



SWIFT Training

SWIFT eTraining 1.1

Release Letter - revision 4

May 2012

201205



# Table of Contents

<b>1</b>	<b>Product Overview .....</b>	<b>4</b>
1.1	Enhancements and Features .....	4
1.2	Resolved Problems .....	4
1.3	Software Distribution .....	5
1.4	System Requirements .....	7
<b>2</b>	<b>Preparing to Install or Upgrade.....</b>	<b>9</b>
2.2	Offline local software package .....	11
2.3	HTML package on your intranet.....	12
2.4	SCORM package for your LMS .....	14
<b>3</b>	<b>Support .....</b>	<b>18</b>
	<b>Legal Notices .....</b>	<b>19</b>

# 1 Product Overview

## **SWIFT eTraining**

SWIFT eTraining enables you to increase your organisation's level of knowledge on a limited budget. Discover the latest content from the source in a visually attractive and engaging presentation with voice-over. Download now, and learn whenever you want, wherever you want. The self-paced training is not only the perfect learning tool, but also excellent reference material. Exercises are included throughout the material to test your newly acquired knowledge.

## 1.1 Enhancements and Features

This release of SWIFT eTraining includes the following enhancements and new features.

### 1.1.1 Content updates

To align the training materials to the ever-changing financial industry, the course content was updated with corrections and additions.

### 1.1.2 Experimental SCORM 1.2 compliance for intranet licenses

Each SWIFT eTraining module can optionally be provided as a Single Content Object for deployment in a Learning Management System that supports the SCORM 1.2 standard.

## 1.2 Resolved Problems

The following problems are fixed in this release:

### **CR Adobe Flash player 10.1 incompatibility**

Some eTraining modules were not compatible with the 10.1 update to the Flash plugin as released by Adobe. This has been fixed in this release

## 1.3 Software Distribution

SWIFT eTraining is available in three different deployment formats. The options that are available to you depend on your licence type.

The options are as follows:

Licence Type	Deployment media		
	Offline local software	HTML package on your intranet	SCORM 1.2 package in your LMS
<b>Single-site licence</b>	Yes Free download Optionally on CD	No	No
<b>Multi-site / Intranet licence</b>	Yes Free download On CD upon ordering	Yes  On CD upon ordering	Yes  On CD on special request

### Deployment options

The training content is identical for all three deployment media types. The differences are the file format, and the ease with which you can make the material available to multiple learners:

- The offline local software is provided in the form of a Windows installer (.msi) that installs the training into the Program Files folder onto your local hard disk with a shortcut on the desktop. This means that you must install the module on every single workstation from where the material will be viewed. The activation passwords must be entered on each station.
- The HTML package is a folder that you must host as a web page on your internal web server, with a single HTML file as entry point. Individual learners access the training material using only their web browser with the ubiquitous Adobe Flash plug-in. The activation passwords are stored on the central web server in a flat text file, and the individual learners must not enter passwords themselves.
- The SCO package is a content aggregation package (.zip) file that was bundled per the SCORM 1.2 specifications. It contains the contents of the HTML package and a SCORM manifest file. The e-learning pages have a minimum set of necessary SCORM API functions embedded to communicate to your SCORM-compliant Learning Management System for reporting of learners' progress. Individual learners access the training material using only their web browser with the ubiquitous Adobe Flash plug-in. The activation passwords are stored on the central web server in a flat text file, and the individual learners must not enter passwords themselves.

### Distribution

- The installer for the offline local software package is available for free download at all times from [http://www.swift.com/training/swift\\_ettraining](http://www.swift.com/training/swift_ettraining).
- HTML and SCORM files are only delivered to multi-site / Intranet licence customers after validation of the order. SWIFT produces a customised CD and ships it by express courier service.
- The activation password to activate your training files is delivered after validation of your online order.
- As an optional service, single-site customers can indicate in the order to also receive a CD hardcopy of the installation files. The contents of this CD is identical to the contents of the downloadable zip file.

## **Licence Types**

For more information about the different licence types, go to

[http://www.swift.com/training/swift\\_ettraining/swift\\_ettraining\\_pricing.page](http://www.swift.com/training/swift_ettraining/swift_ettraining_pricing.page)

## 1.4 System Requirements

Depending on the selected deployment media, SWIFT eTraining has the following requirements.

### 1.4.1 Offline local software

The offline local software version of SWIFT eTraining has the following requirements:

- Microsoft Windows XP or higher.  
Versions for other operating systems, such as Mac OS, Linux, or UNIX, are not available.
- A minimum of 512 Mb system memory
- An average of 100 Mb free local hard disk space per training topic.

The product is not qualified for installation on a shared drive on a network resource, but may function satisfactorily. Irrespective of file storage on a local disk or the network, the activation keys are locally, and must be keyed in manually for each learner.

- The screen resolution requirements depend on the selected window mode:
  - Full screen mode (default): 1024 by 768 pixels or higher.  
In this mode, the content appears centred on the screen on top of a blue background that fills the entire screen.
  - Windowed mode: 1280 by 1024 pixels or higher
- Some training topics contain embedded documents in PDF format. To access these, you require a viewer that is capable of opening the Portable Document Format 1.5 or higher.

### 1.4.2 HTML package on your intranet

The HTML package of SWIFT eTraining has the following requirements on the learner (client) side:

- Adobe Flash browser plug-in 8.0 or higher.
- SWIFT eTraining is qualified on Internet Explorer 7.0 and 8.0, and confidence-tested satisfactorily on other major browsers, such as Mozilla Firefox and Opera.
- A minimum of 512 Mb system memory
- A screen resolution of 1280 by 1024 pixels or higher

---

**Note** The training content is presented inside a browser window.  
By default, launching a training module pops up a browser window with address bar, status bar, and other browser controls disabled. Exact dimensions of the browser window depend on the browser version and local settings. You are free to customise the HTML parameters and pop-up JavaScript to suit your particular needs.

---

The HTML version of SWIFT eTraining has the following requirements on the server-side:

- SWIFT eTraining does not require any server-side processing or application server capabilities
- An average of 100 Mb free hard disk space per training topic.
- To prevent unexpected behaviour with the progressive loading of training audio throughout the module, we recommend disabling the following web server features for SWIFT eTraining contents:
  - Caching
  - Chunking of data streams (such as commonly used to serve content to mobile devices)

### 1.4.3 SCORM 1.2 package in your LMS

The SCORM 1.2 package of SWIFT eTraining has the following requirements on the learner (client) side:

- Adobe Flash browser plug-in 8.0 or higher.
- SWIFT eTraining is qualified on Internet Explorer 7.0 and 8.0, and confidence-tested satisfactorily on other major browsers, such as Mozilla Firefox and Opera.
- A minimum of 512 Mb system memory
- A screen resolution of 1280 by 1024 pixels or higher

---

**Note**      The training content is presented inside a browser window.  
By default, launching a training module pops up a browser window with address bar, status bar, and other browser controls disabled. Exact dimensions of the browser window depend on the browser version and local settings. You are free to customise the HTML parameters and pop-up JavaScript to suit your particular needs.

---

The SCORM 1.2 package of SWIFT eTraining has the following requirements on the server side:

- A Learning Management System (LMS) that supports SCORM 1.2 content packages.
- SWIFT eTraining does not have any specific server-side processing or application server capabilities
- An average of 100 Mb free hard disk space per training topic.
- To prevent unexpected behaviour with the progressive loading of training audio throughout the module, we recommend disabling the following web server features for SWIFT eTraining contents as appropriate:
  - Caching
  - Chunking of data streams (such as commonly used to serve content to mobile devices)



## 2 Preparing to Install or Upgrade

The installation instructions depend on the deployment option selected.

Refer to the appropriate section for your selected deployment media:

- Offline local software
- HTML on your intranet
- SCORM package in your LMS

### 2.1.1 Licensing requirements

To use SWIFT eTraining you require a single-site licence or a multi-site/intranet licence.

Adherence to the licensing scheme is assured through an activation password.

After processing your order, SWIFT sends you an activation key (= password) that lets you enable the module after its installation.

This password activates your licence for the whole year and expires on December 31st.

If your contract includes renewal, then after this date new activation keys for your licence are made available for you on <http://www.swift.com/myetraining>.

In addition to the manually typed activation key, multi-site/intranet licensees can also benefit from central activation of their HTML and their SCORM packages. In this case, the activation key is encoded by SWIFT in a flat text file for central storage on the server. This makes it possible to deploy access to the training materials to a large number of learners without having to distribute the passwords.

### 2.1.2 Expiration and renewal of activation keys

#### Contract renewal

By default, SWIFT eTraining subscriptions are tacitly renewed on a yearly basis.

The exception to this are subscriptions ordered by means of Credit Card, which are not renewed and expire together with the activation key on December 31st. To continue using an expired SWIFT eTraining product that was paid by credit card, you must subscribe to a new licence.

#### Activation key renewal

If you have a renewable contract, then you do not need to order any licence extension.

Upon using the training after the renewal date, you will be prompted to type a new activation key to continue to use the SWIFT eTraining product.

A dial-box will prompt you to go to <http://www.swift.com/myetraining> and click "My SWIFT eTraining", to retrieve new activation keys for all your active subscriptions.

#### Activation key renewal with a licence file for HTML and SCORM packages

With HTML or SCORM packages that are activated through a single file at the web server, renewal of the activation key must only be performed centrally on the web server once for each topic. For this purpose, SWIFT supplies each licensee with a new licence file to replace the obsolete one.

### 2.1.3 Updates

During the validity of your SWIFT eTraining subscription, you are entitled to all updates of your product.

SWIFT informs all subscribed users about the availability of new versions by an e-mail to the person that submitted the original e-order form.

If you also received the SWIFT eTraining product on CD, then you automatically receive updated versions on CD.



## 2.2 Offline local software package

### 2.2.1 Installing

1. Download the file from our website ([http://www.swift.com/training/swift\\_etraining/index.page?lang=en](http://www.swift.com/training/swift_etraining/index.page?lang=en)) .  
Alternatively, insert your CD.
2. Unzip the downloaded file in the folder of your choice or browse to your CD.
3. Launch the installation wizard by double-clicking "setup.msi".
4. Follow the instructions on the screen to configure parameters such as the location where to install the product.
5. Once the installation is completed, you can run your SWIFT eTraining software anytime by double-clicking the shortcut on your desktop.  
Alternatively, you can go to "Start" > "All Programs" > "SWIFT" to click a shortcut for the module of your choice.

### 2.2.2 Upgrading

If you had already ordered and installed an older version of this SWIFT eTraining module, then it is not necessary to remove the previous version to install a new one.  
Simply launch the installation wizard for the updated version and follow the on-screen instructions.

### 2.2.3 Fallback Activities

If you experience problems while installing SWIFT eTraining, please contact us at [swift.training@swift.com](mailto:swift.training@swift.com).

### 2.2.4 Post-Installation

Below steps will only have to be performed the first time that you start the training module on a workstation.

---

**Note** The activation key is stored in the Adobe Flash player storage area, which resides in the user's personal profile. If you clear the Adobe Flash storage, or if your system settings prevent writing to this storage, then the activation key must be typed in again during the next run.

**Note** You do not require an internet connection to perform these steps.

---

1. Upon launching the software, the training software prompts you to enter the activation key that you received from SWIFT.
2. When prompted, enter the BIC of your company or your institution, or the Reference Number of your order, as found in the confirmation message that you received after submitting your order when paying by credit card..
3. You can now access the contents of the training module.  
You will only be prompted to enter a new activation key when your current key has expired.

## 2.3 HTML package on your intranet

### 2.3.1 Installing

To deploy the HTML package on a web server, please follow the instructions below.

1. Following the instructions that you received from SWIFT upon validation of your order, download the zip file, or copy the files from the CD that you received.
2. Unzip the archive file and copy the entire folder into a designated folder below the document root of your web server.  
Ensure that the directory hierarchy stays intact. You can change the name of the top folder if desired.
3. Direct your end users to URL for the index.html file inside each of the modules.

### 2.3.2 Upgrading

Follow the upgrade instructions that come with the update files.

---

**Tip** If you are upgrading from an older version, then we recommend you to take a backup of all files from the old versions before copying the updated files onto your web server.

---

### 2.3.3 Fallback Activities

If you experience problems while installing SWIFT eTraining, please contact us at [swift.training@swift.com](mailto:swift.training@swift.com).

### 2.3.4 Post-Installation

#### Pre-activation with a licence file

SWIFT supplies the HTML package and the SCORM package with an included licence file that already contains your active activation key.

The licence file sits on the central web server and the activation key is picked up automatically when learners open the HTML page, relieving the individual learners from having to type in the activation key each on their workstation.

#### Changing or removing the pre-activation

To disable the central activation, remove or rename your licence.jpg file in the \xml folder.

#### Manual activation

If no licence file is present, individual learners are prompted to type the activation key that you received by e-mail after submitting your order.

Each learner must only type the activation key once on each workstation when they access the SWIFT eTraining module for the first time.

---

**Warning** If a learner types in the activation key manually, then the activation key is stored as a local shared object in the Adobe Flash player storage area, which resides in the user's personal profile.  
If you clear the Adobe Flash storage area, or if your system settings prevent writing to this storage, then the activation key must be typed in again during the next time the material is opened.

---

## 2.3.5 Extending your activation

### Global renewal with a licence file

For the HTML package, no later than three weeks before the expiry of your existing licence file, SWIFT sends you a new "license.jpg" file for each of your SWIFT eTraining subscriptions. To renew the activation of your training module, replace the existing licence file on your web server by the new version you receive from SWIFT.

For each of the modules:

1. Locate the target directory of your SWIFT eTraining modules on your web server.
2. Locate the \xml\ folder
3. Rename the existing file from license.jpg file into licence.bak.
4. Copy the corresponding "license.jpg" file from the zip into the xml folder to activate the module.

### Individual renewal without a licence file

If no licence file is present on the web server, then individual learners can manually type in the activation key. To retrieve new activation keys for all your active subscriptions, go to <http://www.swift.com/myetraining> and click "My SWIFT eTraining".

## 2.3.6 Customising HTML files

You are free to modify the supplied HTML and JavaScript files to customise the training window and behaviour to your liking.

For example, in line with your internal policies, you may want to make the following modifications:

- Remove the built-in checks for the presence of a compatible Flash player on the client side.
- Remove the pop-up behaviour, or embed the training content directly into an existing frame or page.
- Make function calls to collect usage metrics, or trace individual attendance.
- Change the window visual style, such as window size, appearance of menu and status bars.

SWIFT only allows modification of the HTML and js files. Modification of the training contents, that is, all other files in the folder tree, are not authorised.

SWIFT does not provide any support to modifications made by the customer

---

**Warning** If you made modifications to the index.htm or popup.htm page, your changes will be lost when you overwrite these files with new updated versions as supplied by SWIFT. Make a note of your changes, and reapply your modifications on any new version that you deploy. At any time, follow the instructions that come with the update.

---

## 2.4 SCORM package for your LMS

### 2.4.1 Preparing to Install or Upgrade

#### Software preparations

Always consult with the documentation of your Learning Management System for detailed instructions.

### 2.4.2 Installing

The procedure to add new training content to a Learning Management System varies. Please consult with your LMS vendor.

On the CD you receive from SWIFT, the material is packaged as a SCORM 1.2 content aggregation package (. Zip) with a single SCO inside.

To install your training material, please follow the instructions below.

1. Copy the zip file from the CD to a folder of your choice.  
On most LMS products, there is no need to extract the zip file.
2. Use the upload and deploy functionality of your Learning Management System to load the package onto your LMS infrastructure.

---

**Note** The SCORM package contains a single organisation and item with as entry point an index.htm page that auto-loads a popup with appropriate dimensions to hold the training content.

If you wish for an alternative window behaviour, you can manually modify the SCORM manifest of the package and set the entry point to sco\popup.htm, which bypasses the extra javascript to resize the frame or disable toolbars.

Use this option if you want to control the popup or tab behaviour from inside your LMS configuration.

- 
3. Start the Training material from your LMS.

---

**Tip** To navigate around the training contents, use the navigation tools inside the content window, not the navigation controls of the LMS.

---

### 2.4.3 Upgrading

Follow the upgrade instructions that come with the update files.

The update procedure varies depending on your LMS. Consult with your vendor for detailed instructions.

You will either have the possibility to update an existing package by replacing only the changed files, or you will have to remove the old version and install the new version as a new topic.

---

**Note** Depending on the LMS, installing an update can result in losing metrics collected for the learners that already took the training.  
Please consult with your vendor for detailed instructions.

**Warning** If you are upgrading from an older version, then we recommend you to take a backup of all files from the old versions before deploying the updated files.

---

### 2.4.4 Fallback Activities

If you experience problems while installing SWIFT eTraining, please contact us at [swift.training@swift.com](mailto:swift.training@swift.com).

## 2.4.5 Post-Installation

### Pre-activation with a licence file

SWIFT supplies the HTML package and the SCORM package with an included licence file that already contains your active activation key.

The licence file sits on the central web server and the activation key is picked up automatically when learners open the HTML page, relieving the individual learners from having to type in the activation key each on their workstation.

### Changing or removing the pre-activation

To disable the central activation, remove or rename your licence.jpg file in the \xml folder of the relevant area on your LMS content web server.

### Manual activation

If no licence file is present, individual learners are prompted to type the activation key that you received by e-mail after submitting your order.

Each learner must only type the activation key once on each workstation when they access the SWIFT eTraining module for the first time.

---

**Warning** If a learner types in the activation key manually, then the activation key is stored as a local shared object in the Adobe Flash player storage area, which resides in the user's personal profile.  
If you clear the Adobe Flash storage area, or if your system settings prevent writing to this storage, then the activation key must be typed in again during the next time the material is opened.

---

## 2.4.6 Extending your activation

### Global renewal with a licence file

For the SCORM package, no later than three weeks before the expiry of your existing licence file, SWIFT sends you a new "license.jpg" file for each of your SWIFT eTraining subscriptions.

To renew the activation of your training module, replace the existing licence file on your web server by the new version you receive from SWIFT.

The procedure to follow to renew your licence file depends on your Learning Management System, and on your ability to modify individual files or only entire SCOs.

### LMS with direct file access

If you have direct file access to the individual files on the web server of your LMS, then you can use the following procedure to renew your activation:

For each of the modules:

1. Locate the target directory of your SWIFT eTraining modules on your web server.
2. Locate the \xml\ folder
3. Rename the existing license.jpg file into licence.bak
4. Replace the existing licence file on your web server by the new version that you receive from SWIFT.

### LMS without direct file access

If you do not have direct file access to the individual files on the web server of your LMS, and you can only manipulate contents at the level of the SCO or content aggregation package (.zip file), then you must modify the original zip file, and follow a similar procedure as for an update.

For each of the modules:

1. Extract the full contents of the original content aggregation package (.zip) for a topic, keeping the folder hierarchy intact.
2. Locate the \xml\ folder in the extracted folder tree
3. Rename the existing license.jpg file into licence.bak
4. Copy the renewal license.jpg file provided by SWIFT into the \xml folder.
5. Compress the full folder tree into a compatible content aggregation package format using your preferred archival tool (for example Winzip).
6. Follow your LMS vendor update instructions to deploy the update into the LMS.

---

**Warning** Depending on the LMS, installing an update can result in losing progress data for the learners that already took the training.  
Please consult with your vendor for detailed instructions.

---

#### **Individual renewal without a licence file**

If no licence file is present on the web server, then individual learners can manually key in the activation key. To retrieve new activation keys for all your active subscriptions, go to <http://www.swift.com/myetraining> and click "My SWIFT eTraining".

### **2.4.7 LMS features and SCORM support**

Each training module communicates with the LMS to update the following parameters in the MCI data model of the SCORM 1.2 standard:

- cmi.core.lesson\_location to indicate learner progress
- cmi.come.lesson\_status to indicate whether a course was started or completed

For the training module to report its lesson status as “completed”, the learner must view at least one page of each chapter within the same session. In all other cases, the lesson status is reported as “not attempted” or as “browsed”.

- cmi.core.session\_time to indicate the time spent by a learner in a module

The learner's last visited location in a course is stored in a Flash local shared object on the client side, as well as in the LMS.

---

**Tip** Each SWIFT eTraining module is packaged as one single SCO, and has navigation controls **built-in**.

**Warning** If your LMS user interface provides navigation controls, then those controls will not work to navigate through the pages inside a SWIFT module. Use the navigation bar built into the training frame instead.

---

Other advanced SCORM-supported features, such as sequencing, assessments, profiling, or exit rules are not included in the package.

---

**Warning** Given the wide variety of slightly deferring SCORM -implementations on the market, SWIFT's SCORM compliance must be considered experimental at this stage. SWIFT does not guarantee its products to be compatible with all possible environments.

---

### **2.4.8 Customising the SCO package**

You are free to modify the supplied HTML, JavaScript, and manifest files to more tightly integrate the SWIFT eTraining package into your own environment.

For example, you may want to make the following modifications in line with your internal policies:

- Remove the built-in checks for the presence of a compatible Flash player on the client side.



- Change the pop-up behaviour to embed the training content directly into an existing frame or page.
- Make function calls to collect usage metrics, or trace individual attendance.
- Change the window visual style, such as window size, disabled menu bar, status bar, toolbar, and so on.

Additionally, you may want to make adjustments to align the behaviour with your Learning Management System:

- Add additional logic in the SCORM API wrapper functions, to implement additional functionality.
- Repackage the SCO for alternative LMS standards, such as SCORM 1.3, SCORM 2004 3rd or 4th editions, and so on.

SWIFT only allows modification of the HTML js, and manifest files. Modification of the training contents, that is, all other files in the folder tree, are not authorised.

SWIFT does not provide any support to modifications made by the customer.

---

**Warning** If you made modifications to the .htm, .js or manifest files, then your changes will be lost when you overwrite these files with new updated versions as supplied by SWIFT with content updates. Make a note of your changes, and reapply your modifications on any new version that you deploy. At any time, follow the instructions that come with the update.

---

## 3 Support

SWIFT is the single point of contact to report any problem or query that relates to SWIFT services and products.

Users must register to use the Support service. After registration, SWIFT customers are eligible to receive support for SWIFT services that they have subscribed to, and for SWIFT products that they have ordered. For more information about how to register for Support, see the **Customer login** section on the [www.swift.com](http://www.swift.com) home page.

For more information about Support services, see the *Support Service Description*.

# Legal Notices

## Copyright

SWIFT © 2008. All rights reserved.

You may copy this publication within your organisation. Any such copy must include these legal notices.

## Confidentiality

This publication may contain SWIFT or third-party confidential information. Do not disclose this publication outside your organisation without the prior written consent of SWIFT.

## Disclaimer

SWIFT supplies this publication for information purposes only. The information in this publication may change from time to time. You must always refer to the latest available version on [www.swift.com](http://www.swift.com).

## Translations

The English version of SWIFT documentation is the only official version.

## Trademarks

SWIFT is the trade name of S.W.I.F.T. SCRL. The following are registered trademarks of SWIFT: SWIFT, the SWIFT logo, Sibos, SWIFTNet, SWIFTReady, and Accord. Other product, service, or company names in this publication are trade names, trademarks, or registered trademarks of their respective owners.