

## **PeopleFluent Recruiting 2020 Hardware and Software Requirements**

Document Version: 1.1

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# About This Document

This document describes end user system requirements for PeopleFluent Recruiting.

## Summary

The PeopleFluent Recruiting application suite uses a web-based architecture and is deployed in a software as a service (SaaS) model. These factors greatly reduce the deployment issues usually associated with large-scale enterprise applications. Recruiting applications can be accessed from any location that has access to the Internet.

This document describes the web browser, system, and network prerequisites for the following PeopleFluent Recruiting applications and portals:

PeopleFluent Recruiting Portal	Business Intelligence Platform
PeopleFluent RMS Administration Portal	PeopleFluent Candidate Portal Career pages
PeopleFluent Staffing Agency Portal	Onboarding
PeopleFluent Administration Portal	Interview Scheduling
Contact Management	

## Document Revision

This section lists the initial publication and any changes or updates that follow.

*Table 1: Revision Information*

Revision Information	
Revision Date:	21 September 2020
Revised Document Version Number:	1.1
Details of Revision	<ul style="list-style-type: none"><li>• Updated <a href="#">Web Browser Support Policy</a> to include Microsoft Edge.</li><li>• Added Microsoft Edge and RMS Administration Portal compatibility issue to <a href="#">Known Issues and Limitations</a>.</li></ul>
Revision Date:	16 July 2020
Revised Document Version Number:	1.0
Details of Revision	Initial publication.

# Web Browser Support Policy

To provide security and the best performance to our users, PeopleFluent clients are recommended to follow our Browser Support policy to access all PeopleFluent applications.

Unsupported, older versions of browsers may have rendering or compatibility issues. When such issues are reported, PeopleFluent will attempt to recreate these issues on fully supported browser versions and in the event that these issues cannot be replicated, the remedy will likely be a recommendation for clients to upgrade to a supported browser.

## Microsoft Edge (Latest Stable Release)

PeopleFluent supports the latest stable release of Microsoft Edge browsers in accordance with Microsoft's support policy.

## Microsoft Internet Explorer

PeopleFluent supports Microsoft Internet Explorer browsers in accordance with Microsoft's support policy:

<https://support.microsoft.com/en-us/help/17454/lifecycle-faq-internet-explorer>

## Mozilla Firefox (latest stable release)

PeopleFluent supports Firefox's latest stable release channel. PeopleFluent's support also extends to Firefox's specialized Extended Support Release (ESR). For Mozilla Firefox release notes, go to:

<https://www.mozilla.org/en-US/firefox/releases/>

## Google Chrome (latest stable release)

PeopleFluent supports Chrome's latest stable release from Google Stable Channel. For Chrome release updates, go to:

<https://chromereleases.googleblog.com/search/label/Stable%20updates>



Note: In 2017, Chrome identified HTTP pages that collect passwords or credit cards as non-secure. All PeopleFluent RMS applications use HTTPS. PeopleFluent recommends that clients contact their PeopleFluent representative to enable SSL for their career sites.

## Apple Safari

PeopleFluent supports Apple Safari latest stable release on Mac OS X.

## Known Issues and Limitations

### Recruiting

- PeopleFluent RMS Administration Portal can only be used with Internet Explorer in Compatibility View for versions 8.0.x, 9.0.x, 10.0.x, and 11.0.x. Safari, Firefox, and Chrome are not supported browsers.

For Microsoft Edge users, PeopleFluent RMS Administration Portal can only be used with Microsoft Edge in IE mode for versions 78.0.x or later (<https://docs.microsoft.com/en-us/deployedge/edge-ie-mode>). Please note the following:

- For Microsoft Edge version 82 or lower, the RMS Administration Portal can be used in the IE mode option if allowed by your IT department. IE mode can be accessed via <edge://flags/#edge-internet-explorer-integration>.
- For Microsoft Edge version 83 or later and IE Mode has been disabled, your IT department should follow the steps outlined at <https://docs.microsoft.com/en-us/DeployEdge/edge-ie-mode-policies#configure-internet-explorer-integration>.
- PeopleFluent Staffing Agency Portal can only be used with Internet Explorer in Compatibility View for versions 8.0.x, 9.0.x, 10.0.x, and 11.0.x. Safari, Firefox, and Chrome are not supported.
- Printing outcomes differ for clients using Internet Explorer 9.0, 10.0, Chrome, and Firefox.
- The Forms Designer requires Internet Explorer 10.0.x or later, or the latest versions of Firefox or Google Chrome.
- Career sites are tested for base functionality. Customization may affect browser support.
- In most instances, Recruiting applications function with the default workstation security settings. However, some PeopleFluent functionality, such as workflow email handling through either Microsoft Outlook or Lotus Notes, requires specific browser configuration.
- Dropbox and Google Drive do not support Internet Explorer 8.0.x. As a result, this browser cannot be used to upload documents from Dropbox or Google Drive to the career site.

### PeopleFluent iPaaS

- iPaaS can be used with Internet Explorer 8.0.x, 9.0.x, 10.0.x, 11.0.x, the latest versions of Firefox and Google Chrome, and Safari 5.x, 6.x, 7.x, and 8.x on Mac OS X 10.5+.

# Mobile Device Requirements

## Technology Prerequisites

PeopleFluent develops applications in such a way as to allow use of multiple mobile device platforms and browsers. Given the potential variations of devices (Blackberry, iPhone, Windows Mobile, Android), device versions, browsers, and browser versions it is impractical to list all of the possible variations, let alone test against the entire list. Instead, PeopleFluent will provide clients with mobile functionality updates and communicate product and technical prerequisites specific to the functionality.



Note: JavaScript must be enabled on the mobile device to use PeopleFluent Mobile features.

## Mobile Approvals

### Product Prerequisites

PeopleFluent Mobile Approvals requires activation of the "Email Approvals" feature in the PeopleFluent Recruiting Portal.

### Description

When using the **Email Approvals** feature, the user receives an email message when they are required to approve or deny a requisition or candidate offer. When the link in the email is clicked, a browser session is started and a web page is presented with the approval information. The Mobile Approvals feature uses the same mechanism, but displays the web page in a format that is compatible with the mobile device platform.

## Mobile Recruiting

PeopleFluent Mobile Recruiting allows recruiters to quickly review candidate and requisition information on their smartphone or tablet. Mobile Recruiting requires users to have access to the core functionality in the PeopleFluent Recruiting Portal.

PeopleFluent strives to support the most common mobile devices and browsers. However, due to the number of devices, operating systems, and browsers available, we are unable to test every configuration and you may be advised to download a third-party browser that has been tested. Windows phones do not support Mobile Recruiting and are not recommended at this time.

Please note that the configuration of your device, its operating system, and security settings are not supported by PeopleFluent. Please speak to your service provider if you encounter difficulty with those areas.

Mobile Recruiting supports the following browsers and devices:

Table 2: PeopleFluent Mobile Recruiting Supported Browsers and Mobile Devices

Browser	Mobile Device
Safari	<ul style="list-style-type: none"><li>◆ iPhone</li><li>◆ iPad</li></ul>
Google Chrome	<ul style="list-style-type: none"><li>◆ All Android Devices</li><li>◆ iPhone</li><li>◆ iPad</li></ul>

# Web Browser Configuration

In most instances, PeopleFluent Recruiting applications function with the default workstation security settings. However, some PeopleFluent functionality, such as workflow email handling through either Microsoft Outlook or Lotus Notes, requires specific browser configuration. This section covers configuration for the following areas:

- [Cookies](#)
- [Fonts](#)
- [Enable TLS 1.2 Browser Support](#)
- [Security Settings](#)
- [Trusted Sites](#)
- [Email](#)

## Cookies

A cookie is defined as a collection of information, usually including a username and the current date and time, stored on the local computer of a person using the World Wide Web, used chiefly by web sites to identify users who have previously registered or visited the site.

A user's web browser can be configured to accept all cookies or to alert the user each time a cookie is offered. If the latter option is selected, the user can decide each time whether to accept a cookie.

In more recent versions of Internet Explorer, cookies are configured within predefined security levels. To ensure cookies are enabled for PeopleFluent Recruiting, select **Internet Options** from the **Tools** menu of the Internet Explorer browser. Click the **Privacy** tab. The setting should be set to **Medium** or lower.

Cookies must be enabled to support the Business Intelligence Platform.

## Fonts

The browser font setting should be set to **Medium** or less. Fonts set larger than this can cause certain parts of the application to display incorrectly.

## Enable TLS 1.2 Browser Support

To ensure that web traffic is securely encrypted, PeopleFluent requires the use of TLS 1.2 protocol. Users with browsers that do not support TLS 1.2 by default need to enable this encryption protocol in their browsers. The browsers that do not support TLS 1.2 by default include Internet Explorer 8.0.x to 10.0.x and Mozilla Firefox 24.0.x through 27.0.x.

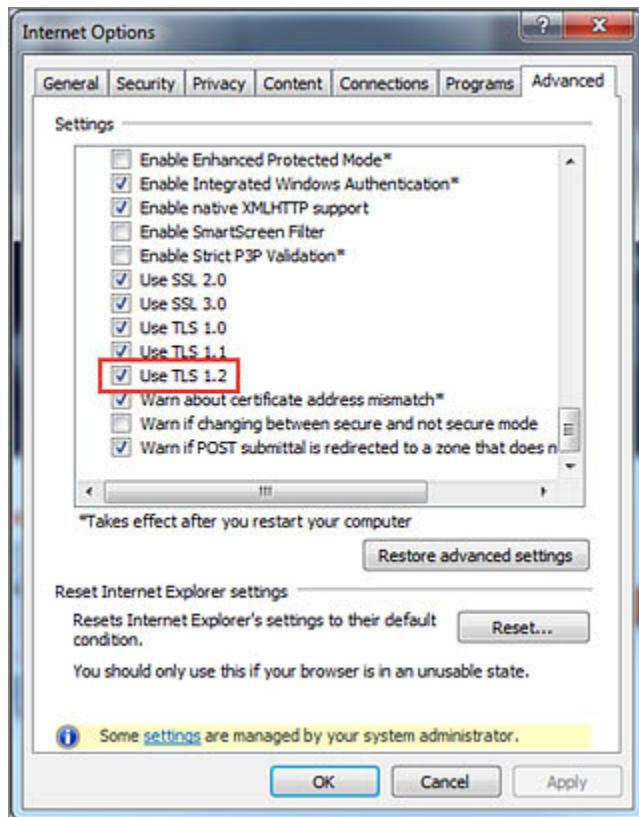


Figure 1: Enable 1.2 for Internet Explorer

### To enable TLS 1.2

- 1 Select the **Tools** menu option, then **Internet Options**.
- 2 Select the **Advanced** tab.
- 3 Scroll to the **Security** section (at the bottom).
- 4 Select **Use TLS 1.2**.
- 5 Click **Apply**.
- 6 Click **OK**.

## Security Settings

The following table provides the Internet Explorer security settings required for PeopleFluent Recruiting applications and tools.

### To access Security Settings

- 1 In Internet Explorer, select **Tools > Internet Options**.
- 2 Click the **Security Tab**.
- 3 Click the **Custom Level** button.

Table 3: Internet Explorer Security Settings

Setting Name	Required Value	Reason
ActiveX controls and plug-ins <ul style="list-style-type: none"><li>♦ Download signed ActiveX controls</li></ul>	Prompt or Enable	Is required only if using Outlook <b>Calendar</b> or <b>Inbox</b> on the My PeopleFluent page, and Outlook View Control is NOT already installed. Supports the Business Intelligence Platform.
ActiveX controls and plug-ins <ul style="list-style-type: none"><li>♦ Run ActiveX controls and plug-ins</li></ul>	Enable	Is required to support PeopleFluent Recruiting workflow and Business Intelligence Platform.
ActiveX controls and plug-ins <ul style="list-style-type: none"><li>♦ Script ActiveX controls marked safe for scripting</li></ul>	Enable	Is required to support PeopleFluent Recruiting workflow and Business Intelligence Platform.
ActiveX controls and plug-ins <ul style="list-style-type: none"><li>♦ Initialize and script ActiveX controls not marked as safe</li></ul>	Enable	Is required only if using Outlook or Lotus Notes email triggers. Setting PeopleFluent as a <a href="#">trusted site</a> is also recommended.
Downloads – Automatic prompting for downloads	Enable	Is required to support the Business Intelligence Platform.
Downloads - File Download	Enable	Is required to view candidate or requisition attachments that are not viewed natively within the browser window. Is required to support the Business Intelligence Platform.
Miscellaneous - Submit nonencrypted form data	Enable	Is required to support the PeopleFluent Career Sites if not using HTTPS.
Scripting - Active Scripting	Enable	Is required to support the PeopleFluent Career Sites and Business Intelligence Platform.

For more information on ActiveX, refer to the [ActiveX Controls](#) section of this document.

## ActiveX Controls

An ActiveX control is a component programme object that can be re-used by many applications within a computer or among computers in a network. Although PeopleFluent does not download any ActiveX controls or objects to client PCs, the application still interacts with various parts of Windows that require ActiveX. Therefore, the browser security settings need to permit this.

The settings in the previous table are necessary for ActiveX and are activated because our client side code makes extensive use of the XML Document Object Model (DOM) that is installed on client PCs with Internet Explorer, but needs to be instantiated as an ActiveX Object. Therefore, if these settings are turned off, Internet Explorer cannot use the XML DOM.

The Recruiting Portal calls the existing Outlook API (msoutl9.olb) to invoke email and calendar events. However, this API is not marked as safe for scripting.

## Trusted Sites

PeopleFluent recommends adding the PeopleFluent web site as a trusted site within your browser configuration if:

- Outlook or Lotus Notes is being used as the email handler within the PeopleFluent application;
- or -
- Internet Zone security settings are too restrictive to run the PeopleFluent application and there is no desire to change the setting.

Using the Trusted Sites approach allows the PeopleFluent application to run without compromising the general browser security settings. The Trusted Sites feature of Internet Explorer makes it possible to set special security settings for individual web sites.

### To create a trusted site

- 1 Click **Tools**, select **Internet Options** and click the **Security** tab.
- 2 Click the **Trusted Sites** icon and then click the **Sites** button.

**3 Enter the correct datacenter information to the **Trusted Sites** list and click **Add**.**

- For clients accessing through the US Datacenter, add [\\*.peopleclick.com](*.peopleclick.com) to the **Trusted Sites** list.
- For clients accessing through the Europe Middle East Asia (EMEA) Datacenter, add [\\*.peopleclick.eu.com](*.peopleclick.eu.com) to the **Trusted Sites** list.

If Outlook or Lotus Notes is used for email triggers, click the **Custom Level** button to display additional security setting options. Set **Initialize and script ActiveX controls not marked as safe** to **Enable**.

Clients who designate PeopleFluent as a trusted site and post to job boards using eQuest must also add \*.eQuest.com as a trusted site within their browser configuration. This setup is necessary because PeopleFluent must receive data from eQuest in order to unpost jobs from individual job boards.

-  Note: Clients who do not currently designate \*.peopleclick.com or \*.peopleclick.eu.com as a trusted site and post to eQuest are not required to change their trusted site settings.

Refer to your web browser's Online help, for more information on configuring different levels of security.

# Email

## Anti-Spamming

Many organisations use email anti-spamming technology to filter out unwanted or suspect emails. Parts of PeopleFluent Recruiting use built in email functionality (known as **Internal Email**) to send information to PeopleFluent Recruiting users. Some enterprise email anti-spamming technology may interpret this type of email as suspect and therefore not deliver the message. This issue is due to the email message containing the organisation's domain name (...@organisation.com), yet having a corresponding IP address signature that is outside the organisation's IP address range.

## Anti-Spamming Technology

Many organisations implement anti-spamming technologies to reduce the number of unwanted or questionable emails. If your organisation has implemented this anti-spam technology or if you are experiencing email difficulties using PeopleFluent Recruiting, the remainder of this section should be reviewed.

## Email IP Addresses

PeopleFluent recommends that all clients whitelist emails from any PeopleFluent server. Any email sent from a server with a reverse DNS look-up value of \*.peopleclick.com or **\*.peopleclick.eu.com** should be whitelisted. If your spam filtering software is unable to whitelist domains, PeopleFluent can provide your organisation with the IP addresses from which production email messages are currently sent.

PeopleFluent will normally have a primary set of IP address ranges from which emails can be sent, although additional ranges may be used for load balancing purposes and future expansion.

Non-production PeopleFluent environments may have separate IP addresses from which emails are sent. These IP addresses will need to be requested separately, as they are subject to change. For this reason, PeopleFluent recommends that the PeopleFluent domain is whitelisted, rather than individual IP addresses.

## Enterprise Management

Allowing predefined IP address ranges ensures valid PeopleFluent Recruiting-generated emails are able to pass through your firewalls.

## Desktop Management

Anti-spamming technology can reside on an individual's desktop computer as well as at the enterprise level. If your organisation relies on anti-spamming technology using an email client such as Microsoft Outlook or Lotus Notes, you may also need to modify the policies of these email applications to accommodate the published IP address ranges PeopleFluent uses for email communication.

## IP Address Range Policy

It is important to note that PeopleFluent utilizes multiple outgoing mail servers for load balancing and redundancy. At any time, mail may be routed through any of the production mail servers. Whitelists and other anti-spam management tools should be configured to accept mail from any of these sources.

In addition, PeopleFluent may change one or more of the IP address ranges to accommodate changes in our engineering, architecture or infrastructure. PeopleFluent may also remove or add IP address ranges for the same purpose. PeopleFluent will provide as much advance notice as possible to your organisation should there be changes to the IP address ranges.

# Microsoft Outlook and Lotus Notes Integration

## Microsoft Outlook

The Recruiting Portal can be configured to integrate with Microsoft Outlook 2007 and above; this integration allows for the following:

- Viewing the Inbox and Calendar from within the My PeopleFluent page
- Using Outlook for email and calendar workflow triggers

Please note, Internet Explorer is the only browser that supports Active X. Therefore, the Recruiting Portal and Outlook integration only works when Internet Explorer is the browser. Microsoft will no longer support Active X after Internet Explorer 11 and PeopleFluent is looking into other options.

## Lotus Notes

All versions of PeopleFluent Recruiting are approved for Lotus Notes 8.5 and support Lotus Notes 8.5. However, PeopleFluent Recruiting does not fully support Lotus Notes; the Calendar and Inbox widgets located the Recruiting Home page cannot be viewed using Lotus Notes. Lotus Notes can only be used for sending and receiving emails and calendar events.

The Recruiting Portal can be configured to integrate with Lotus Notes version 8.5. This integration allows Lotus Notes to be used for email and calendar triggers. The Internet Explorer security setting Initialize and script ActiveX controls not marked as safe must be set to Enable. For this reason, designating PeopleFluent as a trusted site is suggested (see [Trusted Sites](#) for more details).

The Lotus Notes integration does not require any extra components or plug-ins to be installed on the client system. The Recruiting Portal calls the existing Lotus Notes API (notes32.tlb type library) to invoke the email messages. However, notes32.tlb is not marked as safe for scripting.

# Business Intelligence Platform Configuration Settings

## Business Intelligence 4.2

Business Intelligence (BI) 4.2 is an upgrade from Legacy Business Intelligence and Business Intelligence 4.1. Compared to Legacy Business Intelligence, the new BI platform provides an updated user interface, new features, and architectural changes.

If clients migrated to BI 4.2 from Legacy Business Intelligence, these significant improvements were introduced in BI 4.1 and are also available in BI 4.2. For more information about these improvements, see the *PeopleFluent RMS Business Intelligence 4.1 Release Notes* and the *PeopleFluent RMS Business Intelligence 4.2 Release Notes*.

### Browser and Java Requirements

Depending on the client's operating system, the following table summarizes the browser and Java Runtime Environment (JRE) requirements that are defined by SAP for the new BI platform.

Table 4: Browser and Java Requirements

Operating System	Browser	Java
Windows 7 SP1	Microsoft Internet Explorer 11 (Desktop Version)	Oracle JRE 7, 8
	• Mozilla Firefox Extended Support Releases (ESR) 45.x • Mozilla Firefox ESR 52.x (SP05+) • Mozilla Firefox ESR 60.x (SP07+)	
	Google Chrome 76.0.x and earlier	
Windows 8.1	Microsoft Internet Explorer 11 (Desktop Version)	Oracle JRE 7, 8
	• Mozilla Firefox ESR 45.x • Mozilla Firefox ESR 52.x (SP05+) • Mozilla Firefox ESR 60.x (SP07+)	
	Google Chrome 76.0.x and earlier	

Table 4: Browser and Java Requirements(Continued)

Operating System	Browser	Java
Windows 10	Microsoft Internet Explorer 11 (Desktop Version)	Oracle JRE 7,8
	<ul style="list-style-type: none"> <li>• Microsoft EdgeHTML 14.x (SP04+)</li> <li>• Microsoft EdgeHTML 15.x (SP05+)</li> <li>• Microsoft EdgeHTML 16.x (SP06+)</li> <li>• Microsoft EdgeHTML 17.x (SP07+)</li> </ul>	
	<ul style="list-style-type: none"> <li>• Mozilla Firefox ESR 45.x</li> <li>• Mozilla Firefox ESR 52.x (SP05+)</li> <li>• Mozilla Firefox ESR 60.x (SP07+)</li> </ul>	
	Google Chrome 76.0.x and earlier	
Mac OS X 10.9	Safari 7	Oracle JRE 7, 8
Mac OS X 10.10	Safari 8	Oracle JRE 7, 8
Mac OS X 10.11	Safari 9 (SP03+)	Oracle JRE 7, 8
Mac OS Sierra	<ul style="list-style-type: none"> <li>• Safari 10 (SP04+)</li> <li>• Safari 11 (SP06+)</li> <li>• Safari 12 (SP07+)</li> </ul>	Oracle JRE 7,8

The following further applies:

- On Windows, only 32-bit browsers are supported.
- Internet Explorer 11 with Compatibility View is supported.
- As of January 2016, Microsoft announced that only the most current versions of Internet Explorer are technically supported and are expected to receive security updates for any supported operating system. As a result, the desktop version of Microsoft Internet Explorer 11 is currently the only version of Internet Explorer that is supported on Windows 7 SP1, 8.1, and 10.
- Google Chrome version 45 and later cannot launch the Web Intelligence Java Applet.

## SSL and Root Certificates

With most installations of Internet Explorer, the PeopleFluent application can be run using HTTPS (encrypted HTTP using Secure Socket Layer or SSL) without any issues. However, it is possible to remove the default Root Certificates and prevent SSL from working. When a browser attempts to establish an encrypted SSL session with a web server, it examines the server's certificate. The browser looks for the Trusted Root Certificate that corresponds to the Server Certificate. If the Trusted Root Certificate is not found, the SSL session fails. PeopleFluent uses server certificates issued by VeriSign; the trusted root certificate cannot be removed from the browser.

# Firewall and Proxy Server Configuration Requirements

PeopleFluent Recruiting uses standard Internet Protocols, HTTP on TCP/IP port 80 and HTTPS on port 443. It does not use any non-standard ports or protocols that require special firewall configuration.

For organisations performing extensive filtering of Internet traffic, the HTTP object types generated by PeopleFluent Recruiting include:

- HTML and ASP pages
- XML files
- XSL and CSS style sheets
- JS script files
- RTF documents
- JPG/GIF image files

In addition, any document types that are stored as requisition or candidate attachments will be transferred in native form over the network (.doc, .xls .pdf, etc.). Many of the HTML and ASP files include client side JavaScript and VBScript, so firewall devices must not strip out <SCRIPT> tag contents from web pages.

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