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Browser Compatibility Guide for PeopleSoft Applications

PeopleTools 8.54 – 8.57

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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	6.x	7.x	8.x	9.x	10.1	7.x	8.0.2	9.x	10.x	11.x
PeopleTools 8.57	NA	NA	NA	NA	X	NA	NA	NA	NA	X
PeopleTools 8.56	NA	NA	NA	NA	X	NA	NA	NA	X	X
PeopleTools 8.55	NA	NA	X	X	NA	NA	X	X ¹	X	X
PeopleTools 8.54	X ²	X ²	X ²	X ²	NA	X ^{2, 3}	X ²	X ¹	NA	NA

	Google Chrome for Windows				Google Chrome for Android				
Description	35.x ⁴	43.x ⁴	58.x ⁴	69.x ⁴	4.4x	5.x	6.x	7.x	8.x
PeopleTools 8.57	NA	NA	NA	X	NA	NA	NA	X	X
PeopleTools 8.56	NA	NA	X	X ⁵	NA	NA	X	X	X ⁵
PeopleTools 8.55	NA	X	X ⁵	X ⁵	NA	X	X	X ⁵	X ⁵
PeopleTools 8.54	X ²	X ^{2, 5}	X ^{2, 5}	X ^{2, 5}	X ²	X ²	X ^{2, 5}	NA	NA

¹ Certified with PeopleTools 8.55.02 or later and PeopleTools 8.54.19 or later.

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

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

⁴ Rapid release (RR) version.

⁵ While this browser version was not supported at GA for PeopleTools 8.54, PeopleTools 8.55, or PeopleTools 8.56, it became supported at the point in time that it is the manufacturer's current release.

	Microsoft Edge				Microsoft Internet Explorer			Mozilla Firefox							
Description	20.10240	25.10586	39.14986	42.17134	9.x	10.x	11.x	24.x ⁶	30.x ⁴	38.x ⁶	42.x ⁴	52.x ⁶	53.x ⁴	60.x ⁶	62.x ⁴
PeopleTools 8.57	NA	NA	NA	X	NA	NA	X	NA	NA	NA	NA	NA	NA	X	X
PeopleTools 8.56	NA	NA	X	X ⁵	NA	NA	X	NA	NA	NA	NA	X	X	X ⁵	X ⁵
PeopleTools 8.55	NA	X	X ⁵	X ⁵	NA	NA	X	NA	NA	X	X	X ⁵	X ⁵	X ⁵	X ⁵
PeopleTools 8.54	X ^{2,7}	X ^{2, 7}	X ^{2, 5}	X ^{2, 5}	X	X	X ²	X ²	X ²	X ^{2, 5}	X ^{2, 5}	X ^{2, 5}	X ^{2, 5}	X ^{2, 5}	X ^{2, 5}

⁶ Extend support release (ESR) version.⁷ Certified with PeopleTools 8.54.16 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.

Important! Starting with PeopleTools 8.57.01, 8.56.11, and 8.55.26, the Edge browser has been desupported for test playback. In addition, starting with PeopleTools 8.57.01 and 8.56.11, the Firefox ESR browser has been desupported for test playback.

PeopleTools Patch	Firefox				Google Chrome		Microsoft Edge		IE 11
	FF RR	FF ESR	Selenium	Gecko	Chrome	Selenium	Edge	Selenium	Selenium
8.57.01	55 and above	NA	3.9.1	0.20.0	64 – 66	2.37	NA	NA	3.3.0.3
8.56.11	55 and above	NA	3.9.1	0.20.0	64 – 66	2.37	NA	NA	3.3.0.3

PeopleTools Patch	Firefox				Google Chrome		Microsoft Edge		IE 11
	FF RR	FF ESR	Selenium	Gecko	Chrome	Selenium	Edge	Selenium	Selenium
8.56.03 – 8.56.10	46, 47	38.8, 45.6	3.3.0	0.14.0	56 – 58	2.29	13.10586	2.0	3.3.0.3
8.56.01 – 8.56.02	46, 47	38.8, 45.6	3.0.0	0.14.0	56 – 58	2.29	13.10586	2.0	2.53.1
8.55.18 – 8.55.25	46, 47	38.8, 45.6	3.3.0	0.14.0	56 – 58	2.29	13.10586	2.0	3.3.0.3
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
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 19665268</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>Work-Around</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">• 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. <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">• 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.• 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.

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>Work-Around</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"> • 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 • Message in Firefox and Safari: Please close this window after download has completed. <hr/> <p>Work-Around</p> <p>Two work-around options exist for this issue:</p> <ul style="list-style-type: none"> • Close the window. • Set the attachmentExtraWindow property = 2 on the Web Profile Custom Properties page; the extra window will not appear. <p>See Also</p> <p><i>PeopleTools: Portal Technology</i>, “Configuring the Portal Environment,” Configuring Web Profiles</p>

Error or Condition	Explanation and Work-Around
After an upgrade, users might encounter anomalies with the display of fonts and certain images, such as the menu icon.	<p>If this occurs, end users should clear the browser cache on their individual computers.</p> <hr/> <p>Work-Around</p> <p>To clear the browser cache:</p> <ol style="list-style-type: none">1. Sign out of your PeopleSoft application.2. Empty the browser cache.3. Close any open instances of your browser.4. Open a new instance of your browser.5. Sign in to your PeopleSoft application. <p>Note. 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>

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 11.x.
- Safari for iOS 9.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 28672700</i></p> <p>While running in full screen mode on an iOS device (via add to homepage from Safari) and after accessing a different application, you are unexpectedly signed out of the PeopleSoft system.</p>	<p>If the PeopleSoft system is accessed in Safari on iOS running in full screen mode, any application access outside the main window—such as opening a notification pop-up, launching a different application, or opening a new browser window—will cause the PeopleSoft session in the main window to be signed out. This is a limitation of iOS full screen mode and how it deals with some web applications when opening another application outside of full screen mode.</p> <hr/> <p>Work-Around</p> <p>If you require access to other applications while signed into the PeopleSoft system, do not run Safari in full screen mode. Alternatively, access your PeopleSoft system via Oracle MAF (Mobile Application Framework).</p>

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>Work-Around</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>Work-Around</p> <p>This issue has been fixed on:</p> <ul style="list-style-type: none"> • PeopleTools 8.54.30 and later patches. • PeopleTools 8.55.12 and later patches. • PeopleTools 8.56.01 (all versions).
<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>Work-Around</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>Work-Around</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>Work-Around</p> <p>Use the Back button in the PeopleSoft page header to return to the previous page.</p>

Error or Condition	Explanation and Work-Around
<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>Work-Around</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>Work-Around</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>Work-Around</p> <p>This issue has no work-around.</p>
<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>Work-Around</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"> • The inability to close the pop-up page using the Close button. • The inability to view all of the contents of long edit boxes. • Certain page controls extend beyond the extents of the displayed page, but there is no ability to scroll to view these controls. 	<p>First observed in PeopleTools 8.54.</p> <hr/> <p>Work-Around</p> <p>This issue has no work-around.</p>

Error or Condition	Explanation and Work-Around
<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>Work-Around</p> <p>This issue has no work-around.</p>

Safari for iOS 11.x

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 28612884</i></p> <p>Only the top portion of page content is displayed when the content is displayed within a fluid activity guide, fluid navigation collection, or master/detail wrapper.</p>	<p>For iOS 11 or later, the Async Frame Scrolling experimental feature interferes with the correct rendering of content displayed in fluid activity guide, fluid navigation collection, or master/detail wrappers.</p> <hr/> <p>Work-Around</p> <p>Disable Async Frame Scrolling.</p> <p>Go to Settings > Safari > Advanced > Experimental Features.</p>

Safari for iOS 9.x

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 26260263</i></p> <p>When classic content is displayed in a fluid navigation collection, fluid activity guide, or a master/detail wrapper, the content does not scroll in certain circumstances.</p>	<p>This issue has been encountered on iOS 9.x only.</p> <hr/> <p>Work-Around</p> <p>Change the orientation of the device: from portrait to landscape or from landscape to portrait.</p>
<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>Work-Around</p> <p>This issue has no work-around.</p>

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 27951995</i></p> <p>On certain browsers on desktop or laptop computers that have either been touch-enabled or that perform touch emulation, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p>	<p>Internet Explorer, Edge, and Safari on OS X do not support standard touch events such as swiping.</p> <hr/> <p>Work-Around</p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p>
<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>Work-Around</p> <p>You can set your preferences to stop at each element.</p> <ol style="list-style-type: none">1. Select Safari, Preferences to access the Preferences dialog box.2. Click the Advanced icon.3. Check the "Press Tab to highlight each item on a webpage" check box.4. Close the dialog box.

Troubleshooting Issues Specific to the Apple iPad

Identified issues and possible work-arounds include:

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

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 27313352</i></p> <p>Certain time or datetime fields on fluid pages are truncated and do not display microseconds.</p>	<p>In the Chrome browser, the native time and datetime picker HTML controls do not support microseconds.</p> <hr/> <p>Work-Around</p> <p>On the Fluid tab of the Edit Box Properties dialog box, do not select datetime or time as the Input Type if you require microseconds to be displayed. Instead, use the default value of text as the Input Type.</p>
<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>Work-Around</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>Work-Around</p> <p>To change the language setting in Chrome:</p> <ol style="list-style-type: none"> 1. In Chrome, select Settings from the menu. 2. Click the Show advanced settings... link. 3. Click the Language and input settings... button. 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.) 5. Click the Display Google Chrome in this language button. 6. Click Done to save your changes. 7. Close all open Chrome windows, and then restart the browser.
<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>Work-Around</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"> • The data set includes a large number of rows. • The data includes a very large image. • The data includes multiple images per row. <hr/> <p>Work-Around</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
<i>Bug 19988937</i> File attachments, such as PDF reports, downloaded from a PeopleSoft system are not automatically opened and displayed.	First observed in PeopleTools 8.54. Work-Around Go to the Download folder on the device and manually open the downloaded file.
<i>Bug 18605151</i> 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.	First observed in PeopleTools 8.54. The rich text editor has been disabled for Chrome for Android. Work-Around This issue currently has no work-around.

Troubleshooting Issues Associated with Microsoft Edge

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
<p><i>Bug 27951995</i></p> <p>On certain browsers on desktop or laptop computers that have either been touch-enabled or that perform touch emulation, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p>	<p>Internet Explorer, Edge, and Safari on OS X do not support standard touch events such as swiping.</p> <hr/> <p>Work-Around</p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p> <p>Alternatively, on Edge, you can enable touch events.</p>
<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>Work-Around</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>Work-Around</p> <p>There is no work-around.</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>Work-Around</p> <p>There is no work-around.</p>
<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>Work-Around</p> <p>There is no work-around.</p>

Error or Condition	Explanation and Work-Around
<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"> • PeopleTools 8.53.26 and earlier. • PeopleTools 8.54.18 and earlier. <p>Work-Around</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> <p>Work-Around</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> <p>Work-Around</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> <p>Work-Around</p> <p>There is 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>	<p>First observed on PeopleTools 8.53.</p> <p>Work-Around</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 23532119</i></p> <p>In interactive tiles on fluid homepages, fluid dashboards, and any on other fluid pages where the tile is draggable and droppable, the clear field button ("x" button) does not work.</p>	<p>In addition, this issue interferes with placing the cursor within the text. For existing text, the cursor can only be placed at the beginning of the field; for newly typed text, the cursor can only be placed at the end of the text.</p> <hr/> <p>Work-Around</p> <p>There is no work-around. This is a known issue with the Internet Explorer browser.</p>
<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>Work-Around</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
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>PeopleTools 8.54 and subsequent releases force all browsers to run in standards mode. Quirks mode is no longer supported.</p> <hr/> <p>Work-Around</p> <p>To resolve this problem, open the page definition in Application Designer:</p> <ul style="list-style-type: none"> • Reposition page fields that are overlapping or are very close to overlapping. • 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.
<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>Work-Around</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>Work-Around</p> <p>To resolve this problem, in Internet Explorer:</p> <ol style="list-style-type: none"> 1. Select Internet options from the menu. 2. Go to the Advanced tab. 3. Deselect the "Do not save encrypted pages to disk" option. 4. If you wish to enforce secure browsing, select the "Empty Temporary Internet Files folder when browser is closed" option instead. 5. Click OK.
Loss of update, display of search page while clicking quickly on a PeopleSoft page.	<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>Work-Around</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>Work-Around</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>Work-Around</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>Work-Around</p> <p>There is no work-around.</p> <div> <p>Note. 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 27951995</i></p> <p>On certain browsers on desktop or laptop computers that have either been touch-enabled or that perform touch emulation, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p>	<p>Internet Explorer, Edge, and Safari on OS X do not support standard touch events such as swiping.</p> <hr/> <p>Work-Around</p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p>

Error or Condition	Explanation and Work-Around
<p><i>Bug 26718366</i></p> <p>Compared to all other supported browsers, performance issues have been observed on fluid pages when using Internet Explorer 11. These performance issues mirror those reported by other non-PeopleSoft users to Microsoft.</p>	<p>Complex fluid pages such as those that include grids of over 300 rows, those that include multiple grids of differing types, as well as other complex and compound page structures cause Internet Explorer 11 to perform continuous page re-layout computations that other browsers do not perform. In particular, performance issues include but are not limited to:</p> <ul style="list-style-type: none"> • Initial rendering of the entire page is slow. • Even after initial rendering, the page continues to be unresponsive and unavailable for some additional time. • Interactions with individual page elements can be slow. <p>Work-Around</p> <p>With PeopleTools 8.55.19 and 8.56.04, Oracle has delivered fixes that mitigate some of the observed performance problems with Internet Explorer 11.</p> <p>However, except for security issues, Microsoft does not intend to update Internet Explorer 11.</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> <p>Work-Around</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>Work-Around</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>Work-Around</p> <p>This is a layout issue and currently there is no fix.</p>
<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>Work-Around</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>Work-Around</p> <p>This issue will be addressed in a future release.</p>

Error or Condition	Explanation and Work-Around
<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> <p>Work-Around</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> <p>Work-Around</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> <p>Work-Around</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> <p>Work-Around</p> <p>Use a different supported browser for PTF tests in PeopleTools 8.54.</p>

Error or Condition	Explanation and Work-Around
<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>Work-Around</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>Work-Around</p> <p>You should set your browser to use the default configuration.</p>
<p><i>Bug 14002686</i></p> <p>Closing the browser does not delete the browser cache.</p>	<p>This issue occurs 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>Work-Around</p> <p>To change this setting:</p> <ol style="list-style-type: none"> In the browser menu, select Tools, Internet options. In the Browsing history section: <ol style="list-style-type: none"> Select the "Delete browsing history on exit" option. Click the Delete button and ensure that the following options are selected: <ul style="list-style-type: none"> Temporary Internet Files Cookies History Form data Passwords InPrivate Filtering data. Click the Settings button and in the History section, set the "Days to keep pages in history" option to 0. Click OK.

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>Work-Around</p> <p>Use the Edge, Internet Explorer, or Safari browsers to open the file instead.</p>

Edit History

Version	Posting Date	Comments
20.0	9/21/2018	Concurrent with the general availability release of PeopleTools 8.57.01. Important! Removed and archived content for PeopleTools 8.53.
19.1	10/16/2017	PeopleTools 8.56.04 and 8.55.19 revisions: Added entries.
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. Important! 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. Important! 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.

Version	Posting Date	Comments
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.
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.