ORACLE

PEOPLESOFT

Browser Compatibility Guide for PeopleSoft Applications

June 2013

ORACLE

Browser Compatibility Guide for PeopleSoft Applications

Copyright © 2013, Oracle and/or its affiliates. All rights reserved.

Trademark Notice

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

License Restrictions Warranty/Consequential Damages Disclaimer

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

Warranty Disclaimer

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Restricted Rights Notice

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

> *U.S. GOVERNMENT RIGHTS*
>
> Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Hazardous Applications Notice

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Third Party Content, Products, and Services Disclaimer

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

CONTENTS

Contents....2
Browser Compatibility Guide Preface....4
Understanding Browser Compatibility....4
Understanding Browser-Related Documentation....4
Identifying Certified Browsers....5
Finding Browser-Related Support Documentation....6
Browser Technology Differences....7
Browser Technology Comparison....7
Apple Safari and Mobile Safari....11
Understanding Application Differences in Apple Mobile Safari....11
Natural User Interfaces....11
Gestures Used to Interface with Applications in iOS....12
Identified Application Interface and Process Differences....13
Troubleshooting Issues Associated With Mobile Safari For iOS 6.x....15
Troubleshooting Issues Associated With Mobile Safari For iOS 5.x....15
Troubleshooting Issues Associated With Mobile Safari For iOS 4.x....16
Troubleshooting Issues Associated With Apple Safari 5.x....19
Troubleshooting Issues Associated With Apple Safari 4.x....21
Troubleshooting Issues Associated With Apple Safari 3.2x....21
Troubleshooting Issues Associated With Apple Safari 3.0....23
Google Chrome....25
Troubleshooting Issues Associated With Google Chrome 23.x....25
Troubleshooting Issues Associated With Google Chrome 13.x....26
Troubleshooting Issues Associated With Google Chrome....26
Mozilla Firefox....27
Troubleshooting Issues Common to All Releases of Mozilla Firefox....27
Troubleshooting Issues Associated With Mozilla Firefox 3.6.x....28
Troubleshooting Issues Associated With Mozilla Firefox 3.x....28

Microsoft Internet Explorer 32
Troubleshooting Issues Common to All Releases of Microsoft Internet Explorer 32
Troubleshooting Issues Associated With Microsoft Internet Explorer 10.x 34
Troubleshooting Issues Associated With Microsoft Internet Explorer 9.x 36
Troubleshooting Issues Associated With Microsoft Internet Explorer 8.x 38
Troubleshooting Issues Associated With Microsoft Internet Explorer 7.x 43
Increasing the Number of HTTP Connections for IE 7 47
Troubleshooting Issues Associated With Microsoft Internet Explorer 6.x 47
Viewing Attachments and Downloading Files 50
General Issues Affecting Multiple Browsers 51
Availability of Copy URL (http) Icon on PIA 51
Closing Superfluous Attachment Windows 51
Clearing Browser Cache After Changing Navigation Personalizations 52
Clearing Browser Cache After Upgrading PeopleSoft Applications 52
Downloading Excel Files in Browsers Running Windows XP 53
Older Browsers Might Display Non-US-ASCII Characters in a Non-Encoded Format 53
Edit History 54

BROWSER COMPATIBILITY GUIDE PREFACE

This section presents 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 where possible, and document issues that cannot be resolved.

This document discusses the identified differences and issues that you might encounter as you use your PeopleSoft application in 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 where PeopleSoft application and browser updates correct these issues, this document also provides workarounds—where possible.

UNDERSTANDING BROWSER-RELATED DOCUMENTATION

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

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

IDENTIFYING CERTIFIED BROWSERS

The format of browser certification information depends on the PeopleTools release. This table describes the methods used to find browser certification documentation by PeopleTools release:

PEOPLETOOLS RELEASE	METHOD USED TO FIND DOCUMENTATION
8.49 and later	Access the Certification Search pagelet on MyOracleSupport.com. *See* PeopleSoft Enterprise PeopleTools Certifications Document ID 747587.1
8.48 and earlier	Access the spreadsheets from the release-specific certification notes on MyOracleSupport.com. *See* PeopleSoft Enterprise PeopleTools Certifications Notes • PeopleTools 8.48 - Note:749052.1 • PeopleTools 8.47 - Note:749107.1 • PeopleTools 8.46 - Note:749108.1 • PeopleTools 8.45 - Note:749110.1 • PeopleTools 8.44 - Note:749113.1 • PeopleTools 8.22 - Note:749118.1

Note. While browser support documentation for PeopleTools versions prior to release 8.49 is accessible through MyOracleSupport, you cannot use the Certification Search pagelet to locate pre-8.49 information.

To identify certified browsers:

1. Sign in to My Oracle Support at http://myoraclesupport.com.
2. Select the Certifications tab at the top of the page. (If the Certifications tab is not visible, click the More tab, and then click Certifications.)
3. In the Certification Search pagelet that appears, select PeopleSoft PeopleTools in the Product drop-down list box.
4. Click the Search button.

   The Certification Search Results page appears. Certification information is available under the Desktop Applications, Browsers and Clients section.

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 BROWSER-RELATED SUPPORT DOCUMENTATION

To find other browser-related support documentation::

1. Sign in to My Oracle Support at http://myoraclesupport.com.
2. Enter the search text in the Search Knowledge Base field.

   If you know the Article ID, enter it in this field.
3. (Optional) Click the Source drop-down list box to narrow or broaden the source category.
4. (Optional) Click the Advanced link to refine the search parameters.
5. Click the Search button.

   The results appear in a list.
6. (Optional) Use the Refine Search pagelet on the right side of the page to constrain the results list.

   Note. Select PeopleSoft Enterprise in the product category to retrieve items that are relevant to PeopleSoft applications.
7. Browse the list and click the item title to view the document.

   The result list cascades to the left so that the article appears in the viewing area.
8. Click the Back to Results link to return to the search results list.

BROWSER TECHNOLOGY DIFFERENCES

While Oracle certifies multiple browsers and browser versions for use with PeopleSoft applications, differences in technology do exist among browsers and browser releases. As web-based technologies evolve, modern browsers quickly incorporate support for the latest technological advances. This evolutionary process also applies to modern web-based applications, such as the PeopleSoft product suite. 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.

BROWSER TECHNOLOGY COMPARISON

This table presents web-based technologies and describes browser-specific improvements as they relate to these technologies and the effect of the improvement as it relates to your PeopleSoft application.

BROWSER	TECHNOLOGY	DESCRIPTION OF IMPROVEMENT AND RESULT
IE10	CSS3 features	IE10 supports the following CSS3 features: Multi-column layout, 3D Transforms, Gradient effects, Transitions, Animations, Text-shadow. *RESULT* PeopleTools 8.53 incorporates rounded corners, gradient effects, and box shadows in its user interface only in Standards mode. Improves the user experience when interacting with PeopleSoft pages.
FF17	Network performance	Mozilla reports that FF17 delivers improvement in startup times and improved graphic rendering speed and page loading speed in comparison to FF7. *RESULT* Significant improvement in loading pages when compared to FF7.
FF17	Type Inference	Mozilla reports that the Type Inference feature boosts JavaScript performance by up to 30%.
FF17	SVG support	FF17 supports SVG format that enables searching, indexing, scripting, and compressing of images. SVG format images are scalable and can be printed with high quality at any resolution.

BROWSER	TECHNOLOGY	DESCRIPTION OF IMPROVEMENT AND RESULT
FF17	CSS3 and HTML5	FF17 supports CSS3 and HTML5. It supports rounded corners, box-shadow, and gradient effects. *RESULT* PeopleTools 8.53 incorporates rounded corners, gradient effects, and box-shadows in its user interface. Improves the user experience when interacting with PeopleSoft pages.
Safari 6	CSS features	Safari supports CSS filters that enable advanced filter and pixel effects such as blurs and gradients. *RESULT* Fast and smooth rendering of PeopleSoft pages.
Chrome 19	Network performance	Google reports that Chrome 19 delivers improvement in startup time, graphics rendering, and page loading. Chrome 19 is comparable to IE10 and FF17 in the areas of support for CSS3 and HTML5, and JavaScript performance.
IE 9	Network performance	Microsoft reports that IE 9 delivers significant increase in network performance when compared to IE 8 and IE 7. *RESULT* Significantly faster page load time across a wide variety of pages. On standard web performance websites, IE 9 performs comparably to FF 7 and to Chrome 13.
IE 8	Parallel and simultaneous requests of JavaScript and Cascading Style Sheet	IE 8 supports up to 10 simultaneous, parallel JavaScript requests compared to 3 in IE7. *RESULT* IE 8 will render the same page faster than IE 7 because IE 8 has approximately 3 times the capacity to: • Request JavaScript • Request CSS images Pages that request uncached JS and CSS objects take less time to process and load in IE 8 than the same page does in IE 7.

BROWSER	TECHNOLOGY	DESCRIPTION OF IMPROVEMENT AND RESULT
IE 8	JavaScript engine DOM engine	When the browser loads an HTML page, the browser must process the JavaScript events and the CSS DOM manipulation before the page appears in the browser. The JavaScript and DOM engines in IE 8 are faster than the engines in IE 7. *RESULT* IE 8 takes less time to process the page, therefore the page appears and is ready to use more quickly in IE 8 than in IE 7.
IE 8	JSON arrays	IE 8 delivers improvements in speed and efficiency when processing JSON arrays when compared to IE 7. *RESULT* Autocomplete uses JSON arrays to display the matching results in a drop-down list. Autocomplete results appear more quickly in IE 8 than in IE 7.
IE 8 FF 7	JAWS	Accessibility APIs provide more comprehensive support for ARIA markup than other browsers. This increases the quality of JAWS support for these two browsers. *RESULT* IE 8 and FF 7 provide better experience for users of assistive or adaptive devices.
IE 8 FF 7	Browser caching of complex objects	Complex objects are objects that are comprised of other objects. Both IE 8 and FF 7 support complex object caching at the browser level; browsers such as IE 7 and FF 3.6 that do not support complex object caching at the browser level must access and retrieve these objects from web server memory. *RESULT* Faster access to complex JavaScript objects, such as those used by interwindow communication and persistent search. PeopleSoft pages that use these PeopleTools technologies perform faster in IE 8 and FF 7 because these browsers support complex object caching at the browser level.

BROWSER	TECHNOLOGY	DESCRIPTION OF IMPROVEMENT AND RESULT
FF 7	JavaScript engine	When the browser loads an HTML page, the browser must process the JavaScript events and the CSS DOM manipulation before the page appears in the browser. The JavaScript and DOM engines in FF 7 are faster than those in FF 3.6.9 *RESULT* The most recent Firefox 4 builds are almost two times as fast as Firefox 3.6.9 in the SunSpider benchmark.
Safari 5	JavaScript and HTML5	Safari 5 provides almost 30% JavaScript performance improvement over Safari 4. Safari 5 includes improved developer tools and supports more than a dozen new HTML5 technologies.

See Also

Identified Application Interface and Process Differences

APPLE SAFARI AND MOBILE SAFARI

This section presents an overview of the application differences in Apple Mobile Safari, and describes how to troubleshoot issues associated with these releases:

- Mobile Safari for iOS 5.x
- Mobile Safari for iOS 4.x
- Safari 5.x
- Safari 4.x
- Safari 3.x

UNDERSTANDING APPLICATION DIFFERENCES IN APPLE MOBILE SAFARI

When you use Mobile Safari for iOS to access your PeopleSoft applications, your interaction with your PeopleSoft application will differ from your interaction with other browsers because Apple's iOS applies the principals of the natural user interface in its OS and applications.

This section discusses:

- Natural user interfaces.
- Gestures used to interact with applications in iOS.
- Identified application interface and process differences.

NATURAL USER INTERFACES

Natural user interfaces (NUIs) represent the evolution of graphical user interfaces (GUIs). NUIs—sometimes called human user interfaces—are human-digital interfaces that are engineered with the foundational tenet that the best way to interact with a device or its visible content is by making natural motions, movements or gestures with the device or its visible content. NUIs start from traditional human abilities such as touch, vision, speech, handwriting, and motion; then combine these physical human elements with thought, creativity, and curiosity to enable a simple, elegant human-digital interaction that is authentic, spontaneous, and intuitive. Examples of natural movements include:

- Flipping the page of an ibook with a flick motion.
- Resizing an image or page with a pinch motion or a stretch motion.
- Selecting an item or value with a tap of the finger.

Note. In Apple documentation, the term Human Interface supplants the term Natural User Interface.

See Also

Apple Developer: iOS Developer Library, iOS Human Interface Guidelines

GESTURES USED TO INTERFACE WITH APPLICATIONS IN IOS

The iPad display is a multi-touch interface that enables you to use finger gestures to interact with the iPad and its applications. This table describes the common gestures that you use to interact with your PeopleSoft applications with Mobile Safari for iOS on the Apple iPad.

GESTURE	DESCRIPTION	PURPOSE
Tap	Quickly touch your finger to the display and release.	Use to 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.
Two-finger drag	Touch and hold two fingers to the display, and then slide both fingers.	Use to scroll through scrollable grid rows or to pan through scrollable grid columns.
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 close	Touch two fingers to the page then, bring the fingers together.	Use to zoom out.
Pinch open	Touch two fingers to the page then, spread the fingers apart.	Use to zoom in.
Touch and hold	Place and hold a finger in a text field.	Use to activate the magnifying glass and move the cursor within a text field.

Note. The term scrolling indicates vertical movement, while the term panning indicates horizontal movement.

IDENTIFIED APPLICATION INTERFACE AND PROCESS DIFFERENCES

Many differences that you encounter when you access your PeopleSoft applications using Apple Mobile Safari for iOS stem from the basic iOS tenet that the user should interact directly with the touch screen, rather than through an intermediary device, such as a mouse. Consequently, while the tap in iOS devices compares to the mouse click non-iOS devices, iOS neither recognizes nor supports any type of mouse-driven event, such as hover.

This table lists the interface differences and explains the process differences that you encounter when you access your PeopleSoft applications using an Apple iPad and Mobile Safari for iOS:

INTERFACE DIFFERENCE	PROCESS EXPLANATION
Autocomplete results list contains a Close button.	Autocomplete results do not disappear automatically if no user action occurs. Autocomplete results do not disappear when you click the Clear button on a search page. To dismiss an autocomplete drop-down list: • Tap the Close box. • Dismiss the iPad keyboard. • Tap another control on the page to remove focus from the field.
Drop-down menus and submenus contain a Close button.	Drop down menus and submenus do not disappear automatically without valid user actions. To dismiss the drop-down menus and submenus: • Tap the Close box. • Tap a navigation header link, such as Home. • Tap a menu item.
Pop-up pages contain a Close button.	Pop-up pages do not disappear automatically without valid user action. To dismiss the pop-up page, you must tap the Close button.
Mouse over pop-up pages (referred to as pop-up pages in this section) appear when you tap the triggering field.	iOS does not recognize mouse over or hover events. To access pop-up pages, tap the dash-underlined field.

INTERFACE DIFFERENCE	PROCESS EXPLANATION
Related content contextual page field pop-up menus contain a Close button.	Related content contextual page field menus do not disappear automatically without valid user actions. To dismiss the pop-up menu: • Tap the Close box. • Tap a navigation header link, such as Home. • Tap a menu item.
Related Content services do not appear in a frame that is separate from the transaction area. Visible related content is appended to the end of the transaction page.	iOS uses a touch-based paradigm for scrolling and multiple separate scroll bars are per page are not currently supported.
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.	The Personalize Column and Sort Order page is the same page that users in Accessibility mode see; it provides a less complex interface and retains all functionality.
The Personalize Layout page that you use to personalize the homepage is not the same page that you see in desktop-based browsers.	The Personalize Layout page is iOS-specific; it provides a less complex interface and retains all functionality.
Scroll bars are absent from the sides of pages, including: • Transaction pages • Prompt pages • Look up pages • Recent search results pages • Secondary pages • Pop-up pages	iOS uses a touch-based paradigm for scrolling. If the data extends beyond the visible area, you drag the page to scroll or to pan. Note. To scroll within a grid or long edit field, use a two-finger drag inside the grid or long edit field.
Scroll bars do not appear in scrollable grids and long edit boxes.	iOS uses a touch-based paradigm for scrolling. If you need to scroll or pan through the information in the grid or long edit field use a two-finger drag.
Scroll bars do not appear on oversized pagelets.	iOS uses a touch-based paradigm for scrolling. If you need to scroll or pan to see the information in the pagelet, use a two-finger drag within the pagelet borders to scroll or to pan.

Interface Difference	Process Explanation
Tab key is absent from keyboard.	The Tab key does not appear on the iOS keyboard. To tab through fields, tap the Next button, which appears in the keyboard header. You can also use the Previous button to tab in reverse.
Alternate text (sometimes called mouse over text or tool tip text), such as the text that describes images, does not appear.	No support for the hover event exists in the iOS platform. Consequently, Mobile Safari does not support any action that requires hovering.

Troubleshooting Issues Associated With Mobile Safari For iOS 6.x

Apple attempts to fix browser issues with each forthcoming release. Identified issues and possible workarounds include:

Error or Condition	Explanation and Work Around
Bug 16613980 When you click the Sort Menu icon, the items listed under Main Menu are not sorted correctly.	Seen in PeopleTools 8.52. *WORKAROUND* This issue has no work around. PeopleTools release 8.53 resolves this issue.

Troubleshooting Issues Associated With Mobile Safari For iOS 5.x

Apple attempts to fix browser issues with each forthcoming release. Identified issues and possible workarounds include:

Error or Condition	Explanation and Work Around
Bug 14296410	Seen in PeopleTools 8.53.

When you view a pivot grid chart as a line chart, the chart does not display the blue line that represents the chart values.	*WORKAROUND* This issue has no work around.
Bug 14597140 Rich-text-enabled fields do not display rich text or editor toolbars.	iOS supports rich text editor only from version 5.x; rich text editor is not supported in iOS 4.x. The Cut and the Copy functions of rich text editor do not work in iOS 5.x.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MOBILE SAFARI FOR IOS 4.X

Apple attempts to fix browser issues with each forthcoming release. Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION AND WORK AROUND
Paglets on uncached homepages and dashboard pages take much longer than expected (> 1 minute) to load if connected over wireless networks or VPNs.	The PeopleSoft application client footprint is optimized for desktop, not tablet-specific clients. *WORK AROUND* Limit the number of pagelets on uncached homepages and dashboards to a minimum.
Interactions with remote content takes much longer than expected (> 1 minute) if connected over wireless networks or VPNs.	The PeopleSoft application client footprint is optimized for desktop, not tablet-specific clients. *WORK AROUND* No work around exists. Limit access to remote content.
Processing icon appears in a non-standard location when users tap the GO key on the keyboard to initiate a page action instead of tapping a page button, such as Search or Run.	*WORK AROUND* Do not press the GO key on the keyboard. Instead, tap the button on the transaction page.

Error or Condition	Explanation and Work Around
Rich text-enabled fields do not display rich text or editor toolbars.	Mobile Safari does not support browser-based rich text editors. *Work Around* Use plain text in the field. Include HTML tags in the plain text to create rich text.
You cannot drag and drop pagelets to rearrange the layout of homepages or dashboard pages.	Pagelet drag and drop is not supported. *Work Around* Click the Personalize Layout link to rearrange the layout of pagelets on homepages and dashboard pages.
The list of minimized pagelets that appear when you click the More link sometimes appears beneath the lower boundary of the transaction page.	This intermittent issue occurs in the pagelet area of WorkCenter pages when more than four pagelets are minimized. *Work Around* Use these workarounds to resolve the issue: • Do not minimize more than four pagelets at any given time. • Do not check the Initially Minimized check box on more than four pagelets in a pagelet group. • Refresh the page.
You cannot drag to resize modal windows.	Modal window drag is not supported. *Work Around* To resize the modal window, pinch out to enlarge the entire display.
You cannot drag and drop scrollable grid columns to rearrange them.	Column drag and drop is not supported. *Work Around* Use the grid Personalize link to access the Personalize Column and Sort Order page and rearrange the column order.

Error or Condition	Explanation and Work Around
When you enter text in the Portal Search field, the autosuggest drop-down results do not automatically disappear.	iOS does not support self-dismissing fields. *Work Around* To dismiss the autosuggest results: • Dismiss the iPad keyboard. • Tap any page control to remove focus from the search field.
Pagelets on WorkCenter pages do not resize when you drag the pagelet border.	Pagelet resize is not supported. *Work Around* Although resize is supported, all functionality is retained by using these actions: • Pinch out to enlarge a pagelet. • Use a two-finger drag inside the pagelet to scroll and pan through the pagelet data.
Download to Excel is not supported.	File system access is not supported by iOS. *Work Around* No work around exists at this time.
File attachment is not supported.	File system access is not supported by iOS. *Work Around* No work around exists at this time.
When scrolling through long drop-down menus and submenus, the scrolling does not stop and scrolls past the intended menu item.	*Work Around* To scroll through drop-down menus: • Tap and release the up/down scroll icon to start the scroll and move one or a few items. • Tap and hold the up/down scroll icon to scroll the menu items continually. • Release the tap to stop the menu from scrolling. • Tap a menu item.

Error or Condition	Explanation and Work Around
As you enter text in a field, iOS replaces your text with other text.	iOS settings include Auto-Correction and Check Spelling. *Work Around* Select from these options to prevent text values from being replaced by auto-corrected values: • In the iPad settings, disable Auto-Correction. • When the suggested correction appears, tap the x to dismiss the suggested spelling. Note. The Autocomplete setting in the PeopleSoft application takes precedence over the Auto-Correct setting in the iPad.
Mouse over pop-up windows do not appear.	The mouse over event (or hover event) is the event that triggers the appearance of mouse over pop-up windows. iOS does not support any mouse-based or mouse driven event. *Work Around* Tap the dash-underlined field to open the pop-up window.
Page header intermittently appears shorter than the page and creates an area of white space.	Functionality is unaffected. *Work Around* No work around exists at this time.

Troubleshooting Issues Associated With Apple Safari 5.x

Identified issues and possible workarounds include:

Error or Condition	Explanation or Work Around
Bug 13736392 On the PIA pages, you cannot scroll using the mouse-wheel navigation. Additionally, in the autosuggest box of Portal search, you cannot scroll using the mouse-wheel	Seen in PeopleTools 8.53. Occurs in the LION (Mac 10.7) operating system. *WORKAROUND* Use the vertical scroll bars on a PIA page or on an autosuggest box

navigation.	to scroll through the page or the box.
Bug 14296410 When you view a pivot grid chart as a line chart, the chart does not display the blue line that represents the chart values.	Seen in PeopleTools 8.53. *WORKAROUND* This issue has no work around.
Embedded Help pop-up window does not appear on first click of embedded help icon.	The onclick event is not triggered by the first click. Multiple clicks are required. *WORK AROUND* No work around exists at this time.

TROUBLESHOOTING ISSUES ASSOCIATED WITH APPLE SAFARI 4.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Page remains in "Processing" mode.	In PeopleTools 8.47, 8.48 and 8.49, "Processing" will blink continuously without resolving or saving when using these OS/Browser combinations. • Mac OS X 10.5.x Leopard / Safari 4.0.x • Mac OS X 10.4.x Tiger / Safari 4.0.x PeopleTools release 8.50 resolves this issue.
Embedded Help pop-up window does not appear on first click of embedded help icon.	The *onclick* event is not triggered by the first click. Multiple clicks are required. *WORK AROUND* No work around exists.

TROUBLESHOOTING ISSUES ASSOCIATED WITH APPLE SAFARI 3.2X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
A gap appears at top of home page in browser view.	This problem occurs when using Safari 3.2.1 on PeopleTools 8.48 and 8.49. A space or gap is visible at the top of the browser when you log in to the PeopleSoft application home page. This gap disappears after you use the left pane or main menu to navigate. This gap reappears when you navigate using the page tabs at the top of the home page, then again disappears when you use the left pane or main menu to navigate.

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Columns overlap hyperlinks in some layout views.	This problem occurs when using Safari 3.2.1 on PeopleTools 8.48 and 8.49. In some layout views when additional columns are selected, the columns drop on the page and overlap the hyperlinks below them. This issue is also observed in the following browser combinations: • Mac OS X Leopard 10.5.5/Safari 3.2.1 • Mac OS X Tiger 10.4.11/Safari 3.1.1 • Mac OS X Leopard 10.5.2/Safari 3.1.1 • Mac OS X 10.4.10/Safari 3.0.3
The View All button/link and view by customize count selection (for example, View 4 button/link) do not work properly.	The View All/View4 button/link displays and is enabled even when the number of rows in the grid is less than the actual row count set to display. When you select the View All, the View 4 button/link displays is enabled even when the number of rows in the grid is less than 4. Observed when navigating: 1. PeopleTools, Web Profile, Web Profile Configuration. 2. Click the Search button and select any value. 3. Click the Virtual Addressing or Cookie Rules tab. 4. Click View All or specify the number you want to view. This issue is observed with all supported browser/OS combinations running on PeopleTools 8.47, 8.48 and 8.49.
When accessing the default view of My Calendar, the initial cursor position is the Go To Date field instead of the Weekly field.	When accessing My Calendar in Safari, the initial cursor position is the Go To Date field. All other browsers default to the Weekly field, as designed. Observed in PeopleTools 8.49 and PeopleTools 8.50.
On the My System Profile page, selecting a value from the Currency Code field causes the browser vertical scroll bar to disappear.	Observed in Safari 3.2.2. You can scroll down by using the scroll wheel of the mouse or using tab key from the keyboard. Scroll bar reappears in the browser in this case.

Error or Condition	Explanation or Work Around
The "-" key in a grid does not receive focus when tabbing.	Anchor tag with Onclick event does not receive the focus when pressing tab key. To work around this issue, click the “-“ key or press the keyboard shortcut for delete row.

Troubleshooting Issues Associated With Apple Safari 3.0

Identified issues and possible workarounds include:

Error or Condition	Explanation or Work Around
XML file tags do not display	Safari displays xml files in a friendly format, which does not include the tags.
CTI console title bar always says, "Loading."	The CTI console title bar for Safari 2.0 always says "Loading" even when the page is fully loaded.
Enter Key doesn’t send chat in MultiChannel Framework Chat.	PeopleSoft MultiChannel Framework’s Universal Queue Server and Chat functionality, the Enter key produces an error. The customer must click the Send button to communicate with an agent.
Browser gets hung in “Processing” mode.	In PeopleTools 8.48 and 8.49, “Processing” will blink continuously without resolving or saving when using these OS/Browser combinations. • Mac OS X 10.4.11 / Safari 3.1.1 • Mac OS X 10.5 / Safari 3.0.4 • Mac OS X 10.5.2 / Safari 3.1.1 PeopleTools release 8.50 resolves this issue.

Error or Condition	Explanation or Work Around
Images and columns overlap buttons.	In PeopleTools 8.48 and 8.49, images and columns overlap buttons when using these OS/Browser combinations. This issue appears in all the supported Safari browsers on all releases of Mac OS. PeopleTools release 8.50 resolves this issue.
Sign on page is missing the Set Trace link, or Set Trace link is displayed as HTML tags.	In PeopleTools 8.47, 8.48 and 8.49, under certain conditions the Set Trace message and link on the sign on page is missing or appears as HTML tags and is inoperative. This occurs when using OS X 10.5 / Safari 3.0.4 PeopleTools release 8.50 resolves this issue.
Some page elements are skipped when you tab through the page	By default, Safari skips certain page elements when you tab through the page. You can set your preferences to stop at each element. 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. Observed in all Mac OS for Safari 3.x and higher.

GOOGLE CHROME

Google attempts to fix browser issues with each forthcoming release. This section describes how to troubleshoot issues associated with the Google Chrome browser.

TROUBLESHOOTING ISSUES ASSOCIATED WITH GOOGLE CHROME 23.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Bug 14369141 Clicking the Approval in Process link may cause the Chrome browser to crash.	Seen in PeopleTools 8.53. This issue occurs in HCM when you view a timesheet and you click the Approval in Process link. The Chrome browser crashes only if the Approval Monitor returns a large number of rows and if the rows have several images. IE and Firefox browsers display the contents of Approval Monitor even if the number of rows is large. *WORKAROUND* No work around exists for this issue.

TROUBLESHOOTING ISSUES ASSOCIATED WITH GOOGLE CHROME 13.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Pressing CTRL+J does not show the System Information page.	Google uses the Ctrl+J keyboard command to open the Downloads page. Press CTRL + SHIFT + J two times to access the System Information page.
The Copy URL to Clipboard button is disabled.	Google disables access to the clipboard from JavaScript for security reasons. Oracle recommends that you not disable this security feature and that you highlight the URL in the address bar and press CTRL + C to copy the URL.

TROUBLESHOOTING ISSUES ASSOCIATED WITH GOOGLE CHROME

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Scrolling down in a scrollable grid is not possible when the zoom factor is set to 90%.	Occurs in PeopleTools 8.52. In a scrollable grid, a user is automatically taken to the top of the grid even when the user attempts to scroll down in the grid. No workaround exists for this issue.

MOZILLA FIREFOX

Mozilla attempts to fix browser issues with each forthcoming release. This section describes how to troubleshoot issues associated with the Mozilla Firefox browsers.

TROUBLESHOOTING ISSUES COMMON TO ALL RELEASES OF MOZILLA FIREFOX

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION AND WORK AROUND
Bug 13697465 When accessing external URLs such as Yahoo, the Firefox browser displays a security error window.	This occurs because of the way Firefox handles the X-Frame-Options header. Some web sites to prevent clickjacking set the X-Frame-Options to Deny that does not allow the web site to be opened within an iFrame. This is a browser issue and not an issue related with PIA. *WORKAROUND* Open an external URL in a new window.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MOZILLA FIREFOX 3.6.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
The Copy URL to Clipboard functionality is disabled.	Mozilla disables access to the clipboard from JavaScript for security reasons. Oracle recommends that you not disable this security feature and that you highlight the URL in the address bar and press CTRL + C to copy the URL.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MOZILLA FIREFOX 3.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Bi-directional character display.	For bi-directional characters such as Arabic or Hebrew, characters such as ampersand (&) or underscore, when used for hotkeys, are rendered as an isolated shape instead of the initial shape.
CopyURL link.	The CopyURL link requires UniversalXPConnect privilege in Firefox and Mozilla browsers. To enable the CopyURL link in Firefox and Mozilla, the preference "signed.applets.codebase_principal_support" needs to be set to true. Either the following line needs to be added to pref.js in the user profile directory: `user_pref("signed.applets.codebase_principal_support", true);` Or, the you can type about:config in the browser's address bar and set the property to true.

Error or Condition	Explanation or Work Around
Multiple browsers producing errors.	If you open two browser session (both Firefox), and log into PeopleSoft with both of them, you might receive an error. You need to create profiles for each session. Download the attached PSBAT.ZIP file. In this zip file are two .bat files: ps1.bat and ps2.bat. This can be used as an example for creating profiles and can be added as shortcuts to the desktop to run quickly.
Multiple tabs not supported.	Multiple tabs are not supported. You should use New Window link in PeopleSoft Internet Architecture to open new window.
PeopleSoft's Ctrl+J functionality does not work as intended with the Firefox browser.	Firefox uses the Ctrl+J keyboard command to open the Downloads pop-up window. PeopleSoft's work around for this problem is to press Ctrl+J twice. Executing the command a second time causes the Downloads window to close and the system information page to display.
Browser gets hung in "Processing" mode.	In PeopleTools 8.48 and 8.49, "Processing" blinks continuously without resolving or saving with Mac OS X Leopard 10.5 / Firefox 2.0.0.11. PeopleTools release 8.50 resolves this issue.
Firefox 2.x/3.x is limited to 50 cookies per domain.	There is no fix for this issue.
Sign on page is missing the Set Trace link, or Set Trace link is displayed as HTML tags.	In PeopleTools 8.47, 8.48, 8.49, under certain conditions the Set Trace message and link on the sign on page is missing or appears as HTML tags and is inoperative. This occurs when using these OS/Browser combination: • Mac OS X 10.5 / Firefox 2.0.0.11 • Mac OS X 10.5.2/Firefox 3.0 • Win Vista / Firefox 3.0 • Win 2008 / Firefox 3.0 PeopleTools release 8.50 resolves this issue.
Page title underline does not extend across the width of the page.	In Firefox, the span tag extends only the length of the text inside the span tag. The underline does not extend the length of the page, as in other browsers. There is no work around for this issue.

Error or Condition	Explanation or Work Around

Menu label appears in left hand navigation and overwrites tabs in header.	In PeopleTools 8.48 and 8.49, under certain conditions when accessing navigation, the left hand navigation header label “Menu” will appear unexpectedly and the target content area will not display appropriate target.
	
	To correct this issue, use this work around:
	
	1. Stop the web and application servers.
	2. Open Application Designer.
	3. Open the HTML definition: PR_EMPLOYEE_PTNAVFRAMETPLA
	4. Find the line of code that reads
	
	`<frameset border=0 framespacing=0 frameborder=no rows="65,*">`
	
	5. Change the line to:
	
	`<frameset border=0 framespacing=0 frameborder=no rows="80,*">`
	
	6. Save the HTML definition.
	7. Restart the web and application servers.
	
	PeopleTools 8.50 resolves this issue.

The "-" key in a grid does not show focus when tabbing.	Anchor tag with Onclick Event does not receive the focus when pressing tab key. To work around this issue, click the “-“ key or press the keyboard shortcut for delete row.
Hyperlinks underline are invisible.	When the cursor is placed on the text, then the hyperlink underline appears. Functionally, the hyperlinks work as designed. This is observed in OS X 10.4.11/ Firefox 3.5.1.
When performing a file upload, the file upload dialog box exhibits unexpected behaviors in the browser.	Clicking inside the file path field causes a Browse for File dialog box to appear. (As if you had clicked the Browse button). This is a change in browser behavior. There is currently no work around.

Error or Condition	Explanation or Work Around
You might observe these irregularities in the appearance of some page elements: • In header, the hyperlink's underlines are not visible. • In left navigation (classic) menu, the alignment of hyphen (-) and the menu name text is irregular. • In drop-down menu, the down arrow and the menu text are merged. • For bi-directional languages such as Arabic or Hebrew, characters such as ampersand (&) or underscore, when used for hotkeys, are rendered as an isolated shape instead of the initial shape.	There is no work around at this time. Observed in: • Suse 9 Linux / Firefox 2.0.x • Oracle Enterprise Linux 5.0/Firefox 3.0.x • Oracle Enterprise Linux 5.0/Firefox 3.5.x • Oracle Enterprise Linux 5.0/Firefox 3.6
Elements of items in scrollable grids are misaligned.	Firefox runs the scripts differently than other browsers when the scripts are inline or uncached. Configure your web profile to cache javascripts on the browser. To configure this setting: 1. Select PeopleTools, Web Profile, Web Profile Configuration. 2. Select the correct web profile. 3. Select the Debugging tab. 4. Clear the Show Style Sheet Inline HTML and Show JavaScript Inline check boxes. 5. Save the web profile.
For disabled fields, the contextual popup menu is available only by clicking precisely on the red glyph; the menu is unavailable elsewhere in the field.	This is a known bug in FireFox; there is no work around at this time. *See* https://bugzilla.mozilla.org/show_bug.cgi?id=218093.
Vertical scroll bars do not appear on some long edit boxes when the amount of information in the field exceeds the visible area.	Place the cursor in the field and then scroll the mouse wheel to move the data. You can also use the directional arrow keys to move about inside the long edit field.
Embedded Help Popup changes position in Arabic language version.	Accessing the same embedded Help repeatedly on a page sometimes causes the popup to shift position rather than appear in the default position. Observed in PeopleTools 8.51 in all platforms. There is no work around at this time.

MICROSOFT INTERNET EXPLORER

Users will encounter fewer anomalies when viewing PeopleSoft applications using IE as the default browser. However, incongruities and exceptions in certain environments still exist and might require workarounds. Microsoft attempts to fix browser issues with each forthcoming release.

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

- All releases of Microsoft Internet Explorer.
- Internet Explorer 10.x
- Internet Explorer 9.x
- Internet Explorer 8.x
- Internet Explorer 7.x
- Internet Explorer 6.x

Note. Certification of Windows XP has been retired, and Oracle recommends upgrading to a current operating system.

TROUBLESHOOTING ISSUES COMMON TO ALL RELEASES OF MICROSOFT INTERNET EXPLORER

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Loss of update, display of search page while clicking quickly on a PeopleSoft page.	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. Users should wait for the page to finish loading after every action.
Animated Gifs.	When the browser is asked to show an animated gif such as the PeopleSoft processing flashing logo on the top right of the screen, and then posts a form, the gif animation freezes while the browser is waiting for the webserver's response. Note. This is true only if the HTML form is not in a frame.

Error or Condition	Explanation or Work Around
Redirect error.	The “Permission denied” error occurs on Windows XP SP2 running IE when a frameset request is submitted. This issue is resolved in the PeopleTools 8.45 and 8.46 releases. A side effect of this work around is that you must click the Back button twice to view previous pages after a redirect.

CSV file types.	When saving .csv files using the “Save Target As” feature, the file extension defaults to .xls instead of .csv. This seems to occur if you are using Windows XP SP2 in conjunction with Weblogic 8.
	
	The work around for this issue is to change the file extension type to “.csv” before saving.
	
	An additional work around is for the system administrator to modify the following entry in web.xml from:
	
	`<mime-mapping> <extension> csv </extension> <mime-type> application/vnd.ms-excel </mime-type> </mime-mapping>`
	
	to
	
	`<mime-mapping> <extension> csv </extension> <mime-type> text/plain </mime-type> </mime-mapping>.`

Redirect.html	Redirect.html was introduced to address an IE XP SP2 bug (1149351000 - "Permission denied error when trying to access "Update Support Case") in regards to redirect. Microsoft has provided a hot fix 889386 for this issue, which is in "Cumulative Security Update For Internet Explorer (905915)". This update does include hotfixes that have been released since the release of MS04-004 and MS04-025, which includes the hotfix 889386 for 1149351000. As the result, the redirect.html file is optional for IE XP and it is removed it from PeopleTools 8.48. If the file does not exit, it will no longer perform browser site redirect to work around the previous issue since the fix is officially available from Microsoft.
Truncated drop-down list box values.	IE does not dynamically resize drop-down list boxes to display the longest value in the list. Use Application Designer to open the affected page and manually adjust the width of the drop-down list box to accommodate the longest value.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MICROSOFT INTERNET EXPLORER 10.X

Important! You should use Compatibility or Quirks mode, the default configuration, when you view your PeopleSoft applications. Standards mode is not supported. If you disable the Compatibility or Quirks mode, your PeopleSoft applications will run in Standards mode, which drastically affects how the Ajax partial page refresh operates and may make the pages un-useable.

PeopleSoft applications support the following versions or modes of IE10 on the Windows 8 operating system:

- Tablet version
  - Metro mode
    - Using the touch interface
    - Using the keyboard mouse
  - Desktop mode
    - Using the touch interface
    - Using the keyboard mouse
- Desktop version
  - Metro mode
  - Standard mode

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Bug 15834894 The autosuggest box, which appears when you enter text in the Portal Search field, does not close when you tap or click the Close (x) button on the search field.	Seen in PeopleTools 8.51, 8.52, and 8.53. Occurs in Desktop and Metro modes on touch and non-touch devices. *WORKAROUND* To dismiss the autosuggest box, tap or click any page control to remove focus from the search field.
Bug 15853979 When attempting to access PIA in the Windows 8 operating system, you see the following message: "We've detected that your operating system is not supported by this website."	Seen in PeopleTools 8.51 and 8.52. Occurs in Desktop and Metro modes on touch and non-touch devices. *WORKAROUND* This issue will be resolved in a future patch of PeopleTools 8.52.

Bug 15835578 Clicking or tapping the Save button on the Personalize Content page freezes PIA.	Seen in PeopleTools 8.52. Occurs on Windows tablet in both Metro and Desktop modes. *WORKAROUND* PeopleTools 8.52.14-A patch resolves this issue.
Bug 15835760 Type-ahead feature does not work well if you paste values in a prompt field.	Seen in PeopleTools 8.51 and 8.53. Occurs in Desktop and Metro modes on touch and non-touch devices. 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.
Bug 15877254 The sign out button on the home page does not appear in its correct position when sign in language is right-to-left (rtl) based.	Seen in PeopleTools 8.51, 8.52, and 8.53. Occurs on Windows tablet in both Metro and Desktop modes. *WORKAROUND* This is a layout issue and currently there is no fix.
Bug 15877514 Vertical lines are showing up in the header and the drop-down menu arrows are not aligned.	Seen in PeopleTools 8.51, 8.52, and 8.53. Occurs on Windows tablet in both Metro and Desktop modes. *WORKAROUND* This is a layout issue and currently there is no fix.
Bug 15881697 When you drill down to links or content on the Chart pages, the breadcrumb trail is not updated.	Seen in PeopleTools 8.51, 8.52, and 8.53. Occurs in Desktop and Metro modes on touch and non-touch devices. *WORKAROUND* This issue will be addressed in a future release.
Bug 14303123 On the PIA home page, white space appears above the header.	Seen in PeopleTools 8.51, 8.52, and 8.53. Occurs on Windows tablet in both Metro and Desktop modes. This issue occurs when you set the IE 10.x browser to Standards mode.

	WORKAROUND You should set the browser to Compatibility or Quirks mode when you view your PeopleSoft applications. Standards mode is not supported.
Pressing CTRL+J does not show the System Information page.	Press SHIFT+CTRL+J to display the System Information page.
Bug 15870494 When viewing a pivot grid in a modal window, the Month drop-down list is separated from the drop-down list box, which appears outside the grid.	Seen in PeopleTools 8.53. Occurs on touch device in Metro mode. *WORKAROUND* This is a layout issue and currently there is no fix.
Bug 15870306 The Minimize drop down does not appear in its correct position after accessing a non PeopleSoft page.	Seen in PeopleTools 8.53. Occurs on Windows tablet in both Metro and Desktop modes. *WORKAROUND* This is a layout issue and currently there is no fix.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MICROSOFT INTERNET EXPLORER 9.X

Important! You should use Standards mode, the default configuration, when you view your PeopleSoft applications. Compatibility View is not supported.

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Bug 16860587 In Accessibility layout mode, focus on controls is not shown clearly.	Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, when the Accessibility layout mode is turned on, focus on page controls is not clearly displayed. *WORKAROUND* You should set your browser to Standards mode, the default configuration. IE 9 does not support focus on input controls in the Compatibility or Quirks mode.
Bug 13990295 Closing the browser does not delete the browser cache.	This issue occurs in PeopleTools 8.53 when the browser setting "Days to keep pages in history" is set to greater than zero. For security reasons, you must set "Days to keep pages in history" to zero. To change this setting: 1. In the browser menu, select Tools, Internet Options. 2. In the Browsing history section, • Select the "Delete browsing history on exit" option. • Click the Delete button and ensure that the following options are selected: Temporary Internet files, Cookies, History, Form data, Passwords, and InPrivate Filtering data. • Click the Settings button and in the History section, set the "Days to keep pages in history" option to zero. 3. Click OK.
Bug 13404347 The Menu Pagelet (left navigation) disappears when you press either the (CTRL+) or (CTRL –) key combinations to zoom in and out of the page.	Seen in PeopleTools 8.51. To work around this issue, use Main Menu (drop-down navigation). PeopleTools 8.52 default navigation eliminates this issue.

Error or Condition	Explanation or Work Around
Bug 12754241 When accessing nonPeopleSoft URL-based related content services, IE 9 inaccurately displays a secure content warning.	This occurs because of the way that IE9 handles HTTP requests within iframes. Click the Show All Content button to dismiss the dialog box. Seen in PeopleTools 8.52 on multiple OS.
Bug 12975246 Pressing CTRL + J does not show the System Information page.	IE 9 dedicated the CTRL + J shortcut to display the Downloads page. Press SHIFT + CTRL + J to display the System Information page.
Bug 13682436 IE 9 does not display the last rows of a grid on a page.	Seen in PeopleTools 8.51. PeopleSoft applications support only the Standards mode in IE8 or 9.

Troubleshooting Issues Associated With Microsoft Internet Explorer 8.x

Important! You should use Standards mode, the default configuration, when you view your PeopleSoft applications. Compatibility View is not supported.

Identified issues and possible workarounds include:

Error or Condition	Explanation or Work Around
Bug 16860587 In Accessibility layout mode, focus on radio buttons is not shown clearly.	Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, when the Accessibility layout mode is turned on, focus on radio buttons is not clearly displayed. *WORKAROUND* You should set your browser to Standards mode, the default configuration. IE 8 does not support focus on input controls in the Compatibility or Quirks mode.

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Bug 14674198 Messages have inconsistent line spacing between the last two lines.	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. *WORKAROUND* Change the "PSLONGEDITBOX" style in your style sheet. Open the default style sheet. Find the PSLONGEDITBOX style and change the Display property to *Block*.
Bug 13990295 Closing the browser does not delete the browser cache.	This issue occurs in PeopleTools 8.53 when the browser setting “Days to keep pages in history” is set to greater than zero. For security reasons, you must set “Days to keep pages in history” to zero. To change this setting: 1. In the browser menu, select Tools, Internet Options. 2. In the Browsing history section, • Select the “Delete browsing history on exit” option. • Click the Delete button and ensure that the following options are selected: Temporary Internet files, Cookies, History, Form data, Passwords, and InPrivate Filtering data. • Click the Settings button and in the History section, set the “Days to keep pages in history” option to zero. 3. Click OK.

Error or Condition	Explanation or Work Around
For CRM Support, HelpDesk, HR HelpDesk, Change Management or Correspondence Management when using Text Tray feature on Case Notes, Change Request notes or Email Response pages, you cannot set up Merge key to be Alt+M (or any other browser-level menu access key).	This occurs because the shortcut keys clash with browser menu access keys. Seen in PeopleTools 8.50 and 8.51. You cannot assign any PeopleSoft application-level shortcut key combination to an existing browser-level shortcut key combination.
When viewing attachments, a new window appears and remains open. The window contains this message: 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 .	Close the window. This is a known IE bug.
Tabs on pages disappear when sign in language is right to left (rtl) based.	Add a valid doctype to the page HTML. <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN" "http://www.w3.org/TR/html4/strict.dtd">
Multiple tabs not supported.	Multiple tabs are not supported. You should use New Window link in PeopleSoft Internet Architecture to open new window.
Sign on page is missing the Set Trace link, or Set Trace link appears as HTML tags.	In PeopleTools 8.47, 8.48, 8.49, under certain conditions the Set Trace message and link on the sign on page is missing or appears as HTML tags and is inoperative. This occurs when using these OS/Browser combination: • Win XP / IE 8 • Win 2003 / IE 8 PeopleTools release 8.50 resolves this issue.
Hyperlinks not recognized as visited.	JavaScript links are not recognized as visited; the color of the link does not change after being clicked.
PeopleSoft applications do not display correctly in IE8, when changing the Browser Mode or Document Mode in the Developer Tools application.	In the IE8 Developer Tools application, don't change the Browser Mode or Document Mode when viewing PeopleSoft applications.

Error or Condition	Explanation or Work Around
The View All button/link and view by customize count selection (for example, View 4 button/link) do not work properly.	The View All/View4 button/link displays and is enabled even when the number of rows in the grid is less than the actual row count set to display. When you select the View All, the View 4 button/link displays and is enabled even when the number of rows in the grid is less than 4. Observed when navigating from the portal homepage to PeopleTools, Web Profile, Web Profile Configuration. Click the Search button and select any value. Click the Virtual Addressing or Cookie Rules tab. Click View All or specify the number you want to view. This issue is observed with the following browser combinations running on PeopleTools 8.47, 8.48 and 8.49: • Windows XP / IE8 • Windows 2003 / IE8 PeopleTools Release 8.50 resolves this issue.
In PeopleSoft applications, regardless of the number of browser windows open, IE considers these to be a single session.	If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.45 release on the Macintosh OS.
Hyperlinks not recognized as visited.	In IE7 and IE8 javascript hyperlinks are not recognized as visited: the color of the link does not change after being clicked only if the target is the same window. The javascript hyperlinks are recognized as visited if the target is a new window.
Browser gets hung in “Processing” mode.	In PeopleTools 8.47, 8.48 and 8.49, “Processing” will blink continuously without resolving or saving when using these OS/Browser combinations. • WinXP/IE8 • Win2003/IE8 PeopleTools release 8.50 resolves this issue.
When performing a file upload, the file upload dialog box exhibits unexpected behaviors in the browser	You cannot manually enter the file path in the file path edit field, even though there is a blinking cursor in the field. This is a change in browser behavior. There is currently no work around.

Error or Condition	Explanation or Work Around
When accessing the System Information page (Ctrl + J), the browser version appears incorrectly as IE/7.0	You are viewing the page in Compatibility View. To change these settings: 1. In the browser menu, select Tools, Compatibility Settings. 2. Ensure that the page or the domain is not listed in the Compatibility View. 3. Uncheck the Display intranet sites in Compatibility View check box. 4. Uncheck the Display all websites in Compatibility View check box. 5. Clear the browser cache.
Keyboard Shortcut page does not appear when pressing the Ctrl + K keys; a new tab that duplicates the current page appears instead.	Ctrl + K is a keyboard shortcut within the browser and therefore does not perform the keyboard shortcut for PeopleSoft applications. There is no work around.
Bug 11870611 Intermittent "Error 501--Not implemented" messages when navigating to a page using IE7 or IE8	This is a known IE bug. See this Microsoft link for details: http://support.microsoft.com/kb/895954 The bug occurs if there is a failed network connection when IE sends an AJAX request. When this occurs, IE makes the next AJAX request with only the HTTP header data (no POST data). This causes issues when the web server receives this partial request. Follow the instructions on the knowledge base article kb 895954 to enable the Microsoft hot fix. Observed in PeopleTools 8.50 and 8.51.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MICROSOFT INTERNET EXPLORER 7.X

Important! Oracle recommends that you use a more recent version of Internet Explorer than IE 7 to avoid performance issues with PeopleSoft applications.

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Tabs on pages disappear when sign in language is right to left (rtl) based.	Add a valid doctype to the page HTML. <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01//EN" "http://www.w3.org/TR/html4/strict.dtd">
Multiple tabs not supported.	Multiple tabs are not supported. You should use New Window link in PeopleSoft Internet Architecture to open new window.
REN Server run to Window not working.	You must install all PeopleSoft certificates to a trusted store. If you don't, certificates go to a personal store, which IE does not trust. To install the certificates: 1. Right-click on the IE desktop icon. 2. Select Run as, then sign on as the administrator. 3. Visit the site you need to certify. 4. Click through the certification error. 5. Click the Certification Error button in the address bar. 6. Select View Certificate. 7. Select Install Certificate. 8. Select the Place all certificates in the following store radio button. 9. Select the Trusted Root Certification Authorities store.
Pressing CTRL + J opens side bar over the Component Information page.	Although pressing CTRL + J opens the Component Information page, in IE it also opens the Favorites Center side bar, which hovers over the Component Information page. PeopleSoft's work around for this problem is to close the Favorites Center side bar.
Cookies are limited to 20 or 50 by the browser, depending on which security update you have.	There is no work around for this issue.
Sign on page is missing the Set Trace link, or Set Trace link is displayed as	In PeopleTools 8.47, 8.48, 8.49, under certain conditions the Set Trace message and link on the Sign In page is missing, or

Error or Condition	Explanation or Work Around
HTML tags.	appears as HTML tags and is inoperative. This occurs when using these OS/Browser combination: • Win 2008 / IE 7 PeopleTools release 8.50 resolves this issue.
Hyperlinks not recognized as visited.	JavaScript hyperlinks are not recognized as visited; the color of the link does not change after being clicked. There is no work around at this time.
Space appears between the lines of links that span more than one line.	When a hyperlink extends to 2 lines, there is a space between the 1st line and 2nd line. When the hyperlink extends to 3 lines, there is no space between the 1st line and 2nd line but there is a space between 2nd line and 3rd line. There is no work around for this issue.
There is a 2 pixel grey outline to the left for any drop-down list box.	Every drop-down list box with no style associated with it appears with a 2 pixel grey outline to the left of the control. There is no work around for this issue.
Messages have inconsistent line spacing between the last two lines.	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. The work around is to change the "PSTEXT" style in your stylesheet. Open the default style sheet. Find the PSTEXT style and change the Display property to *Block*.
When multiple browser windows are open and accessing a PeopleSoft application, signing off the system in one browser window does *not* end the session in all windows.	IE7 treats all open windows as one session, not multiple sessions. To completely sign out of the PeopleSoft application, you must sign off or close all browser windows that access any PeopleSoft application.
Hyperlinks not recognized as visited.	In IE7 and IE8 JavaScript hyperlinks are not recognized as visited: the color of the link does not change after being clicked only if the target is the same window. The JavaScript hyperlinks are recognized as visited if the target is a new window.
The focus is set properly but the focus rectangle is not visible until you tab to the next button.	This is a bug in IE7.
When performing a file upload, the file	Manually entering the file path field causes the Cancel button to

Error or Condition	Explanation or Work Around
upload dialog box exhibits unexpected behaviors in the browser.	be disabled (until you clear the edit field). This is a change in browser behavior. There is currently no work around.
When you click View Attachment, certain downloads are silently blocked when the "Automatic prompting for file downloads" property is set to "Disable" in IE and the Windows Explorer “Confirm open after download” property is set to “checked.” This only occurs if the file attempts to open a 3rd party application outside of the browser.	This silent blocking is a known Microsoft bug in the property. You might use either of the following workarounds: • Change the environment so that the security zone is associated with the URLs used to access their PeopleSoft applications is now in the Local intranet security zone (rather than the Trusted security zone). • Change the setting of the "Automatic prompting for file downloads" property for the Trusted security zone to "Enable" on each end-user machines. In addition, the problem is resolved by any of the following workarounds: • Use DetachAttachment (rather than ViewAttachment). • Use Firefox (rather than IE). • Selectively pass a value of False as the NewWindow parameter of the call to ViewAttachment. • Press the CTRL key during the View operation to permit an automatic download.
When using the File Attachment dialog box to upload a file, if you specify a relative path to a file or enter only a file name in the edit box and then: • Click the Cancel button, the “Processing” indicator flashes continually. • Click the Upload button, the “Processing” indicator flashes continually. • Click the Close icon, the browser returns you to the primary page.	Internet Explorer 7 does not support the use of relative paths to files in the File Attachment dialog box. If you enter a relative path to the file or just the file name, the browser does not allow you to leave the dialog box unless: • You use the Browse button to select the absolute path to a valid file (or you manually enter such a path in the edit box) and then click the Upload button. • You remove the invalid file name from the edit box, and then click the Upload or the Cancel button. • You refresh the page. Other browsers do not exhibit, or they prevent, this behavior.

Error or Condition	Explanation or Work Around
Bug 11870611 Intermittent "Error 501--Not implemented" messages when navigating to a page using IE7 or IE8	This is a known IE bug. See this Microsoft link for details: http://support.microsoft.com/kb/895954 The bug occurs if there is a failed network connection when IE sends an AJAX request. When this occurs, IE makes the next AJAX request with only the HTTP header data (no POST data). This causes issues when the web server receives this partial request. Follow the instructions on the knowledge base article kb 895954 to enable the Microsoft hot fix. Observed in PeopleTools 8.50 and 8.51
Bug 13342849 When the sign in language is right-to-left (rtl) based, and when you use Restore Down, the IE 7 browser does not display the horizontal scroll bar.	Seen in PeopleTools 8.51. This is a limitation of IE 7.
Bug 12333916 Occasionally, the Recent Search Results list under Favorites does not display the most recent search results.	Seen in PeopleTools 8.51 and 8.52. This issue has no work around. Persistent search is best supported in PeopleTools 8.53.

INCREASING THE NUMBER OF HTTP CONNECTIONS FOR IE 7

Since PeopleTools version 8.5, PeopleSoft applications rely more on JavaScript in the presentation of the user interface (page load).

Internet Explorer 7 by default uses only two HTTP connections to the web server. You can increase the number of connections from two to 10 by following the steps in this Microsoft support article: http://support.microsoft.com/kb/282402

In Internet Explorer 8, the browser by default uses six HTTP connections to the web server and JavaScript is loaded in parallel.

Note: Increasing the number of files that Internet Explorer 7 can download in parallel enables the browser to load resources (images) more quickly into the browser cache—with the exception of JavaScript files. JavaScript is still loaded sequentially in Internet Explorer 7.

TROUBLESHOOTING ISSUES ASSOCIATED WITH MICROSOFT INTERNET EXPLORER 6.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
PeopleSoft Navigator error.	The Q867801 patch for the IE 6.0 release causes an error when using PeopleSoft Navigator functionality in PeopleTools 8.44. This IE bug is addressed in the PeopleTools 8.46 release and in a patch for 8.45.
Redirect to Login page.	The Process List page of Process Monitor redirects users to Login page. This occurs when using Windows XP SP2 with IE 6.0 on PeopleTools 8.46.
Viewing attachments and downloading to Excel.	Attachments are inaccessible and documents cannot be downloaded to Excel when using Windows XP and IE 6.x. This is the result of a new security setting in the IE 6.x browser. There are two possible workarounds for this issue. See *Viewing Attachments and Downloading Files.*

ERROR OR CONDITION	EXPLANATION OR WORK AROUND
Crystal reports.	Large HTML files (over 4 MB) might display incorrectly in both IE 6 and 5.5. To overcome this limitation, use the Separated Pages option when running reports to this format in PeopleSoft Internet Architecture. You can set this option by adding the switch *-SP1* to the command line arguments of the report's process definition.
Disappearing menu.	Occasionally the PIA menu might disappear when a user opens a PIA page. This is a Microsoft issue and might be addressed in a future IE release. In the interim, two work around options exist: • Refresh the page using the browser's refresh button. • Turn off compression (compressResponse=false). Note. This issue only applies to browsers with the Q810847 Update Version applied. Determine which Update Versions you have in the About Internet Explorer dialog box. Select Help, About Internet Explorer from the browser menu. In addition, Microsoft recommends a fix for this issue on their website. Follow this link for details: http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/revsbwp.asp
HTML anchors.	Pages with a button pointing to an HTML anchor. When you click the button and then press tab, the browser's URL address edit box is in focus instead of the HTML anchor element.

Error or Condition	Explanation or Work Around

Error displaying iScript PIA pages.	Error appears when trying to display an iScript type PIA page. This is a Microsoft issue and might be addressed in a future IE release.
	
	Note. This issue only applies to IE6 SP1 browsers with the Security patch (Q832894) applied.
	
	In the interim, two work around options exist:
	• Disable the Browser advanced setting "Do not save encrypted pages to disk".
	• Edit your web server's configuration.properties by changing these settings
	`compressresponse=false`
	`portalcompressresponse=false`
	
	Note. These flags, when set to true, compress (gzip - data that is sent from the web server to the browser.) You might encounter performance issues if you disable them.

PS/nVision drilldown.	Initiating drilldown takes user to the PIA signon page instead of the PS/nVision Drilldown page. This is a Microsoft issue and might be addressed in a future IE release. If you hit the "Refresh" button the Drilldown page displays. Note. This issue only applies to IE6 SP1.

Target page user interface appears incorrectly when single signon between Oracle and PeopleSoft is configured.	For Internet Explorer 6.0 SP1, select *Tools, Internet Options*. On the Advanced tab scroll to the Security section and check the "Do not save encrypted pages to disk" checkbox, and click OK.
	
	If this doesn't solve the issue, or you are using Internet Explorer 6.0 SP2 on XP try turning the compression off on the web server. Select *PeopleTools, Web Profile, Web Profile Configuration* and open the appropriate configuration.
	
	• Deselect the following options:
	  • Compress Responses
	  • Compress Response References
	  • Compress Query
	Restart the web server and application server. Also, it is recommended that you clear the application server cache.

Error or Condition	Explanation or Work Around
Multiple browser windows but single session.	In PeopleSoft applications, regardless of the number of browser windows open, IE considers these to be a single session. If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.45 release on the Macintosh OS.
Cookies are limited to 20 or 50 by the browser, depending on which security update you have.	There is no work around for this issue at this time.
In PeopleSoft applications, regardless of the number of browser windows open, IE considers these to be a single session.	If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.45 release on the Macintosh OS.

Viewing Attachments and Downloading Files

A security setting in the IE 6.x browser causes attachments to be inaccessible when using Microsoft Windows XP. In PeopleSoft applications, the Download to Excel feature is also unavailable. There are two possible workarounds for this issue including making PeopleSoft Pure Internet Architecture a "trusted site" or enabling an automatic prompt for downloads in IE.

To make your PeopleSoft application a trusted site in IE:

1. In Internet Explorer, select Tools, Internet Options, Security tab from the menu.
2. Select **Trusted sites** for the Web content zone and click the **Sites** button.
3. Enter the Web site address for your PeopleSoft site and click the **Add** button.
4. Click the OK button on the Trusted Sites dialog box and on the Internet Options dialog box.

To enable an automatic prompt for downloads:

1. In Internet Explorer, select Tools, Internet Options, Security tab from the menu.
2. Select **Internet** for the Web content zone and select the **Custom Level** button.

   This assumes that your PeopleSoft site is already designated an "Internet" site. See the lower right hand corner of your Internet browser.
3. Scroll down to the Downloads settings.
4. Select to enable the "Automatic prompting for downloads" option.
5. Click the OK button on the Security Settings dialog box and the Internet Options dialog box.

GENERAL ISSUES AFFECTING MULTIPLE BROWSERS

This section discusses these topics, which apply to multiple browsers:

- Availability of Copy URL (http) icon on PIA.
- Closing superfluous attachment windows.
- Clearing cache after changing navigation personalization.
- Clearing cache after upgrading PeopleSoft applications.
- Browsers running on Windows XP downloading Excel files from Oracle Application Server (OAS).
- Older browsers and non-US-ASCII characters.

AVAILABILITY OF COPY URL (HTTP) ICON ON PIA

From PeopleTools 8.53, the Copy URL to clipboard functionality or the http icon (which appears on PIA in the universal header area) is available only for the IE browsers. That is, the Copy URL (http) icon is no longer available on Mozilla Firefox and Google Chrome browsers.

In earlier versions of Mozilla Firefox, the Copy URL (http) icon was available, but from PeopleTools 8.53 the Copy URL to clipboard functionality is not available because Mozilla disabled access to the clipboard from Javascript for security reasons.

CLOSING SUPERFLUOUS ATTACHMENT WINDOWS

When viewing attachments, superfluous message windows sometimes appear and remain open. The message varies based on the browser you use:

- 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.

Two workaround options exist for this issue:

- Close the window.
- Set the attachmentExtraWindow property = 2 on the Web Profile Custom Properties page; the extra window will not appear.

See Also

PeopleTools 8.53: PeopleTools Portal Technologies

CLEARING BROWSER CACHE AFTER CHANGING NAVIGATION PERSONALIZATIONS

Because the browser caches the Menu pagelet (left navigation), if you change Navigation Personalizations through the My Personalizations page, the change will not be reflected on the PeopleSoft pages stored in the browser cache until the browser cache is deleted manually.

To clear browser cache:

1. Sign out of your PeopleSoft application.
2. Close any open instances of your browser.
3. Empty the browser cache.
4. Open a new instance of your browser.
5. Sign in to your PeopleSoft application.

CLEARING BROWSER CACHE AFTER UPGRADING PEOPLESOFT APPLICATIONS

After an upgrade, end users might encounter anomalies with the display of fonts and certain images, such as the menu icon. If this occurs, end users should clear the browser cache on their individual machines.

To clear browser cache:

1. Sign out of your PeopleSoft application.
2. Close any open instances of your browser.
3. Empty the browser cache.

4. Open a new instance of your browser.
5. Sign in to your PeopleSoft application.

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.

Downloading Excel Files in Browsers Running Windows XP

In some cases when downloading Excel files, browsers running Windows XP can see a web certificate error. To resolve this issue, add the AlwaysSaveToCurrentPath registry key for Excel.

To add the registry key:

1. Open the Registry Editor.
2. Navigate to KEY_CURRENT_USER -> Software -> Microsoft -> Office -> 12.0 -> Excel -> Options.
3. Add a New entry AlwaysSaveToCurrentPath of type REG_DWORD with value set to 1.
4. Save.
5. Restart the computer.

Older Browsers Might Display Non-US-ASCII Characters in a Non-Encoded Format

Starting in PeopleTools 8.50, in file attachment functionality such as `ViewAttachment` and `DetachAttachment`, non-US-ASCII characters will appear in browser dialogs as expected rather than in an encoded format. For example text will appear as AAA.txt where AAA are non-US-ASCII characters instead of abc1234abc1234abc1234.txt (the hex encoded format).

Due to better HTTP standards compliance, the most current releases of browsers provide the best support for displaying non-US-ASCII characters. Older browsers might not display these characters correctly.

EDIT HISTORY

VERSION	POSTING DATE	COMMENTS
16.1	6/14/2013	PeopleTools 8.53 revision: Updated and added entries.
16	2/1/2013	Concurrent with the generally available 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 generally available release of PeopleTools 8.52. *Important!* Document name changed to Browser Compatibility Guide.
14	9/10/2010	Concurrent with the generally available 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 generally available 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 generally available release of PeopleTools 8.49.
9.0	7/27/2006	Concurrent with the generally available release of PeopleTools 8.48.
8.0	11/15/2005	Concurrent with the generally available release of PeopleTools 8.47.
7.0	3/23/2005	Concurrent with the generally available release of PeopleTools 8.46. Includes new sections for the Mozilla and Firefox browsers.
6.2	6/10/2004	Concurrent with the generally available 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 generally available release of PeopleTools 8.44.

VERSION	POSTING DATE	COMMENTS
5.2	7/31/2003	Concurrent with the generally available 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 generally available release of PeopleTools 8.43.
4.0	11/26/2002	Concurrent with the generally available release of PeopleTools 8.42.