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PEOPLESOFT

BROWSER COMPATIBILITY GUIDE FOR PEOPLESOFT APPLICATIONS

(PEOPLETOOLS 8.53 – 8.54)

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BROWSER COMPATIBILITY GUIDE PREFACE

This section presents an overview of the following topics:

- Browser compatibility.
- Browser-related documentation.

UNDERSTANDING BROWSER COMPATIBILITY

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

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

UNDERSTANDING BROWSER-RELATED DOCUMENTATION

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

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

IDENTIFYING CERTIFIED BROWSERS

The location and 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 IDENTIFY CERTIFIED BROWSERS
8.49 and later	Access the Certification Search pagelet on MOS and follow the instructions below. For more information on this method, see PeopleSoft PeopleTools Certifications at Document ID 747587.1.
8.48 and earlier	Access the spreadsheets from the release-specific certification notes on MOS. See the specific PeopleTools certifications notes: • PeopleTools 8.48 – Document ID 749052.1 • PeopleTools 8.47 – Document ID 749107.1 • PeopleTools 8.46 – Document ID 749108.1 • PeopleTools 8.45 – Document ID 749110.1 • PeopleTools 8.44 – Document ID 749113.1 • PeopleTools 8.22 – Document ID 749118.1

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

To identify certified browsers for PeopleTools 8.49 and later:

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

   The Certification Search Results page is displayed for the selected release.
6. Browser certification information is available in two sections:
   - Desktop Applications, Browsers and Clients.
   - Mobile Applications, Browsers and Clients.

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

FINDING OTHER BROWSER-RELATED SUPPORT DOCUMENTATION

To find other browser-related support documentation::

1. Sign in to My Oracle Support at https:/support.oracle.com.
2. To search, do one of the following:
   - Enter the search text in the Recent Searches field in the page header.
   - In the Knowledge Base pagelet, select the Search & Browse tab. Enter the search text in the Search the Knowledge Base field.
   - Alternatively, if you know the article ID, enter it instead of a search term.
3. Click the Search button.

   The results appear in a list.
4. Use fields and selectors on the search results page to refine the results by product, version, and platform, or to expand the search to other content types.

   Note. Enter PeopleSoft Enterprise PeopleTools in the product category to retrieve items that are relevant across PeopleSoft applications.
5. Browse the list and click the item title to view the document.

   The result list is encapsulated at the left so that the article appears in the viewing area.
6. Click the Back to Results link to return to the search results list.

CERTIFIED BROWSERS

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

Important! Oracle has simplified its browser certification policy. Beginning with PeopleTools 8.50, we now document the *minimum release* for Google's Chrome browser and Mozilla's Firefox browser available through the rapid release (RR) model. In addition, we document the *minimum release* for the Firefox browser available as Mozilla's extended support release (ESR). Following each PeopleTools general availability (GA) release, as each new release for these browsers comes out, *that release* will become the single release supported with PeopleSoft applications under this simplified policy. For more information on this policy, see Oracle Tech Update Document 1426385.1 (Oracle Streamlines Browser Certifications with PeopleSoft).

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

	Chrome			Firefox			Internet Explorer				Safari		
Description	24.x[1]	35.x[1]	4.4x[2]	17.x[1, 3]	24.x[3]	30.x[1]	8.x	9.x	10.x	11.x	5.x	6.x	7.x
PeopleTools 8.54	NA	X	X	NA	X	X	NA	X	X	X	NA	X[4]	X[5]
PeopleTools 8.53	X	SR[6]	NA	X	SR[6]	SR[6]	X	X	X	X[7]	X[5]	X[5]	X[5]

[1] Rapid release (RR) version.
[2] Chrome for Android 4.4x is supported for Android mobile devices only.
[3] Extend support release (ESR) version.
[4] This version of Safari is supported on OS X only.
[5] This version of Safari is supported on both OS X and iOS.
[6] Supported release (SR). While this browser version was not supported at PeopleTools 8.53 GA, it is supported at the point in time that it is the manufacturer's current release.
[7] Certified with PeopleTools 8.53.11 or later.

GENERAL ISSUES AFFECTING MULTIPLE BROWSERS

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

- Long edit boxes in grids.
- External website content is not displayed.
- Availability of the Copy URL (http) button.
- Closing superfluous attachment windows.
- Clearing the browser cache after upgrading PeopleSoft applications.

LONG EDIT BOXES IN GRIDS

Bug 17734625

There may be issues with long edit boxes in grids depending on the grid layout option selected and the browser used.

Different browsers employ different mechanisms for interacting with long edit boxes. Some browsers display a draggable corner that allows you to independently resize the width and height of each long edit box displayed in the grid. The column and row height for that grid cell should automatically resize as the long edit box is resized. Other browsers display a vertical scroll bar that allows you to scroll through the contents of the long edit box. Yet other browsers allow you to scroll vertically within the contents of the long edit box without displaying vertical scroll bars.

The following problems are known to occur when the grid is configured to use original layout mode:

- In early versions of Internet Explorer 10, no draggable corner or vertical scroll bars are displayed. Users are unable to see all the content in the long edit box. This issue is fixed in later versions of Internet Explorer 10.

The following problems are known to occur when the grid is configured to use scrollable layout mode:

- In Chrome and Firefox, when the browser's draggable corner is used to resize the long edit box, the row height and column width do not resize automatically, thereby interfering with the display of the entire grid.
- In early versions of Internet Explorer 10, no draggable corner or vertical scroll bars are displayed. Users are unable to see all the content in the long edit box. This issue is fixed in later versions of Internet Explorer 10.

External Website Content Is Not Displayed

Bug 13697465
Bug 12754241

When accessing certain external URLs, the browser displays no content, or alternatively, a security error message.

To prevent “clickjacking” by malicious, third-party websites, certain website owners use the X-Frame-Options header to prevent their website content from being opened within a frame. If your PeopleSoft site attempts to open external content (external URLs) within the PeopleSoft portal header or with the related content frame, you may encounter this situation.

Whether an error message is displayed or no content is displayed is dependent on the browser and version used and how it handles the X-Frame-Options header.

Work-around

Open the external website content in a new browser window.

Availability of the Copy URL (http) Button

Starting with PeopleTools 8.53, the copy URL to clipboard functionality (the http button), which is displayed in the pagebar, is available for Internet Explorer only. For security reasons, Chrome and Firefox have disabled access to the clipboard from JavaScript.

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.

WORK-AROUND

Two work-around 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: Portal Technology, "Configuring the Portal Environment," Configuring Web Profiles

CLEARING THE BROWSER CACHE AFTER UPGRADING PEOPLESOFT APPLICATIONS

After an upgrade, 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 computers.

WORK-AROUND

To clear the browser cache:

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

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.

MOBILE DEVICES AND MOBILE BROWSERS

When you use a mobile device (also referred to as a touch device) to access your PeopleSoft applications, your interactions will differ from how you interact when using a browser on a desktop or laptop computer. In part, this is due to the gestures used to interact directly with the mobile device. In addition, this can be due to how PeopleSoft applications are displayed on mobile devices.

This section discusses:

- Gestures used with mobile devices.
- Differences when using PeopleSoft applications with mobile devices.
- Troubleshooting issues associated with Chrome for Android.
- Troubleshooting issues associated with Safari for iOS.

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

GESTURES USED WITH MOBILE DEVICES

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

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

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

DIFFERENCES WHEN USING PEOPLESOFT APPLICATIONS WITH MOBILE DEVICES

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

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

INTERFACE DIFFERENCE	PROCESS EXPLANATION
Auto-complete results list contains a Close button.	Auto-complete results do not disappear automatically if no user action occurs. In addition, auto-complete results do not disappear when you click the Clear button on a search page. To dismiss an auto-complete drop-down list: • Tap the Close button. • Dismiss the mobile device's keyboard. • Tap another control on the page to remove focus from the field. • Select an item in the list.
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 button. • Tap a navigation header link, such as Home. • Select 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.	Mobile devices do not recognize mouse over or hover events. To access pop-up pages, tap the dash-underlined field.
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. • Select a menu item.

INTERFACE DIFFERENCE	PROCESS EXPLANATION
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 see in PeopleSoft accessible layout mode; it provides a less complex interface, but 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 • Scrollable grids • Long edit boxes	Mobile devices use a touch-based paradigm for scrolling. If the data extends beyond the visible area, you drag the page to scroll or to pan.
Scroll bars do not appear within: • Scrollable grids • Long edit boxes • Oversized pagelets	Mobile devices use a touch-based paradigm for scrolling. If you need to scroll or pan through the information within the grid, long edit box, or pagelet, use a two-finger drag.
The TAB key is absent from the keyboard.	The TAB key does not appear on mobile device keyboards. On iOS devices only, to tab through fields, tap the > button or the < button, which appear above the keyboard.
Tool tips (sometimes called mouse over text or alternate text), such as the text that describes images, do not appear as expected.	No support for the hover event exists on mobile devices.

TROUBLESHOOTING ISSUES ASSOCIATED WITH CHROME FOR ANDROID

This section describes how to troubleshoot issues associated with these releases of Chrome for Android:

- Issues common to all versions of Chrome for Android.

ISSUES COMMON TO ALL VERSIONS OF CHROME FOR ANDROID

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION AND WORK-AROUND
Bug 18920988 When using Chrome for Android on a mobile device, the rich text editor tool bar is not displayed on long edit boxes that have been enabled with the editor.	Observed in PeopleTools 8.54. The rich text editor has been disabled for Chrome for Android. *WORK-AROUND* This issue currently has no work-around.

TROUBLESHOOTING ISSUES ASSOCIATED WITH SAFARI FOR IOS

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

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

ISSUES COMMON TO ALL VERSIONS OF SAFARI FOR IOS

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION AND WORK-AROUND
Bug 18402792 In some circumstances in which the PeopleSoft application attempts to open a content reference or a PDF attachment in a new browser tab, a security limitation of iOS prevents the operation from completing correctly. In the case of a content reference, the content is opened but it is wrapped in a duplicate portal header. In the case of a PDF attachment, the file is opened but it replaces the current page.	Observed in PeopleTools 8.54 and PeopleTools 8.53. *WORK-AROUND* This issue has no work-around.
Bug 18369812 In message dialog boxes that display an OK button and a Cancel button, rather than appearing side by side, the buttons are stacked so that the bottom edge of one button touches the top edge of the other button.	Observed in PeopleTools 8.54. *WORK-AROUND* This issue has no work-around.
Bug 18368659 Certain page controls display in a different font size than other controls on the same page.	Observed in PeopleTools 8.54. *WORK-AROUND* This issue has no work-around.
Bug 18358460 You cannot download a grid to Excel using Safari for iOS.	Observed in PeopleTools 8.54. *WORK-AROUND* This issue has no work-around.

Bug 18147333 There are issues displaying pop-up pages on Safari for iOS. These issues can include: • The inability to close the pop-up page using the Close button. • The inability to view all of the contents of long edit boxes. • Certain page controls extend beyond the extents of the displayed page, but there is no ability to scroll to view these controls.	Observed in PeopleTools 8.54. *WORK-AROUND* This issue has no work-around.

SAFARI FOR IOS 5.X

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION AND WORK-AROUND
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.	Observed in PeopleTools 8.53. *WORK-AROUND* This issue has no work-around.
Bug 14597140 Certain rich text editor functions do not work in Safari for iOS 5.x.	The cut and the copy functions of the rich text editor do not work in iOS 5.x. *WORK-AROUND* This issue has no work-around.

DESKTOP BROWSERS

This section discusses:

- Troubleshooting issues associated with Internet Explorer.
- Troubleshooting issues associated with Safari for OS X.

TROUBLESHOOTING ISSUES ASSOCIATED WITH INTERNET EXPLORER

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

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

ISSUES COMMON TO ALL RELEASES OF MICROSOFT INTERNET EXPLORER

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION 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. *WORK-AROUND* Users should wait for the page to finish loading after every action.

Error or Condition	Explanation or Work-around
Truncated drop-down list box values.	Internet Explorer does not dynamically resize drop-down list boxes to display the longest value in the list. *Work-around* Use Application Designer to open the affected page and manually adjust the width of the drop-down list box to accommodate the longest value.
Pressing Ctrl+J does not show the System Information page.	*Work-around* Press Shift+Ctrl+J to display the System Information page.
The PeopleSoft keyboard shortcuts page does not appear when pressing Ctrl+K; 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. *Work-around* There is no work-around. Note. Some versions of Internet Explorer display the PeopleSoft shortcuts page in the original browser tab *and* open a new tab that duplicates the current page.

Internet Explorer 11.x

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

Internet Explorer 10.x

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

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

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

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

Error or Condition	Explanation or Work-around
Bug 15834894 The auto-suggest box, which appears when you enter text in the Search Menu field of the drop-down menu, does not close when you tap or click the Close (x) button.	Observed in PeopleTools 8.53. Occurs in Desktop and Metro modes on touch and non-touch devices. *Work-around* To dismiss the auto-suggest box, tap or click any page control to remove focus from the search field.
Bug 15835760 The type-ahead feature does not work well if you paste values in a prompt field.	Observed in PeopleTools 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 homepage does not appear in its correct position when using a right-to-left (RTL) language as the sign-in language.	Observed in PeopleTools 8.53. Occurs on Windows tablet in both Metro and Desktop modes. *Work-around* This is a layout issue and currently there is no fix.
Bug 15877514 Vertical lines are displayed in the header and the drop-down menu arrows are not aligned.	Observed in PeopleTools 8.53. Occurs on Windows tablet in both Metro and Desktop modes. *Work-around* This is a layout issue and currently there is no fix.

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

INTERNET EXPLORER 9.X

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

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
Bug 16860587 In PeopleSoft's accessible 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 accessible layout mode is turned on, focus on page controls is not clearly displayed. Internet Explorer 9 does not support focus on input controls in compatibility view or quirks mode. *WORK-AROUND* You should set your browser to use the default configuration.
Bug 13682436 Internet Explorer 9 does not display the last rows of a grid on a page.	First observed in PeopleTools 8.51. *WORK-AROUND* You should set your browser to use the default configuration.

Error or Condition	Explanation or Work-around
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 0. For security reasons, you must set "Days to keep pages in history" to 0. *Work-around* To change this setting: 1. In the browser menu, select Tools, Internet options. 2. In the Browsing history section: a. Select the "Delete browsing history on exit" option. b. Click the Delete button and ensure that the following options are selected: • Temporary Internet Files • Cookies • History • Form data • Passwords • InPrivate Filtering data. c. Click the Settings button and in the History section, set the "Days to keep pages in history" option to 0. 3. Click OK.

INTERNET EXPLORER 8.X

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

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
Bug 16860587 In PeopleSoft's accessible 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 accessible layout mode is turned on, focus on radio buttons is not clearly displayed. Internet Explorer 8 does not support focus on input controls in compatibility view or quirks mode. *WORK-AROUND* You should set your browser to use the default configuration.
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. *WORK-AROUND* Change the PSLONGEDITBOX style in the system style sheet. Open the default style sheet. Find the PSLONGEDITBOX style and change the Display property to *Block*.
Bug 13682436 Internet Explorer 8 does not display the last rows of a grid on a page.	First observed in PeopleTools 8.51. *WORK-AROUND* You should set your browser to use the default configuration.

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
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 0. For security reasons, you must set "Days to keep pages in history" to 0. *WORK-AROUND* To change this setting: 1. In the browser menu, select Tools, Internet options. 2. In the Browsing history section: a. Select the "Delete browsing history on exit" option. b. Click the Delete button and ensure that the following options are selected: • Temporary Internet Files • Cookies • History • Form data • Passwords • InPrivate Filtering data. c. Click the Settings button and in the History section, set the "Days to keep pages in history" option to 0. 3. Click OK.
For CRM Support, HelpDesk, HR HelpDesk, Change Management or Correspondence Management when using the Text Tray feature on Case Notes, Change Request notes or Email Response pages, you cannot set the Merge key to be Alt+M (or any other browser-level menu access key).	This occurs because the shortcut keys clash with browser menu access keys. First observed 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."	*WORK-AROUND* Close the window. This is a known Internet Explorer bug.

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
Tabs on pages disappear when using a right-to-left (RTL) language as the sign-in language.	*WORK-AROUND* Add a valid doctype declaration to the HTML for the page: `<!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. *WORK-AROUND* You should use the New Window link on the page to open new window.
Hyperlinks are not recognized as visited.	JavaScript links are not recognized as visited; the color of the link does not change after being clicked. *WORK-AROUND* This issue has no work-around.
After changing the browser mode or document mode using Internet Explorer's developer tools, PeopleSoft applications do not display correctly.	Do not change the browser mode or document mode when viewing PeopleSoft applications.
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. *WORK-AROUND* Click the Browse button and use the dialog box to browse to the file's location.
When accessing the System Information page (CTRL+J), the browser version appears incorrectly as IE/7.0	You are viewing the page using Internet Explorer's 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.

Error or Condition	Explanation or Work-around
Bug 11586743 Double-byte characters are not displayed correctly in certain SVG images.	If the font information is not supplied as part of the SVG image data for the double-byte characters, which is not possible in some circumstances, then the characters will not be displayed correctly. *Work-around* Use the Chrome browser or Firefox browser to view the SVG image.

Troubleshooting Issues Associated With Safari for OS X

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

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

Issues Common to All Versions of Safari for OS X

Identified issues and possible work-arounds include:

Error or Condition	Explanation or Work-around
Bug 18991103 Some page elements are skipped when you tab through the page.	By default, Safari skips certain page elements when you tab through the page. *Work-around* 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.

SAFARI FOR OS X 5.X

Identified issues and possible work-arounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
Bug 13736392 On PeopleSoft application pages, you cannot scroll using the mouse wheel. Additionally, in the auto-suggest box of the Search Menu field in the drop-down menu, you cannot scroll using the mouse wheel.	Observed in PeopleTools 8.53. This issue occurs with OS X Lion (10.7). *WORK-AROUND* Use the vertical scroll bars on a PeopleSoft application page or on an auto-suggest box 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.	Observed in PeopleTools 8.53. *WORK-AROUND* This issue has no work-around.
The embedded help pop-up window does not appear on first click of the embedded help icon.	The onclick JavaScript event is not triggered by the first click. Multiple clicks are required. *WORK-AROUND* No work-around exists at this time.

EDIT HISTORY

VERSION	POSTING DATE	COMMENTS
17	7/11/2014	Concurrent with the general availability release of PeopleTools 8.54. *Important!* Removed content for all releases prior to PeopleTools 8.53.
16.1	6/14/2013	PeopleTools 8.53 revision: Updated and added entries.
16	2/1/2013	Concurrent with the general availability release of PeopleTools 8.53.
15.2	12/21/2012	PeopleTools 8.52 revision: Includes IE10.x limitations.
15.1	12/20/2011	PeopleTools 8.52 revision: Updated and added entries.
15	10/15/2011	Concurrent with the general availability release of PeopleTools 8.52. *Important!* Document name changed to Browser Compatibility Guide.
14	9/10/2010	Concurrent with the general availability release of PeopleTools 8.51
13.1	6/21/2010	PeopleTools 8.50 revision: Updates for format and corrections.
13	2/22/2010	PeopleTools 8.50 revision
12	9/1/2009	Concurrent with the general availability release of PeopleTools 8.50.
11	2/26/2009	PeopleTools 8.49 revision: Includes Apple Safari v3.2x limitations.
10	7/15/2008	Concurrent with the general availability release of PeopleTools 8.49.
9.0	7/27/2006	Concurrent with the general availability release of PeopleTools 8.48.
8.0	11/15/2005	Concurrent with the general availability release of PeopleTools 8.47.
7.0	3/23/2005	Concurrent with the general availability release of PeopleTools 8.46. Includes new sections for the Mozilla and Firefox browsers.
6.2	6/10/2004	Concurrent with the general availability release of PeopleTools 8.45. Includes Apple Safari v1.2 limitations.

VERSION	POSTING DATE	COMMENTS
6.1	1/5/2004	Added a new entry for Netscape relating to the Copy URL feature in PeopleTools release 8.44 that applies to all versions of Netscape.
6.0	12/17/2003	Concurrent with the general availability release of PeopleTools 8.44.
5.2	7/31/2003	Concurrent with the general availability release of PeopleTools 8.20.
5.1	6/16/2003	PeopleTools 8.43 release with minimal updates of new browser issues.
5.0	6/13/2003	Concurrent with the general availability release of PeopleTools 8.43.
4.0	11/26/2002	Concurrent with the general availability release of PeopleTools 8.42.