

# Browser Compatibility Guide for PeopleSoft Applications

## PeopleTools 8.53 – 8.56

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## Preface

This section presents an overview of the following topics:

- Browser compatibility.
- Browser-related documentation.

## Understanding Browser Compatibility

As you work in PeopleSoft applications, you might notice that slight variations exist on the same transaction page depending on the browser that you use. On occasion, some browsers cause your PeopleSoft application to exhibit behaviors that vary from the expected behavior. Some of these differences are very subtle and have no impact on the performance of the application, while others might alter the look and function of PeopleSoft pages. Anomalies in appearance and behavior can occur because the technologies that browsers use to process and present web pages vary among browsers and browser releases. PeopleSoft applications are designed to be compatible with multiple browsers, despite their technological differences. To ensure compatibility, Oracle thoroughly tests PeopleSoft applications on various browser versions and platform combinations. Developers make every effort to resolve all issues when possible, and to document issues that cannot be resolved.

This document discusses the identified differences and issues that you might encounter as you use your PeopleSoft application with specific browser versions. Often, specific PeopleTools releases address these issues and sometimes more recent browser versions address these issues; this document notes these situations. In addition to noting situations in which PeopleSoft application and browser updates correct these issues, this document also provides work-arounds—when possible.

## Understanding Browser-Related Documentation

My Oracle Support (MOS) is Oracle's gateway for all PeopleSoft product support. Use MOS to:

- Identify certified browsers.
- Find other browser-related support documentation.

## Identifying Certified Browsers

**Note.** While browser support documentation for PeopleTools versions prior to release 8.49 is accessible through MOS, you cannot use the Certification Search pagelet to locate pre-8.49 certification information. Instead, you must perform a general search. See [Finding Other Browser-Related Support Documentation](#) for more information.

To identify certified browsers for PeopleTools 8.49 and later:

1. Sign in to My Oracle Support at <https://support.oracle.com>.
2. Select the Certifications tab at the top of the page. (If the Certifications tab is not visible, click the More... button, and then click Certifications.)
3. In the Certification Search pagelet, enter PeopleSoft PeopleTools in the Product field.
4. In the Release field, select a release from the list.
5. Click the Search button.
6. The Certification Search Results page is displayed for the selected release.

Browser certification information is available in two sections:

- Desktop Applications, Browsers and Clients.
- Mobile Applications, Browsers and Clients.

**Important!** Oracle tests and certifies browsers using the vendor-specified default configuration on all supported platforms. Oracle recommends that you use the default vendor-specified browser settings with PeopleSoft applications. You should thoroughly test any deviation from the default settings because changes can cause unintended results.

## Finding Other Browser-Related Support Documentation

To find other browser-related support documentation:

1. Sign in to My Oracle Support at <https://support.oracle.com>.
2. To search, do one of the following:
  - Enter the search text in the Recent Searches field in the page header.
  - In the Knowledge Base pagelet, select the Search & Browse tab. Enter the search text in the Search the Knowledge Base field.
  - Alternatively, if you know the article ID, enter it instead of a search term.
3. Click the Search button.  
The results appear in a list.
4. Use fields and selectors on the search results page to refine the results by product, version, and platform, or to expand the search to other content types.

**Note.** Enter PeopleSoft Enterprise PeopleTools in the product category to retrieve items that are relevant across PeopleSoft applications.

5. Browse the list and click the item title to view the document.  
The result list is encapsulated at the left so that the article appears in the viewing area.
6. Click the Back to Results link to return to the search results list.

## Certified Browsers

**Important!** MOS is the definitive source of information on the browsers certified by PeopleTools release. The information in the following tables provides a summary that is current at the time of this document's publication. Please see [Identifying Certified Browsers](#) for information on how to use MOS to identify certified browsers.

Oracle certifies multiple browsers and browser versions for use with PeopleSoft applications. As web-based technologies evolve, modern browsers quickly incorporate support for the latest technological advances. Oracle maintains its commitment to the successful and intelligent incorporation of proven advanced internet technologies into each successive release of PeopleTools, the foundation of all PeopleSoft applications.

Oracle has simplified its browser certification policy. We now document the minimum release for Google's Chrome browser, Microsoft's Edge browser, and Mozilla's Firefox browser available through the rapid release (RR) model. In addition, we document the minimum release for the Firefox browser available as Mozilla's extended support release (ESR). Following each PeopleTools general availability (GA) release, as each new release for these browsers comes out, that release will become the single release supported with PeopleSoft applications under this simplified policy. For more information on this policy, see Oracle Tech Update Document 1426385.1 ([Oracle Streamlines Browser Certifications with PeopleSoft](#)).

**Note.** As of PeopleTools 8.54, the PeopleSoft signon page no longer displays an error message indicating that the device used to access the PeopleSoft system is not a supported platform (browser or operating system).

**Note.** In PeopleTools 8.54, PeopleSoft Fluid Interface pages and Mobile Application Platform (MAP) pages are supported on specific minimum browser versions only. Review the table and footnote 2 on the following pages to determine which browser versions support fluid and MAP. In subsequent releases, all supported browser versions support PeopleSoft Fluid Interface pages and Mobile Application Platform (MAP) pages.



The following tables list the browsers and versions certified at the time of the general availability release of each version of PeopleTools:

	Apple Safari for OS X						Apple Safari for iOS					
Description	5.x	6.x	7.x	8.x	9.x	10.1	5.x	6.x	7.x	8.0.2	9.x	10.x
PeopleTools 8.56	NA	NA	NA	NA	NA	X	NA	NA	NA	NA	NA	X
PeopleTools 8.55	NA	NA	NA	X	X	NA	NA	NA	NA	X	X <sup>1</sup>	X
PeopleTools 8.54	NA	X <sup>2</sup>	X <sup>2</sup>	X <sup>2</sup>	X <sup>2</sup>	NA	NA	NA	X <sup>2,3</sup>	X <sup>2</sup>	X <sup>1</sup>	NA
PeopleTools 8.53	X	X	X	X	X	NA	X	X	X	X	X <sup>1</sup>	NA

	Google Chrome for Windows				Google Chrome for Android			
Description	24.x <sup>4</sup>	35.x <sup>4</sup>	43.x <sup>4</sup>	58.x <sup>4</sup>	4.4x	5.x	6.x	7.x
PeopleTools 8.56	NA	NA	NA	X	NA	NA	X	X
PeopleTools 8.55	NA	NA	X	X <sup>5</sup>	NA	X	X	X <sup>5</sup>
PeopleTools 8.54	NA	X <sup>2</sup>	X <sup>2,5</sup>	X <sup>2,5</sup>	X <sup>2</sup>	X <sup>2</sup>	X <sup>2,5</sup>	NA
PeopleTools 8.53	X	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>	NA	NA	NA	NA

<sup>1</sup> Certified with PeopleTools 8.55.02 or later, PeopleTools 8.54.19 or later, and with PeopleTools 8.53.27 or later

<sup>2</sup> For PeopleTools 8.54, this browser version supports PeopleSoft Fluid Interface pages and Mobile Application Platform (MAP) pages.

<sup>3</sup> For PeopleTools 8.54 and for iOS only, Safari 7.1 is the minimum supported release.

<sup>4</sup> Rapid release (RR) version.

<sup>5</sup> While this browser version was not supported at GA for PeopleTools 8.53, PeopleTools 8.54, or PeopleTools 8.55, it became supported at the point in time that it is the manufacturer's current release.

Description	Microsoft Edge			Microsoft Internet Explorer				Mozilla Firefox						
	20.10240	25.10586	39.14986	8.x	9.x	10.x	11.x	17.x <sup>4, 6</sup>	24.x <sup>6</sup>	30.x <sup>4</sup>	38.x <sup>6</sup>	42.x <sup>4</sup>	52.x <sup>6</sup>	53.x <sup>4</sup>
PeopleTools 8.56	NA	NA	X	NA	NA	NA	X	NA	NA	NA	NA	NA	X	X
PeopleTools 8.55	NA	X	X <sup>5</sup>	NA	NA	NA	X	NA	NA	NA	X	X	X <sup>5</sup>	X <sup>5</sup>
PeopleTools 8.54	X <sup>2,7</sup>	X <sup>2,7</sup>	X <sup>2,5</sup>	NA	X	X	X <sup>2</sup>	NA	X <sup>2</sup>	X <sup>2</sup>	X <sup>2,5</sup>	X <sup>2,5</sup>	X <sup>2,5</sup>	X <sup>2,5</sup>
PeopleTools 8.53	X <sup>7</sup>	X <sup>7</sup>	X <sup>5</sup>	X	X	X	X <sup>8</sup>	X	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>

<sup>6</sup> Extend support release (ESR) version.

<sup>7</sup> Certified with PeopleTools 8.54.16 or later, and with PeopleTools 8.53.24 or later.

<sup>8</sup> Certified with PeopleTools 8.53.11 or later.

## PeopleSoft Test Framework Supported Browsers

PeopleSoft Test Framework (PTF) record functionality is only supported with Microsoft Internet Explorer. PTF test playback is supported on multiple browsers. However, for PTF test playback, an additional Selenium driver is required and the Selenium driver limits which browser version is supported by each PeopleTools patch. See the following table to determine which browser versions are supported for PTF test playback.

The Selenium drivers for supported browsers are shipped with the PeopleSoft application. Upgrading the Selenium drivers on your own and moving away from the drivers shipped with the application will cause unexpected behavior. Please note Oracle ships:

- 32-bit drivers for Firefox, Google Chrome, and Microsoft Internet Explorer.
- 64-bit drivers for Microsoft Edge.

The following table lists PeopleTools patches and the compatible drivers for Firefox, Google Chrome, Microsoft Edge, and Microsoft Internet Explorer. The Gecko driver was introduced for PeopleTools 8.55.16 and 8.56.01 to work together with the Firefox Selenium driver 3.0.0.

PeopleTools Patch	Firefox				Google Chrome		Microsoft Edge		IE 11
	FF RR	FF ESR	Selenium	Gecko	Chrome	Selenium	Edge	Selenium	Selenium
8.56.01	46, 47	38.8, 45.6	3.0.0	0.14.0	56 – 58	2.29	13.10586	2.0	2.53.1
8.55.16 – 8.55.17	46, 47	38.8, 45.6	3.0.0	0.14.0	53 – 55	2.25	13.10586	2.0	2.53.1
8.55.14 – 8.55.15	44, 45	38.7, 45	2.53.1	NA	53 – 55	2.25	13.10586	2.0	2.53.1
8.55.12 – 8.55.13	44, 45	38.7, 45	2.53.1	NA	51 – 53	2.23	13.10586	2.0	2.53.1
8.55.09 – 8.55.11	44, 45	38.7, 45	2.53	NA	46 – 50	2.21	13.10586	2.0	2.53.1

PeopleTools Patch	Firefox				Google Chrome		Microsoft Edge		IE 11
	FF RR	FF ESR	Selenium	Gecko	Chrome	Selenium	Edge	Selenium	Selenium
8.55.06 – 8.55.08	43, 44	38.6	2.52	NA	46 – 50	2.21	13.10586	2.0	2.52
8.55.05	42, 43	38.5	2.49	NA	43 – 47	2.19	13.10586	2.0	2.49
8.55.02 – 8.55.04	40, 41	38.3	2.48	NA	43 – 47	2.19	NA	NA	2.48
8.55.01	38, 39	31.8, 38.1	2.47	NA	42 – 45	2.19	NA	NA	2.47

# General Issues Affecting Multiple Browsers

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 18169278</i> <i>Bug 23140009</i></p> <p>Certain PeopleTools features (for example, the Back button, charts, menu breadcrumbs, and others) do not function properly in a private browsing session.</p>	<p>First observed in PeopleTools 8.54.</p> <p>Certain PeopleTools features rely on the browser's sessionStorage object.</p> <hr/> <p><b>Work-Around</b></p> <p>To enable full PeopleTools functionality, disable private browsing in the browser.</p>
<p><i>Bug 17734625</i></p> <p>There may be issues with long edit boxes in grids depending on the grid layout option selected and the browser used.</p>	<p>Different browsers employ different mechanisms for interacting with long edit boxes. Some browsers display a draggable corner that allows you to independently resize the width and height of each long edit box displayed in the grid. The column and row height for that grid cell should automatically resize as the long edit box is resized. Other browsers display a vertical scroll bar that allows you to scroll through the contents of the long edit box. Yet other browsers allow you to scroll vertically within the contents of the long edit box without displaying vertical scroll bars.</p> <p>The following problems are known to occur when the grid is configured to use original layout mode:</p> <ul style="list-style-type: none"> <li>• In early versions of Internet Explorer 10, no draggable corner or vertical scroll bars are displayed. Users are unable to see all the content in the long edit box. This issue is fixed in later versions of Internet Explorer 10.</li> </ul> <p>The following problems are known to occur when the grid is configured to use scrollable layout mode:</p> <ul style="list-style-type: none"> <li>• In Chrome and Firefox, when the browser's draggable corner is used to resize the long edit box, the row height and column width do not resize automatically, thereby interfering with the display of the entire grid.</li> <li>• In early versions of Internet Explorer 10, no draggable corner or vertical scroll bars are displayed. Users are unable to see all the content in the long edit box. This issue is fixed in later versions of Internet Explorer 10.</li> </ul>

Error or Condition	Explanation and Work-Around
<p><i>Bug 13793761</i> <i>Bug 12754241</i></p> <p>When accessing certain external URLs, the browser displays no content, or alternatively, a security error message.</p>	<p>To prevent “clickjacking” by malicious, third-party websites, certain website owners use the X-Frame-Options header to prevent their website content from being opened within a frame. If your PeopleSoft site attempts to open external content (external URLs) within the target content area of the page or with the related content frame, you may encounter this situation.</p> <p>Whether an error message is displayed or no content is displayed is dependent on the browser and version used and how it handles the X-Frame-Options header.</p> <hr/> <p><b>Work-Around</b></p> <p>Open the external website content in a new browser window.</p>
<p>Starting with PeopleTools 8.53, the copy URL to clipboard functionality (the http button), which is displayed in the pagebar, is available for Internet Explorer only.</p>	<p>For security reasons, Chrome and Firefox have disabled access to the clipboard from JavaScript.</p>
<p>When viewing attachments, superfluous message windows sometimes appear and remain open.</p>	<p>The message varies based on the browser you use:</p> <ul style="list-style-type: none"> <li>• Message in Internet Explorer: If IE indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting “Download File.” Please close this window after download has completed</li> <li>• Message in Firefox and Safari: Please close this window after download has completed.</li> </ul> <hr/> <p><b>Work-Around</b></p> <p>Two work-around options exist for this issue:</p> <ul style="list-style-type: none"> <li>• Close the window.</li> <li>• Set the attachmentExtraWindow property = 2 on the Web Profile Custom Properties page; the extra window will not appear.</li> </ul> <p><b>See Also</b></p> <p><i>PeopleTools: Portal Technology</i>, “Configuring the Portal Environment,” Configuring Web Profiles</p>

Error or Condition	Explanation and Work-Around
<p>After an upgrade, users might encounter anomalies with the display of fonts and certain images, such as the menu icon.</p>	<p>If this occurs, end users should clear the browser cache on their individual computers.</p> <hr/> <p><b>Work-Around</b></p> <p>To clear the browser cache:</p> <ol style="list-style-type: none"> <li>1. Sign out of your PeopleSoft application.</li> <li>2. Empty the browser cache.</li> <li>3. Close any open instances of your browser.</li> <li>4. Open a new instance of your browser.</li> <li>5. Sign in to your PeopleSoft application.</li> </ol> <p><b>Note.</b> The procedure for clearing browser cache varies among browsers and browser releases. Use the browser help or other documentation that is specific to your browser before you begin.</p>

## Mobile Devices and Browsers

When you use a mobile device to access your PeopleSoft applications, your interactions will differ from how you interact when using a browser on a desktop or laptop computer. In part, this is due to the gestures used to interact directly with the mobile device. In addition, this can be due to how PeopleSoft applications are displayed on mobile devices. Also note that in this context, Windows 8 laptops with touch screens are considered mobile devices since the Internet Explorer user agent running on these laptops identifies itself as a mobile device.

This section discusses:

- Gestures used with mobile devices.
- Differences when using PeopleSoft applications with mobile devices.

**Important!** Unless specifically noted in this guide, issues with mobile devices pertain to accessing pages in PeopleSoft classic components and not to pages presented in the PeopleSoft Fluid User Interface, which was introduced in PeopleTools 8.54.

## Gestures Used with Mobile Devices

Mobile devices use a multi-mobile interface that enables you to use finger gestures to interact with the device and its applications. This table describes the common gestures that you use to interact with PeopleSoft applications on mobile devices.

Gesture	Description	Purpose
Tap	Quickly touch your finger to the display and release.	Use to click a link or select a page control or item.
Drag	Touch, hold, and then slide your finger on the page.	Use to scroll the page vertically, or pan the page horizontally. <b>Note.</b> The term scrolling indicates vertical movement, while the term panning indicates horizontal movement.
Flick (or swipe)	Place your finger on the screen and quickly swipe it in the desired direction.	Use to scroll or pan quickly.



Gesture	Description	Purpose
Two-finger drag	Touch and hold two fingers to the display, and then slide both fingers.	Use to scroll through scrollable grid rows, to pan through scrollable grid columns, or to scroll through content in an element with overflow capability (such as a long edit box in a grid).
Double-tap	Quickly tap and release your finger two times.	Use to zoom quickly in on a section of the page and to zoom out if you are zoomed in currently.
Pinch open	Touch two fingers to the page then, spread the fingers apart.	Use to zoom in.
Pinch close	Touch two fingers to the page then, bring the fingers together.	Use to zoom out.
Touch and hold (or long press)	Touch and hold your finger on an element until the device responds.	Use to activate options (a contextual menu) for the item.  <b>Note.</b> With iOS, this gesture can also activate the magnifying glass.

## Differences and Issues When Using PeopleSoft Applications with Mobile Devices

Many differences that you encounter when you access your PeopleSoft applications using mobile devices stem from the basic tenet that you interact directly with the touch screen, rather than through an intermediary device, such as a mouse. Consequently, while the tap on a mobile device compares to the mouse-click on desktop devices, mobile devices neither recognize nor support certain mouse-specific events, such as hover.

This table lists the interface differences and explains the process differences that you will encounter when you access your PeopleSoft applications using a mobile device:

Interface Difference	Process Explanation
<p><i>Bug 20822857</i></p> <p>Desktop behavior is observed on a mobile device—for example, the classic homepage rather than the fluid homepage is displayed by default.</p>	<p>While mobile devices such as phones and tablets can run multiple third-party browsers (for example, Firefox on Android devices and Chrome on iOS devices), only the operating system’s native browser will result in the device reporting itself as a mobile device. The use of third-party browsers will result in the device reporting itself and being recognized as a desktop computer.</p> <hr/> <p><b>Work-Around</b></p> <p>When accessing a PeopleSoft system on a mobile device, use the operating system’s native browser.</p>

Interface Difference	Process Explanation
<p>Auto-complete results list contains a Close button.</p>	<p>Auto-complete results do not disappear automatically if no user action occurs. In addition, auto-complete results do not disappear when you click the Clear button on a search page.</p> <p>To dismiss an auto-complete drop-down list:</p> <ul style="list-style-type: none"> <li>• Tap the Close button.</li> <li>• Dismiss the device's keyboard.</li> <li>• Tap another control on the page to remove focus from the field.</li> <li>• Select an item in the list.</li> </ul>
<p><i>Bug 18392730</i> Download to Excel is not supported.</p>	<p>You cannot download a grid to Excel on a mobile device.</p> <p><b>Note.</b> This limitation does not apply to Windows 8 laptops with touch screens.</p>
<p><i>Bug 18713019</i> Drag-and-drop of pagelets is not supported.</p>	<p>You cannot drag and drop pagelets on a mobile device.</p> <p><b>Work-Around</b></p> <p>Click the Personalize Layout link to rearrange the layout of pagelets on homepages and dashboard pages.</p>
<p>Drop-down menus and submenus contain a Close button.</p>	<p>Drop down menus and submenus do not disappear automatically without valid user actions.</p> <p>To dismiss the drop-down menus and submenus:</p> <ul style="list-style-type: none"> <li>• Tap the Close button.</li> <li>• Tap a navigation header link, such as Home.</li> <li>• Select a menu item.</li> </ul>
<p>Mouse over pop-up pages (referred to as pop-up pages in this section) appear when you tap the triggering field.</p>	<p>Mobile devices do not recognize mouse over or hover events.</p> <p>To access pop-up pages, tap the dash-underlined field.</p>
<p>The Personalize Column and Sort Order page that you use to personalize grids is not the same page that you see in desktop-based browsers.</p>	<p>The Personalize Column and Sort Order page is the same page that users see in PeopleSoft accessible layout mode; it provides a less complex interface, but retains all functionality.</p>
<p>Pop-up pages contain a Close button.</p>	<p>Pop-up pages do not disappear automatically without valid user action.</p> <p>To dismiss the pop-up page, you must tap the Close button.</p>

Interface Difference	Process Explanation
<p>Related content contextual page field pop-up menus contain a Close button.</p>	<p>Related content contextual page field menus do not disappear automatically without valid user actions.</p> <p>To dismiss the pop-up menu:</p> <ul style="list-style-type: none"> <li>• Tap the Close box.</li> <li>• Tap a navigation header link, such as Home.</li> <li>• Select a menu item.</li> </ul>
<p>Scroll bars are absent from the sides of pages, including:</p> <ul style="list-style-type: none"> <li>• Transaction pages</li> <li>• Prompt pages</li> <li>• Look up pages</li> <li>• Recent search results pages</li> <li>• Secondary pages</li> <li>• Pop-up pages</li> <li>• Scrollable grids</li> <li>• Long edit boxes</li> </ul>	<p>Mobile devices use a touch-based paradigm for scrolling. If the data extends beyond the visible area, you drag the page to scroll or to pan.</p>
<p>Scroll bars do not appear within:</p> <ul style="list-style-type: none"> <li>• Scrollable grids</li> <li>• Long edit boxes</li> <li>• Oversized pagelets</li> </ul>	<p>Mobile devices use a touch-based paradigm for scrolling. If you need to scroll or pan through the information within the grid, long edit box, or pagelet, use a two-finger drag.</p>
<p>The TAB key is absent from the keyboard.</p>	<p>The TAB key does not appear on mobile device keyboards.</p> <p>On iOS devices only, to tab through fields, tap the &gt; button or the &lt; button, which appear above the keyboard.</p>
<p>Tool tips (sometimes called mouse over text or alternate text), such as the text that describes images, do not appear as expected.</p>	<p>No support for the hover event exists on mobile devices.</p> <p>However, to display tool tips for a chart, tap the touch screen twice (double-tap). Tool tips disappear after five seconds or when you tap another object with a tool tip.</p>

# Troubleshooting Issues Associated with Apple Safari

This section describes how to troubleshoot issues that are associated with:

- Safari for iOS.
- Safari for OS X.

## Issues Associated with Safari for iOS

This section describes how to troubleshoot issues associated with these releases of Safari for iOS:

- Issues common to all versions of Safari for iOS.
- Safari for iOS 5.x.

### Issues Common to All Versions of Safari for iOS

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 25540511</i></p> <p>On iOS, you are not able to download and view a file.</p>	<p>On iOS, there is no local file system to which a file can be downloaded. Therefore, operations such as the DetachAttachment function will execute, but no file will be downloaded to the device.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 24818488</i></p> <p>When running the browser in full screen mode on a small form factor device on either iOS 9 or iOS 10, if an edit field or drop-down list box has focus when the device is rotated, the browser will auto-zoom on the field in focus. You cannot zoom back out.</p>	<p>Auto-zoom is a feature of the browser.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has been fixed on:</p> <ul style="list-style-type: none"><li>• PeopleTools 8.54.30 and later patches.</li><li>• PeopleTools 8.55.12 and later patches.</li><li>• PeopleTools 8.56.01 (all versions).</li></ul>

Error or Condition	Explanation and Work-Around
<p><i>Bug 24346301</i></p> <p>On PeopleTools 8.54 and subsequent releases, when accessing a PeopleSoft system through a secure connection (https) on an iPhone or an iPad using full screen mode, the Safari browser will block help content from PeopleSoft online help installed on a non-secure (http) web server.</p>	<p>The Safari browser always blocks mixed content (non-secure from a secure site).</p> <hr/> <p><b>Work-Around</b></p> <p>Access the PeopleSoft site in normal browser mode instead of full screen mode. In this case, the help content opens in a new browser window.</p>
<p><i>Bug 23558121</i></p> <p>Zooming (pinch to zoom) is disabled on fluid pages in iOS for small form factor devices only.</p>	<p>Zooming on iOS on small form factor devices creates an unsatisfactory user experience.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 23115155</i></p> <p>If the Safari browser is in full screen mode, when content has been set to open in a new window, the content replaces the current window instead.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>Use the Back button in the PeopleSoft page header to return to the previous page.</p>
<p><i>Bug 19191000</i></p> <p>In some circumstances in which the PeopleSoft application attempts to open a content reference or a PDF attachment in a new browser tab, a security limitation of iOS prevents the operation from completing correctly.</p> <p>In the case of a content reference, the content is opened but it is wrapped in a duplicate portal header. In the case of a PDF attachment, the file is opened but it replaces the current page.</p>	<p>Observed in PeopleTools 8.54 and PeopleTools 8.53.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 19053124</i></p> <p>Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.</p>	<hr/> <p><b>Work-Around</b></p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p>
<p><i>Bug 18392371</i></p> <p>In message dialog boxes that display an OK button and a Cancel button, rather than appearing side by side, the buttons are stacked so that the bottom edge of one button touches the top edge of the other button.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 18392364</i></p> <p>Certain page controls display in a different font size than other controls on the same page.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 18392336</i></p> <p>There are issues displaying pop-up pages on Safari for iOS. These issues can include:</p> <ul style="list-style-type: none"> <li>• The inability to close the pop-up page using the Close button.</li> <li>• The inability to view all of the contents of long edit boxes.</li> <li>• Certain page controls extend beyond the extents of the displayed page, but there is no ability to scroll to view these controls.</li> </ul>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 19940912</i></p> <p>Certain file types cannot be uploaded from an iOS device.</p>	<p>First observed in PeopleTools 8.52.</p> <p>For all devices on the iOS platform, only image files can be uploaded from the device to a PeopleSoft system.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

## Safari for iOS 9.X

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 21522958</i></p> <p>When attempting to view a fluid page in full screen mode, the browser exits full screen mode.</p>	<p>This issue occurs in PeopleTools 8.54.04 and prior releases of 8.54 only and not in other certified versions of PeopleTools.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

## Safari for iOS 5.X

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 14296410</i></p> <p>When you view a pivot grid chart as a line chart, the chart does not display the blue line that represents the chart values.</p>	<p>First observed in PeopleTools 8.53.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p><i>Bug 14597140</i></p> <p>Certain rich text editor functions do not work in Safari for iOS 5.x.</p>	<p>The cut and the copy functions of the rich text editor do not work in iOS 5.x.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

## Issues Associated with Safari for OS X

This section describes how to troubleshoot issues associated with these releases of Safari for OS X:

- Issues common to all versions of Safari for OS X.
- Safari for OS X 5.x.

## Issues Common to All Versions of Safari for OS X

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 18991103</i></p> <p>Some page elements are skipped when you tab through the page.</p>	<p>By default, Safari skips certain page elements when you tab through the page.</p> <hr/> <p><b>Work-Around</b></p> <p>You can set your preferences to stop at each element.</p> <ol style="list-style-type: none"> <li>1. Select Safari, Preferences to access the Preferences dialog box.</li> <li>2. Click the Advanced icon.</li> <li>3. Check the "Press Tab to highlight each item on a webpage" check box.</li> <li>4. Close the dialog box.</li> </ol>

## Safari for OS X 5.x

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 13736392</i></p> <p>On PeopleSoft application pages, you cannot scroll using the mouse wheel.</p> <p>Additionally, in the auto-suggest box of the Search Menu field in the drop-down menu, you cannot scroll using the mouse wheel.</p>	<p>First observed in PeopleTools 8.53.</p> <p>This issue occurs with OS X Lion (10.7).</p> <hr/> <p><b>Work-Around</b></p> <p>Use the vertical scroll bars on a PeopleSoft application page or on an auto-suggest box to scroll through the page or the box.</p>
<p><i>Bug 14296410</i></p> <p>When you view a pivot grid chart as a line chart, the chart does not display the blue line that represents the chart values.</p>	<p>First observed in PeopleTools 8.53.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>The embedded help pop-up window does not appear on first click of the embedded help icon.</p>	<p>The onclick JavaScript event is not triggered by the first click. Multiple clicks are required.</p> <hr/> <p><b>Work-Around</b></p> <p>No work-around exists at this time.</p>



## Troubleshooting Issues Specific to the Apple iPad

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 20126466</i></p> <p>If the browser accessing the PeopleSoft system is run in the iPad's full screen mode, the New Window link is not functional.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>This issue has no work-around.</p>

# Troubleshooting Issues Associated with Google Chrome

This section describes how to troubleshoot issues that are associated with:

- All versions of Chrome.
- All versions of Chrome for Android.

## Issues Common to All Versions of Chrome

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 21907127</i></p> <p>An error message similar to the following is displayed when attempting to open a file:</p> <pre>Function 'onReadyState' Error: Access to 'file:///file_path/ file_name' from script denied</pre>	<p>Due to restrictions inherent in the Chrome and Firefox browsers, you cannot use ViewContentURL to open a file on a local file system.</p> <hr/> <p><b>Work-Around</b></p> <p>Use the Edge, Internet Explorer, or Safari browsers to open the file instead.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 18681267</i></p> <p>On fluid pages, Date and DateTime fields are not displayed using the user's language preference.</p>	<p>First observed on fluid pages in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>To change the language setting in Chrome:</p> <ol style="list-style-type: none"> <li>1. In Chrome, select Settings from the menu.</li> <li>2. Click the Show advanced settings... link.</li> <li>3. Click the Language and input settings... button.</li> <li>4. In the Languages dialog box, select the local language. (Click the Add button to add the language if it's not already displayed in the Languages list.)</li> <li>5. Click the Display Google Chrome in this language button.</li> <li>6. Click Done to save your changes.</li> <li>7. Close all open Chrome windows, and then restart the browser.</li> </ol>
<p><i>Bug 17474056</i></p> <p>You are unable to open a Smart View for Cube Builder.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around. Chrome does not have a native support for Microsoft Office files. Therefore, Chrome is not supported for opening Smart Views for Cube Builder.</p>
<p><i>Bug 14704658</i></p> <p>The Chrome browser crashes when a large XML file representing the HTML page is returned by the system.</p>	<p>First observed in PeopleTools 8.53.</p> <p>A PeopleSoft application can return a large XML file representing the HTML page in many scenarios including the following:</p> <ul style="list-style-type: none"> <li>• The data set includes a large number of rows.</li> <li>• The data includes a very large image.</li> <li>• The data includes multiple images per row.</li> </ul> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>

## Issues Common to All Versions of Chrome for Android

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 19988937</i></p> <p>File attachments, such as PDF reports, downloaded from a PeopleSoft system are not automatically opened and displayed.</p>	<p>First observed in PeopleTools 8.54.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>Go to the Download folder on the device and manually open the downloaded file.</p>
<p><i>Bug 18605151</i></p> <p>When using Chrome for Android on a mobile device, the rich text editor tool bar is not displayed on long edit boxes that have been enabled with the editor.</p>	<p>First observed in PeopleTools 8.54.</p> <p>The rich text editor has been disabled for Chrome for Android.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>This issue currently has no work-around.</p>

# Troubleshooting Issues Associated with Microsoft Edge

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 25025431</i></p> <p>Some SJIS-encoded (Shift Japanese Industrial Standards) text files become garbled when viewed with Microsoft Edge.</p>	<p>Microsoft Edge does not have an option for setting the file encoding.</p> <hr/> <p><b>Work-Around</b></p> <p>This is a limitation of the Microsoft Edge browser. There is no work-around.</p>
<p><i>Bug 22239392</i></p> <p>When using the Navigator in the NavBar, folder links require two taps rather than one.</p>	<p>This issue occurs on Windows tablets only in both tablet mode and desktop mode.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 22393655</i></p> <p>The PeopleSoft signon page indicates that Windows 10 and the Edge browser are not supported.</p>	<p>This issue occurs in PeopleTools 8.53 only and not in other certified versions of PeopleTools.</p> <p>The Edge browser has been certified with PeopleTools 8.53.24 and above.</p> <hr/> <p><b>Work-Around</b></p> <p>On PeopleTools 8.53.24 and subsequent 8.53 patches, ignore this message and sign on normally.</p>
<p><i>Bug 22177128</i></p> <p>For certain chart types, the labels displayed on the chart are cropped.</p>	<p>This issue occurs with the chart engine supplied with PeopleTools 8.53 and PeopleTools 8.54.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 22177052</i></p> <p>Images uploaded through the rich text editor are not displayed in the rich text editor.</p>	<p>This issue occurs in PeopleTools 8.53 only and not in other certified versions of PeopleTools.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 22177021</i></p> <p>For grid zoom modal windows, the Edge browser sometimes displays horizontal scroll bars, vertical scroll bars, or both when no scroll bars are needed.</p>	<p>First observed on PeopleTools 8.53.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 22176961</i></p> <p>In accessibility mode, hyperlinks overlap other page fields in certain circumstances.</p>	<p>This issue occurs in PeopleTools 8.53 only and not in other certified versions of PeopleTools.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 22176446</i></p> <p>The "Open in Expanded Mode" option for configuring the Related Content frame for a classic page is ignored when a page containing related content is viewed with the Edge browser.</p>	<p>This issue occurs in the following releases only:</p> <ul style="list-style-type: none"> <li>• PeopleTools 8.53.26 and earlier.</li> <li>• PeopleTools 8.54.18 and earlier.</li> </ul> <hr/> <p><b>Work-Around</b></p> <p>To open the Related Content frame, you must explicitly select a related content service from the Related Content menu at the top right of the page or from the page field contextual menu if one has been configured.</p>
<p><i>Bug 22176348</i></p> <p>In a rating box chart, the View All link overlaps the last node in the list in certain circumstances.</p>	<p>First observed on PeopleTools 8.55.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 21787825</i></p> <p>In accessibility mode on the Edge browser, the title for a message or warning pop-up window differs from other browsers. The title displays as:</p> <p><i>This site says...</i></p>	<p>This issue occurs in PeopleTools 8.53 and PeopleTools 8.54 only.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p><i>Bug 21551167</i></p> <p>The browser window closes without displaying any content when attempting to view feed documents.</p>	<p>The Edge browser does not support the RSS and Atom feed formats—that is, the application/rss+xml and application/atom+xml content types.</p> <p>This remains an issue in PeopleTools 8.53 and PeopleTools 8.54.18 and earlier releases.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 19053124</i></p> <p>Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.</p>	<p>First observed on PeopleTools 8.53.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p>

# Troubleshooting Issues Associated with Microsoft Internet Explorer

This section describes how to troubleshoot issues that are associated with:

- All releases of Internet Explorer.
- Internet Explorer 11.x
- Internet Explorer 10.x
- Internet Explorer 9.x
- Internet Explorer 8.x

## Issues Common to All Releases of Microsoft Internet Explorer

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 26199702</i></p> <p>Placeholder text sometimes does not appear for an edit box.</p>	<p>With Internet Explorer, when placeholder text is defined for an edit box, the placeholder text disappears for that field whenever the field gains focus.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>There is no work-around. This is a known issue with the Internet Explorer browser.</p>



Error or Condition	Explanation and Work-Around
<p>On custom pages, page fields overlap or HTML areas render differently in PeopleTools 8.54 and subsequent releases than the same pages did in previous releases of PeopleTools.</p>	<p>PeopleTools 8.54 and subsequent releases force all browsers to run in standards mode. Quirks mode is no longer supported.</p> <hr/> <p><b>Work-Around</b></p> <p>To resolve this problem, open the page definition in Application Designer:</p> <ul style="list-style-type: none"> <li>• Reposition page fields that are overlapping or are very close to overlapping.</li> <li>• Inspect and modify the code in HTML areas to eliminate quirks-specific tags that are now deprecated or to eliminate any other work-arounds that were applied to facilitate rendering in quirks mode.</li> </ul>
<p><i>Bug 19263018</i></p> <p>On a Windows tablet, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p>	<p>Windows tablets do not support some standard touch events such as swiping.</p> <hr/> <p><b>Work-Around</b></p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p>
<p><i>Bug 16950311</i></p> <p>If Internet Explorer's "Do not save encrypted pages to disk" option is selected and SSL is enabled, you will be prevented from downloading query results to Excel.</p>	<p>First observed on PeopleTools 8.53.</p> <hr/> <p><b>Work-Around</b></p> <p>To resolve this problem, in Internet Explorer:</p> <ol style="list-style-type: none"> <li>1. Select Internet options from the menu.</li> <li>2. Go to the Advanced tab.</li> <li>3. Deselect the "Do not save encrypted pages to disk" option.</li> <li>4. If you wish to enforce secure browsing, select the "Empty Temporary Internet Files folder when browser is closed" option instead.</li> <li>5. Click OK.</li> </ol>
<p>Loss of update, display of search page while clicking quickly on a PeopleSoft page.</p>	<p>In some situations when users are clicking quickly on a page, Internet Explorer will close the socket for the previous request when the next request comes in, but before the previous request's response is returned to the browser. This can cause the loss of update or the search page to be displayed.</p> <hr/> <p><b>Work-Around</b></p> <p>Users should wait for the page to finish loading after every action.</p>

Error or Condition	Explanation and Work-Around
Truncated drop-down list box values.	<p>Internet Explorer does not dynamically resize drop-down list boxes to display the longest value in the list.</p> <hr/> <p><b>Work-Around</b></p> <p>Use Application Designer to open the affected page and manually adjust the width of the drop-down list box to accommodate the longest value.</p>
Pressing CTRL+J does not show the System Information page.	<hr/> <p><b>Work-Around</b></p> <p>Press SHIFT+CTRL+J to display the System Information page.</p>
The PeopleSoft keyboard shortcuts page does not appear when pressing CTRL+K; a new tab that duplicates the current page appears instead.	<p>CTRL+K is a keyboard shortcut within the browser and therefore does not perform the keyboard shortcut for PeopleSoft applications.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p> <div style="border: 1px solid black; background-color: #ffffcc; padding: 5px; margin-top: 10px;"> <p><b>Note.</b> Some versions of Internet Explorer display the PeopleSoft shortcuts page in the original browser tab and open a new tab that duplicates the current page.</p> </div>

## Internet Explorer 11.x

**Important!** For all versions of PeopleTools supported with Internet Explorer 11 (PeopleTools 8.53.11 and later and all PeopleTools releases after 8.54), the PeopleSoft system will automatically set the document type allowing users to use PeopleSoft applications without having to set the mode for the browser itself.

Error or Condition	Explanation and Work-Around
<p><i>Bug 22239392</i></p> <p>When using the Navigator in the NavBar, folder links require two taps rather than one.</p>	<p>This issue occurs on Windows tablets only in both tablet mode and desktop mode.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around.</p>

# Internet Explorer 10.x

**Important!** Prior to PeopleTools 8.53.06, setting the browser to compatibility mode was required for PeopleSoft applications. Beginning with 8.53.06, PeopleTools will automatically set the document type allowing users to use PeopleSoft applications without having to set compatibility mode for the browser itself.

PeopleSoft applications support the following versions or modes of Internet Explorer 10 on the Windows 8 operating system:

- Tablet version:
  - Metro mode: Using the touch interface, or using the keyboard and mouse.
  - Desktop mode: Using the touch interface, or using the keyboard and mouse.
- Desktop version
  - Metro mode
  - Standards mode

Error or Condition	Explanation and Work-Around
<p><i>Bug 15834894</i></p> <p>The auto-suggest box, which appears when you enter text in the Search Menu field of the drop-down menu, does not close when you tap or click the Close (x) button.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs in Desktop and Metro modes on touch and non-touch devices.</p> <hr/> <p><b>Work-Around</b></p> <p>To dismiss the auto-suggest box, tap or click any page control to remove focus from the search field.</p>
<p><i>Bug 15835760</i></p> <p>The type-ahead feature does not work well if you paste values in a prompt field.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs in Desktop and Metro modes on touch and non-touch devices.</p> <p>Oracle does not recommend pasting values in a prompt field in Windows 8 or in any other operating system. If you paste values in a prompt field, the type-ahead feature may not work.</p>
<p><i>Bug 15877254</i></p> <p>The sign-out button on the homepage does not appear in its correct position when using a right-to-left (RTL) language as the sign-in language.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs on Windows tablet in both Metro and Desktop modes.</p> <hr/> <p><b>Work-Around</b></p> <p>This is a layout issue and currently there is no fix.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 15877514</i></p> <p>Vertical lines are displayed in the header and the drop-down menu arrows are not aligned.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs on Windows tablet in both Metro and Desktop modes.</p> <hr/> <p><b>Work-Around</b></p> <p>This is a layout issue and currently there is no fix.</p>
<p><i>Bug 15881697</i></p> <p>When you drill down to links or content in a SmartNavigation chart, the breadcrumbs are not updated.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs in Desktop and Metro modes on touch and non-touch devices.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue will be addressed in a future release.</p>
<p><i>Bug 14303123</i></p> <p>On the homepage, white space appears above the header.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs on Windows tablets in both Metro and Desktop modes.</p> <p>This issue occurs when you set the IE 10.x browser to Standards mode.</p> <hr/> <p><b>Work-Around</b></p> <p>Standards mode is not supported for viewing PeopleSoft applications on Windows tablets.</p> <p>Set Internet Explorer to compatibility mode or quirks mode on Windows tablets.</p>
<p><i>Bug 15870494</i></p> <p>When viewing a pivot grid in a modal window, a filter's drop-down list is separated from the drop-down list box, which appears outside the grid.</p>	<p>First observed in PeopleTools 8.53.</p> <p>Occurs on touch devices in Metro mode.</p> <hr/> <p><b>Work-Around</b></p> <p>This is a layout issue and currently there is no fix.</p>
<p><i>Bug 15870306</i></p> <p>For a pagelet appearing in the pagelet area of a WorkCenter page, the pagelet's Minimize menu item does not appear in its correct position after accessing an external, non-PeopleSoft page from the pagelet.</p>	<p>First observed in PeopleTools 8.53.</p> <p>This issue occurs on Windows tablets in both Metro and Desktop modes.</p> <hr/> <p><b>Work-Around</b></p> <p>This is a layout issue and currently there is no fix.</p>

## Internet Explorer 9.x

**Important!** You should use the browser's default configuration when you view your PeopleSoft applications. Compatibility view is not supported.

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 18513889</i></p> <p>When using the PeopleSoft Test Framework (PTF) in PeopleTools 8.54, tests fail at sign on to the PeopleSoft system.</p>	<p>Internet Explorer 9 does not correctly recognize the password field on the PeopleSoft system signon page.</p> <hr/> <p><b>Work-Around</b></p> <p>Use a different supported browser for PTF tests in PeopleTools 8.54.</p>
<p><i>Bug 16860587</i></p> <p>In PeopleSoft's accessible layout mode, focus on controls is not shown clearly.</p>	<p>Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, when accessible layout mode is turned on, focus on page controls is not clearly displayed.</p> <p>Internet Explorer 9 does not support focus on input controls in compatibility view or quirks mode.</p> <hr/> <p><b>Work-Around</b></p> <p>You should set your browser to use the default configuration.</p>
<p><i>Bug 13682436</i></p> <p>Internet Explorer 9 does not display the last rows of a grid on a page.</p>	<p>First observed in PeopleTools 8.51.</p> <hr/> <p><b>Work-Around</b></p> <p>You should set your browser to use the default configuration.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 13990295</i></p> <p>Closing the browser does not delete the browser cache.</p>	<p>This issue occurs in PeopleTools 8.53 when the browser setting “Days to keep pages in history” is set to greater than 0.</p> <p>For security reasons, you must set “Days to keep pages in history” to 0.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>To change this setting:</p> <ol style="list-style-type: none"><li>1. In the browser menu, select Tools, Internet options.</li><li>2. In the Browsing history section:<ol style="list-style-type: none"><li>a. Select the “Delete browsing history on exit” option.</li><li>b. Click the Delete button and ensure that the following options are selected:<ul style="list-style-type: none"><li>○ Temporary Internet Files</li><li>○ Cookies</li><li>○ History</li><li>○ Form data</li><li>○ Passwords</li><li>○ InPrivate Filtering data.</li></ul></li><li>c. Click the Settings button and in the History section, set the “Days to keep pages in history” option to 0.</li></ol></li><li>3. Click OK.</li></ol>

# Internet Explorer 8.x

**Important!** You should use the default browser configuration when you view your PeopleSoft applications. Compatibility view is not supported.

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 16860587</i></p> <p>In PeopleSoft's accessible layout mode, focus on radio buttons is not shown clearly.</p>	<p>Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, when accessible layout mode is turned on, focus on radio buttons is not clearly displayed.</p> <p>Internet Explorer 8 does not support focus on input controls in compatibility view or quirks mode.</p> <hr/> <p><b>Work-Around</b></p> <p>You should set your browser to use the default configuration.</p>
<p><i>Bug 14674198</i></p> <p>Messages have inconsistent line spacing between the last two lines.</p>	<p>When messages extend across multiple lines, the spacing between the last two lines is larger than the spacing between the other lines in the message.</p> <hr/> <p><b>Work-Around</b></p> <p>Change the PSLONGEDITBOX style in the system style sheet. Open the default style sheet. Find the PSLONGEDITBOX style and change the Display property to Block.</p>
<p><i>Bug 13682436</i></p> <p>Internet Explorer 8 does not display the last rows of a grid on a page.</p>	<p>First observed in PeopleTools 8.51.</p> <hr/> <p><b>Work-Around</b></p> <p>You should set your browser to use the default configuration.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 13990295</i></p> <p>Closing the browser does not delete the browser cache.</p>	<p>This issue occurs in PeopleTools 8.53 when the browser setting “Days to keep pages in history” is set to greater than 0.</p> <p>For security reasons, you must set “Days to keep pages in history” to 0.</p> <hr/> <p><b>Work-Around</b></p> <p>To change this setting:</p> <ol style="list-style-type: none"> <li>1. In the browser menu, select Tools, Internet options.</li> <li>2. In the Browsing history section:               <ol style="list-style-type: none"> <li>a. Select the “Delete browsing history on exit” option.</li> <li>b. Click the Delete button and ensure that the following options are selected:                   <ul style="list-style-type: none"> <li>○ Temporary Internet Files</li> <li>○ Cookies</li> <li>○ History</li> <li>○ Form data</li> <li>○ Passwords</li> <li>○ InPrivate Filtering data.</li> </ul> </li> <li>c. Click the Settings button and in the History section, set the “Days to keep pages in history” option to 0.</li> </ol> </li> <li>3. Click OK.</li> </ol>
<p>For CRM Support, HelpDesk, HR HelpDesk, Change Management or Correspondence Management when using the Text Tray feature on Case Notes, Change Request notes or Email Response pages, you cannot set the Merge key to be Alt+M (or any other browser-level menu access key).</p>	<p>This occurs because the shortcut keys clash with browser menu access keys.</p> <p>First observed in PeopleTools 8.50 and 8.51.</p> <p>You cannot assign any PeopleSoft application-level shortcut key combination to an existing browser-level shortcut key combination.</p> <hr/> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>When viewing attachments, a new window appears and remains open.</p> <p>The window contains this message:</p> <p>“If IE indicates your download has been blocked, permit the download by clicking the Information Bar and selecting ‘Download File...’ Please close this window after download has completed.”</p>	<hr/> <p><b>Work-Around</b></p> <p>Close the window.</p> <p>This is a known Internet Explorer bug.</p>



Error or Condition	Explanation and Work-Around
<p>Tabs on pages disappear when using a right-to-left (RTL) language as the sign-in language.</p>	<p><b>Work-Around</b></p> <p>Add a valid doctype declaration to the HTML for the page:</p> <pre>&lt;!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN" "http://www.w3.org/TR/html4/strict.dtd"&gt;</pre>
<p>Multiple tabs not supported.</p>	<p>Multiple tabs are not supported.</p> <p><b>Work-Around</b></p> <p>You should use the New Window link on the page to open new window.</p>
<p>Hyperlinks are not recognized as visited.</p>	<p>JavaScript links are not recognized as visited; the color of the link does not change after being clicked.</p> <p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>After changing the browser mode or document mode using Internet Explorer's developer tools, PeopleSoft applications do not display correctly.</p>	<p><b>Work-Around</b></p> <p>Do not change the browser mode or document mode when viewing PeopleSoft applications.</p>
<p>When performing a file upload, the file upload dialog box exhibits unexpected behaviors in the browser.</p>	<p>You cannot manually enter the file path in the file path edit field, even though there is a blinking cursor in the field.</p> <p><b>Work-Around</b></p> <p>Click the Browse button and use the dialog box to browse to the file's location.</p>
<p>When accessing the System Information page (CTRL+J), the browser version appears incorrectly as IE/7.0.</p>	<p>You are viewing the page using Internet Explorer's compatibility view.</p> <p><b>Work-Around</b></p> <p>To change these settings:</p> <ol style="list-style-type: none"> <li>1. In the browser menu, select Tools, Compatibility Settings.</li> <li>2. Ensure that the page or the domain is not listed in the compatibility view.</li> <li>3. Uncheck the Display intranet sites in Compatibility View check box.</li> <li>4. Uncheck the Display all websites in Compatibility View check box.</li> <li>5. Clear the browser cache.</li> </ol>

Error or Condition	Explanation and Work-Around
<p><i>Bug 17453089</i></p> <p>Double-byte characters are not displayed correctly in certain SVG images.</p>	<p>If the font information is not supplied as part of the SVG image data for the double-byte characters, which is not possible in some circumstances, then the characters will not be displayed correctly.</p> <hr/> <p><b><i>Work-Around</i></b></p> <p>Use the Chrome browser or Firefox browser to view the SVG image.</p>

# Troubleshooting Issues Associated with Mozilla Firefox

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 21907127</i></p> <p>An error message similar to the following is displayed when attempting to open a file:</p> <pre>Function 'onReadyState' Error: Access to 'file:///file_path/ file_name' from script denied</pre>	<p>Due to restrictions inherent in the Chrome and Firefox browsers, you cannot use ViewContentURL to open a file on a local file system.</p> <hr/> <p><b>Work-Around</b></p> <p>Use the Edge, Internet Explorer, or Safari browsers to open the file instead.</p>

## Edit History

Version	Posting Date	Comments
19.0	6/21/2017	Concurrent with the general availability release of PeopleTools 8.56.01. Incorporated PTF browser support.
18.0	1/18/2016	Concurrent with the general availability release of PeopleTools 8.55.02.
17.1	7/10/2015	PeopleTools 8.54 revision: Updated and added entries.
17	7/11/2014	Concurrent with the general availability release of PeopleTools 8.54. <b>Important!</b> Removed content for all releases prior to PeopleTools 8.53.
16.1	6/14/2013	PeopleTools 8.53 revision: Updated and added entries.
16	2/1/2013	Concurrent with the general availability release of PeopleTools 8.53.
15.2	12/21/2012	PeopleTools 8.52 revision: Includes IE10.x limitations.
15.1	12/20/2011	PeopleTools 8.52 revision: Updated and added entries.
15	10/15/2011	Concurrent with the general availability release of PeopleTools 8.52. <b>Important!</b> Document name changed to Browser Compatibility Guide.
14	9/10/2010	Concurrent with the general availability release of PeopleTools 8.51
13.1	6/21/2010	PeopleTools 8.50 revision: Updates for format and corrections.
13	2/22/2010	PeopleTools 8.50 revision
12	9/1/2009	Concurrent with the general availability release of PeopleTools 8.50.
11	2/26/2009	PeopleTools 8.49 revision: Includes Apple Safari v3.2x limitations.
10	7/15/2008	Concurrent with the general availability release of PeopleTools 8.49.

Version	Posting Date	Comments
9.0	7/27/2006	Concurrent with the general availability release of PeopleTools 8.48.
8.0	11/15/2005	Concurrent with the general availability release of PeopleTools 8.47.
7.0	3/23/2005	Concurrent with the general availability release of PeopleTools 8.46. Includes new sections for the Mozilla and Firefox browsers.
6.2	6/10/2004	Concurrent with the general availability release of PeopleTools 8.45. Includes Apple Safari v1.2 limitations.
6.1	1/5/2004	Added a new entry for Netscape relating to the Copy URL feature in PeopleTools release 8.44 that applies to all versions of Netscape.
6.0	12/17/2003	Concurrent with the general availability release of PeopleTools 8.44.
5.2	7/31/2003	Concurrent with the general availability release of PeopleTools 8.20.
5.1	6/16/2003	PeopleTools 8.43 release with minimal updates of new browser issues.
5.0	6/13/2003	Concurrent with the general availability release of PeopleTools 8.43.
4.0	11/26/2002	Concurrent with the general availability release of PeopleTools 8.42.