



ICBC Technology Requirements

Collision and Glass Repair Programs

*ICBC MD Technical Support
July 23, 2019*

	Minimum	Recommended
Operating System	See Recommended	Windows 10 64-bit Professional / Enterprise
CPU	See Recommended	Multi-core Intel or AMD 3 GHz processor or higher
Hard Disk	See Recommended	16 GB available, hard drive should have at least 10% space free after installation
RAM Memory	See Recommended	3 GB
Monitor	17" – 1024 x 768 resolution	19" – 1280 x 1024 resolution
Video Card	See Recommended	16 bit colour or higher
Sound Card	See Recommended	PC/Windows® compatible sound card
DVD-ROM	See Recommended	16X DVD-ROM, DVD-9 Capable
Printer	See Recommended	Laser Printer 8 PPM or greater
Internet Connection	Broadband (e.g. DSL, Cable, T1): 1 Mbps download speed 500 Kbps upload speed	Fiber Optic, T3 or Cable 3 Mbps download speed 788 Kbps upload speed For shops with 10 or more Mitchell RepairCenter users: 4 Mbps download speed 1 Mbps download speed
Security	See Recommended	Anti-virus software installed Firewall (hardware and software based)
Browser	See Recommended	Internet Explorer 11
Java	See Recommended	Java ® (SE Runtime Environment) 8 Update 211 32 bit-enabled
Digital Camera	1.3 million pixels and capable of 640x480 resolution (image size) with macro feature	6 million pixels and capable of 640x480 resolution (image size) with macro feature
Office Productivity Software	See Recommended	Microsoft Excel and Microsoft Word
Other Software	See Recommended	Adobe Reader DC (latest version) Adobe Flash 8.0 or higher**

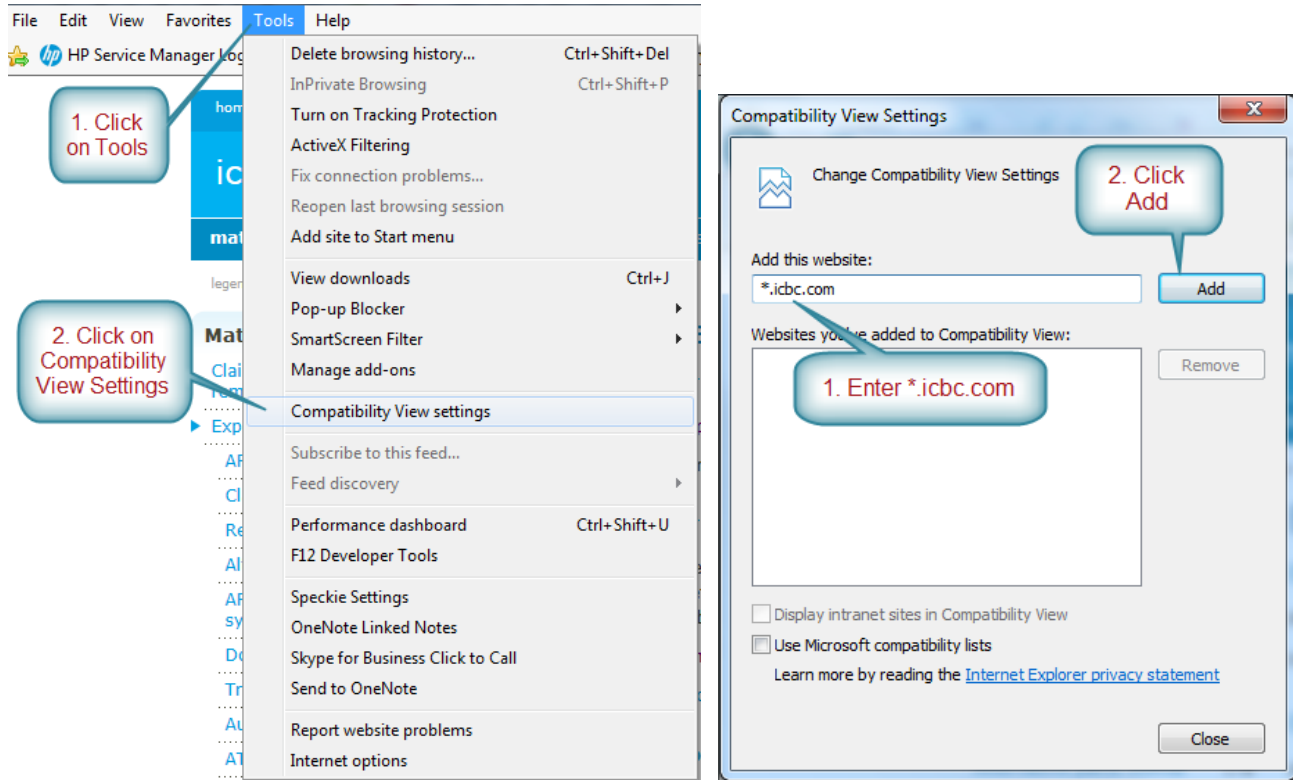
*Java® 8 Update 211 may require security setting adjustments to work with ICBC estimating systems. See below.

**For ICBC online courses.

Internet Explorer 11 (32 bit)

****Note: Please consult an IT professional before completing the following.****

Internet Explorer 11 (32 bit) works when in compatibility mode.

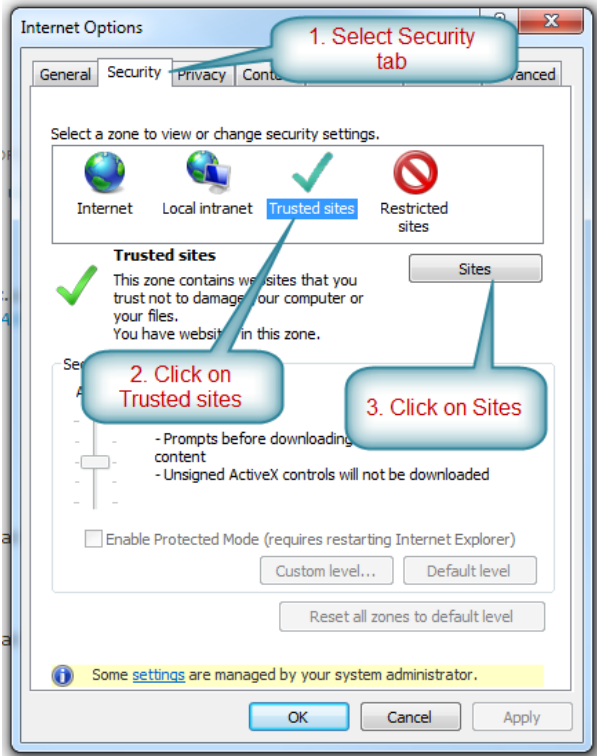


Adding ICBC as a Trusted Site

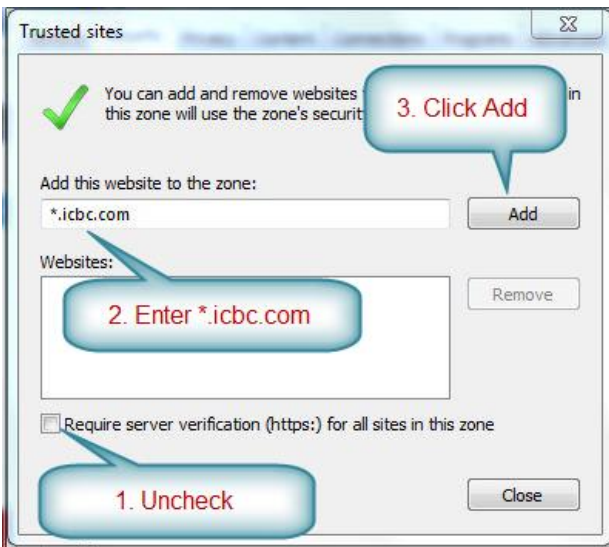
****NOTE: Please consult your IT professional before completing the following.****

Adding ICBC websites to trusted sites for Internet Explorer will allow ICBC content to run without prompts (notwithstanding any additional network group policies or firewall settings in effect).

1. From Internet Explorer or Control Panel.



2. Trusted sites window.



Java 8

****NOTE: Please consult your IT professional before completing the following.****

Java 8 update 211 can be found at

<https://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8u211-later-5573849.html>. ICBC systems require the 32-bit (x86) version of Java.

1. Select either the 'Windows x86 Online' or 'Windows x86 Offline' download link for the Java SE Runtime Environment 8u211 below.

IMPORTANT: The 'Windows x64' download is the 64-bit version of Java that does not work with ICBC systems. Installing both the 'x86' and 'x64' versions may confuse Internet Explorer causing ICBC systems to not function properly.

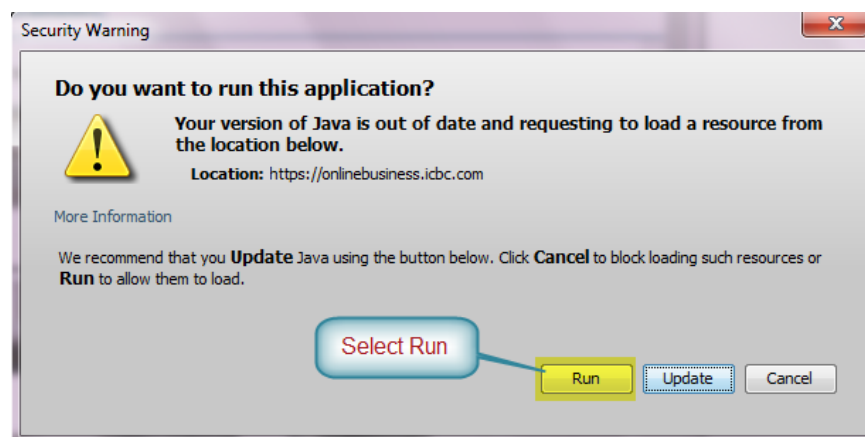
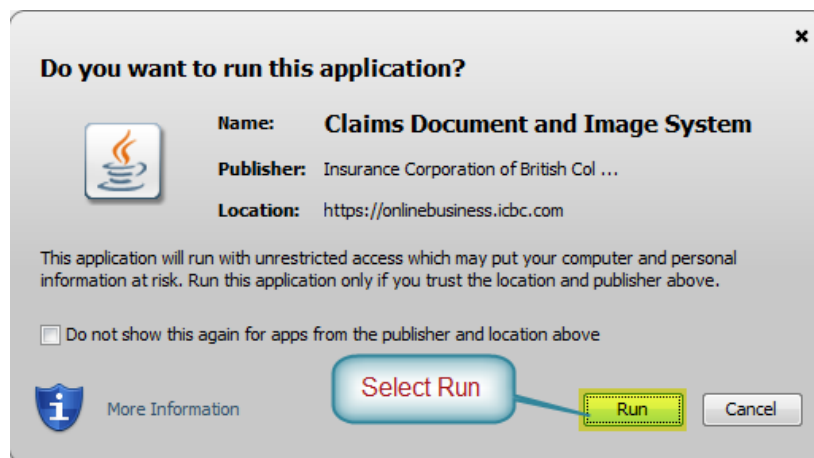
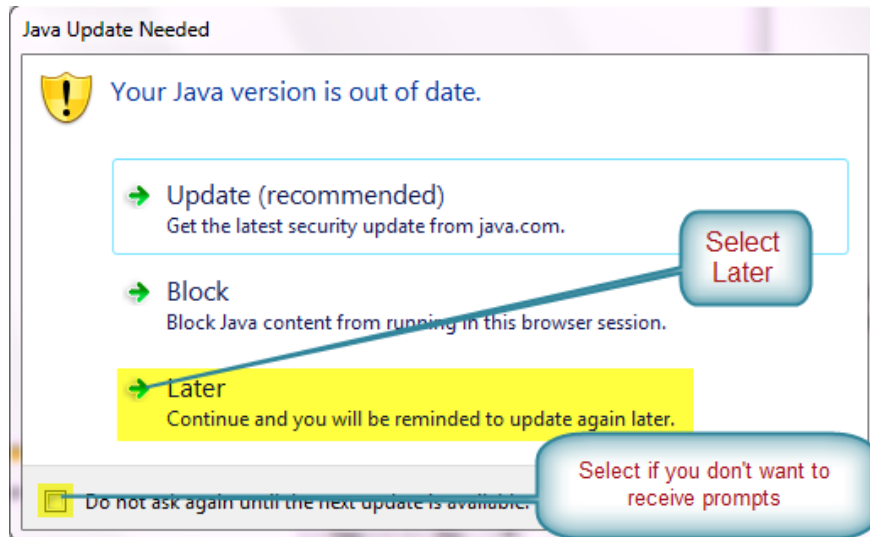
Java SE Runtime Environment 8u211		
You must accept the Oracle Technology Network License Agreement for Oracle Java SE to download this software.		
<input type="radio"/> Accept License Agreement <input checked="" type="radio"/> Decline License Agreement		
Product / File Description	File Size	Download
Linux x86	71.22 MB	jre-8u211-linux-i586.rpm
Linux x86	86.97 MB	jre-8u211-linux-i586.tar.gz
Linux x64	67.99 MB	jre-8u211-linux-x64.rpm
Linux x64	83.79 MB	jre-8u211-linux-x64.tar.gz
Mac OS X x64	79.36 MB	jre-8u211-macosx-x64.dmg
Mac OS X x64	70.93 MB	jre-8u211-macosx-x64.tar.gz
Solaris SPARC 64-bit	52.14 MB	jre-8u211-solaris-sparcv9.tar.gz
Solaris x64	49.93 MB	jre-8u211-solaris-x64.tar.gz
Windows x86 Online	1.95 MB	jre-8u211-windows-i586-iftw.exe
Windows x86 Offline	66.37 MB	jre-8u211-windows-i586.exe
Windows x86	68.78 MB	jre-8u211-windows-i586.tar.gz
Windows x64	76.03 MB	jre-8u211-windows-x64.exe
Windows x64	75.05 MB	jre-8u211-windows-x64.tar.gz

2. Oracle requires that an account be created (if you do not already have one) to download from their website. Fill in the required information and run the java download.
3. Once it downloads, a prompt about out-of-date versions may appear. Since this is an older version of java, close the following windows.



Java Update Prompt

When navigating an ICBC site that uses Java (e.g. CDIS), you may be prompted for a java update.





[Download](#) [Help](#)

Close window

Help Resources

- » [What is Java?](#)
- » [Remove Older Versions](#)
- » [Disable Java](#)
- » [Error Messages](#)
- » [Troubleshoot Java](#)
- » [Other Help](#)

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.

[All Java Downloads](#)

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.

Verify Java version



If you recently completed your Java software installation, **restart your browser** (close all browser windows and re-open) to **enable the newly installed Java version** in the browser. Javascript must also be enabled.

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ORACLE

Java Exception Site List

****NOTE: Please consult your IT professional before completing the following.****

Add the URL **"https://onlinebusiness.icbc.com"** to the Exception Site List in the Security tab of the Java Control Panel by clicking on the Edit Site List button.

