

Web Applications

You will learn about the minimum hardware and network requirements, display resolution, additional software, browser settings and versions and domain settings for web applications.

Minimum Hardware Requirements

Minimum desktop and laptop hardware requirements

- Processor: Intel Core 2 Duo (2.4 GHz with a 1066 megahertz {MHz} front-side bus) or equivalent
- Memory: 6 gigabytes (GB)

Minimum Network Requirements

Minimum bandwidth and latency requirements for


Bandwidth Required (Mbps)	Number of Users	20	100	500	1000
	Sales	0.25	1.24	6.2	12.4
	Service	0.6	3	15	30

Network latency should be 200ms.

Note

The calculations consider only bandwidth used by the solution and don't include any other internet or internal network traffic.

SAP Support may request wired networking during investigation of incidents.

For detailed calculations and more information about bandwidth requirements, refer to the [Network Sizing](#)  blog.

Display Resolution

The solution is best displayed at a screen resolution of 1920 x 1024 and 100% scale.

Additional Software

You will require Adobe Reader 8.1.3 or higher as an additional software to work on certain functions.

Browser Settings

Download settings and formats, pop-up settings and advanced settings.

Downloads

Downloading files should be enabled in your browser, since the solution can export files to your local device. If your browser supports restricting downloads by file type, you should enable at least the XML and CSV file types.

If your browser supports trusted sites, we recommend maintaining the download settings only for the Trusted Sites security zone and adding the following URLs to this zone:

- Your system URL, or alternatively the general pattern to which the URL adheres, such as `http://*.crm.cloud.sap`
- Your system URL, or alternatively the general pattern to which the URL adheres, such as `http://*.crm.cloud.sap`
- The pattern `https://*.crm.cloud.sap`
- The pattern `https://*.cxm-salescloud.com`

Pop-ups

The pop-up blocker should either be disabled, or the system URL should be registered as an exceptional site for the pop-up blocker. The Trusted Sites security zone settings listed in the **Downloads** section applies to pop-ups as well.

Browser Versions

Versions tested and handling browser updates.

SAP performs manual and automated testing on the supported and recommended browsers. Recommended browsers provide better performance and usability. Later versions of the recommended browser should be compatible, but have not yet been tested.

Use the latest, stable version of the recommended browsers. Please be aware that some browsers download and apply updates automatically. SAP makes every effort to test and support the most recent, stable versions of all recommended browsers.

Domain Settings

Allow applications to access resources from the ***.crm.cloud.sap** domains.

If you use a URL filter to blocklist a category of websites, you must allow ***.crm.cloud.sap** domains as an exception. Static resources based on the Content Delivery Network (CDN) should be in allow list for the domain ***.cxm-salescloud.com**.

Desktops and Laptops

Browser support by operating system for desktops and laptops.

Platform	OS	Recommended Browser	Supported
Microsoft Windows	Windows 10 & above	Google Chrome	Google Chrome Microsoft Edge (Chromium)

Platform	OS	Recommended Browser	Supported
Apple Mac OS X	10.10 “Yosemite”	Google Chrome	Google Chrome Microsoft Edge (Chromium)