. We will do our best to support new technologies that ship after this product was developed, but cannot recommend those. For the most up-to-date system requirements, please check online at http://www.renlearn.com/requirements.