



ORACLE

Browser Compatibility Guide for PeopleSoft Applications

PeopleTools 8.57 – 8.60

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PURPOSE STATEMENT

This document provides an overview of the browsers certified for each PeopleTools release. In addition, this document discusses the identified differences and issues that you might encounter as you use your PeopleSoft application with specific browser versions.

DISCLAIMER

This document is for informational purposes only and is intended solely to assist you in planning for the implementation and upgrade of the product features described. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

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PREFACE

This section presents an overview of the following topics:

- Browser compatibility.
- Browser-related documentation.

Understanding Browser Compatibility

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

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

Understanding Browser-Related Documentation

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

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

Identifying Certified Browsers

Note. While browser support documentation for PeopleTools versions prior to release 8.49 is accessible through MOS, you cannot use the Certification Search pagelet to locate pre-8.49 certification information. Instead, you must perform a general search. See [Finding Other Browser-Related Support Documentation](#) for more information.

To identify certified browsers for PeopleTools 8.49 and later:

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

Browser certification information is available in two sections:

- Desktop Applications, Browsers and Clients.
- Mobile Applications, Browsers and Clients.

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

Finding Other Browser-Related Support Documentation

To find other browser-related support documentation:

1. Sign in to My Oracle Support at <https://support.oracle.com>.
2. To search, do one of the following:
 - Enter the search text in the Recent Searches field in the page header.
 - In the Knowledge Base pagelet, select the Search & Browse tab. Enter the search text in the Search the Knowledge Base field.

Alternatively, if you know the article ID, enter it instead of a search term.

3. Click the Search button.

The results appear in a list.

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

Note. Enter PeopleSoft Enterprise PT PeopleTools or PeopleSoft Enterprise in the product category to retrieve items that are relevant across PeopleSoft applications.

5. Browse the list and click the item title to view the document.

The result list is encapsulated at the left so that the article appears in the viewing area.

6. Click the Back to Results link to return to the search results list.

CERTIFIED BROWSERS

Important! MOS is the definitive source of information on the browsers certified by PeopleTools release. The information in the following tables provides a summary that is current at the time of this document's publication. Please see [Identifying Certified Browsers](#) for information on how to use MOS to identify certified browsers.

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

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

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

| DESCRIPTION | APPLE SAFARI FOR MACOS | | | | APPLE SAFARI FOR IOS | | | | |
|------------------|------------------------|----------------|----------------|------|----------------------|----------------|----------------|----------------|----------------|
| | 12.X | 13.X | 14.X | 15.X | 11.X | 12.X | 13.X | 14.X | 15.X |
| PeopleTools 8.60 | NA | NA | X | X | NA | NA | NA | X | X |
| PeopleTools 8.59 | NA | NA | X | NA | NA | X | X | X | X ¹ |
| PeopleTools 8.58 | X | X | X ¹ | NA | NA | X | X | X ¹ | X ¹ |
| PeopleTools 8.57 | X | X ¹ | X ¹ | NA | X | X ¹ | X ¹ | X ¹ | NA |

| DESCRIPTION | GOOGLE CHROME FOR WINDOWS | | | | GOOGLE CHROME FOR ANDROID | | | | | |
|------------------|---------------------------|----------------|----------------|----------------|---------------------------|-----|----------------|----------------|----------------|----------------|
| | 69.X | 79.X | 89.X | 106.X | 7.X | 8.X | 9.X | 10.X | 11.X | 12.X |
| PeopleTools 8.60 | NA | NA | NA | X | NA | NA | NA | X | X | X |
| PeopleTools 8.59 | NA | NA | X | X ¹ | NA | NA | X | X | X | X ¹ |
| PeopleTools 8.58 | NA | X | X ¹ | X ¹ | NA | X | X | X | X ¹ | X ¹ |
| PeopleTools 8.57 | X | X ¹ | X ¹ | X ¹ | X | X | X ¹ | X ¹ | X ¹ | NA |

¹ While this browser version was not supported at GA for the specified PeopleTools release, it became supported at the point in time that it is the manufacturer's current release.

| DESCRIPTION | MICROSOFT EDGE LEGACY | | MICROSOFT EDGE (CHROMIUM) | | | MICROSOFT INTERNET EXPLORER |
|------------------|-----------------------|----------------|---------------------------|----------------|----------------|-----------------------------|
| | 42.17134 | 42.18362 | 79.X | 89.X | 106.X | 11.X |
| PeopleTools 8.60 | NA | NA | NA | NA | X | NA |
| PeopleTools 8.59 | NA | NA | NA | X | X ¹ | X ² |
| PeopleTools 8.58 | NA | X | X ¹ | X ¹ | X ¹ | X ² |
| PeopleTools 8.57 | X | X ¹ | X ¹ | X ¹ | X ¹ | X ² |

| DESCRIPTION | MOZILLA FIREFOX | | | | | | | |
|------------------|-----------------|------|----------------|----------------|----------------|----------------|----------------|----------------|
| | 60.X ESR | 62.X | 68.3 ESR | 71 | 78.9 ESR | 87 | 102 ESR | 105 |
| PeopleTools 8.60 | NA | NA | NA | NA | NA | NA | X | X |
| PeopleTools 8.59 | NA | NA | NA | NA | X | X | X ¹ | X ¹ |
| PeopleTools 8.58 | NA | NA | X | X | X ¹ | X ¹ | X ¹ | X ¹ |
| PeopleTools 8.57 | X | X | X ¹ | X ¹ | X ¹ | X ¹ | X ¹ | X ¹ |

² Microsoft has ended support of the Internet Explorer 11 browser. PeopleTools 8.59 is the final release that supported Internet Explorer 11. Coinciding with Microsoft's end of support for Internet Explorer 11, Oracle also ended its support on June 15, 2022. Also note that the Internet Explorer 11 compatibility mode available in Microsoft Edge will not be supported in PeopleTools. If you are still using Internet Explorer 11 for PeopleSoft Test Framework (PTF) recording or any other use with PeopleSoft applications, you should plan to move to another supported browser such as Microsoft Edge or Google Chrome prior to June 15, 2022.

GENERAL ISSUES AFFECTING MULTIPLE BROWSERS

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|---|
| <p>Bug 32567988</p> <p>On fluid pages with related information configured, in the Personalize Related Content dialog box, not all options are visible, and the user is not able to scroll through options.</p> | <p>This issue has been fixed in PeopleTools 8.59.01; however, the fix is currently not available in releases prior to PeopleTools 8.59.</p> <hr/> <p>WORK-AROUND</p> <p>On desktop devices and other devices with tab and arrow keys, you can use those keys to navigate to all options, including those that are not initially visible on the page.</p> |
| <p>Bug 34480996</p> <p>When using assistive technology with certain browsers, the contents of aria-live regions are read when there is merely a visibility change, not an actual content change.</p> | <p>For example, on a fluid homepage, when the Quick Access Bar is opened or closed, the assistive technology also reads the homepage counter, which remains unchanged.</p> <p>This behavior has been noted with JAWS on Chrome and Edge, and VoiceOver on iPhones.</p> <hr/> <p>WORK-AROUND</p> <p>Use an assistive technology and browser combination that does not exhibit this behavior—for example, JAWS on Firefox.</p> |
| <p>Bug 33308779</p> <p>A browser's kiosk mode may not prohibit certain functions of a PeopleSoft system.</p> | <p>Each browser supports a kiosk mode (typically, -kiosk on the command line) that can be used to launch a specific website with restricted browser functionality—for example, no menus, no URL address bar, no status bar messages, and so on. System administrators might choose this option for guest users and other sorts of restricted access.</p> <p>Despite this setting, kiosk mode may not prohibit certain functions of a PeopleSoft system.</p> <p>Specifically, while kiosk mode restricts the usage of right-click (for example, to download an image or other file), it does not restrict the PeopleSoft usage of the right-click on the related content page field glyph.</p> |
| <p>Bug 21907127</p> <p>An error message similar to the following is displayed when attempting to open a file:</p> <pre>Function 'onReadyState' Error: Access to 'file:///file_path/ file_name' from script denied</pre> | <p>Due to security restrictions inherent in all modern browsers, you cannot use ViewContentURL to open a file on a local file system.</p> <hr/> <p>WORK-AROUND</p> <p>There is no work-around.</p> |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|---|
| <p><i>Bug 18169278</i> <i>Bug 19665268</i> <i>Bug 23140009</i></p> <p>Certain PeopleTools features (for example, the Back button, charts, menu breadcrumbs, and others) do not function properly in a private browsing session.</p> | <p>First observed in PeopleTools 8.54.</p> <p>Certain PeopleTools features rely on the browser's sessionStorage object.</p> <hr/> <p>WORK-AROUND</p> <p>To enable full PeopleTools functionality, disable private browsing in the browser.</p> |
| <p><i>Bug 17734625</i></p> <p>There may be issues with long edit boxes in grids depending on the grid layout option selected and the browser used.</p> | <p>Different browsers employ different mechanisms for interacting with long edit boxes. Some browsers display a draggable corner that allows you to independently resize the width and height of each long edit box displayed in the grid. The column and row height for that grid cell should automatically resize as the long edit box is resized. Other browsers display a vertical scroll bar that allows you to scroll through the contents of the long edit box. Yet other browsers allow you to scroll vertically within the contents of the long edit box without displaying vertical scroll bars.</p> <p>The following problems are known to occur when the grid is configured to use scrollable layout mode: 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.</p> |
| <p><i>Bug 13793761</i> <i>Bug 12754241</i></p> <p>When accessing certain external URLs, the browser displays no content, or alternatively, a security error message.</p> | <p>To prevent “clickjacking” by malicious, third-party websites, certain website owners use the X-Frame-Options header to prevent their website content from being opened within a frame. If your PeopleSoft site attempts to open external content (external URLs) within the target content area of the page or with the related content frame, you may encounter this situation.</p> <p>Whether an error message is displayed or no content is displayed is dependent on the browser and version used and how it handles the X-Frame-Options header.</p> <hr/> <p>WORK-AROUND</p> <p>Open the external website content in a new browser window.</p> |
| <p>Starting with PeopleTools 8.53, the copy URL to clipboard functionality (the http button), which is displayed in the pagebar, is available for Internet Explorer only.</p> | <p>For security reasons, Chrome and Firefox have disabled access to the clipboard from JavaScript.</p> |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|---|
| <p>When viewing attachments, superfluous message windows sometimes appear and remain open.</p> | <p>The message varies based on the browser you use: Please close this window after download has completed.</p> <hr/> <p>WORK-AROUND</p> <p>Two work-around options exist for this issue:</p> <ul style="list-style-type: none"> • Close the window. • Set the attachmentExtraWindow property = 2 on the Web Profile Custom Properties page; the extra window will not appear. <p>See Also <i>PeopleTools: Portal Technology</i>, “Configuring the Portal Environment,” Configuring Web Profiles</p> |
| <p>After an upgrade, users might encounter anomalies with the display of fonts and certain images, such as the menu icon.</p> | <p>If this occurs, end users should clear the browser cache on their individual computers.</p> <hr/> <p>WORK-AROUND</p> <p>To clear the browser cache:</p> <ol style="list-style-type: none"> 1. Sign out of your PeopleSoft application. 2. Empty the browser cache. 3. Close any open instances of your browser. 4. Open a new instance of your browser. 5. Sign in to your PeopleSoft application. <p>Note. The procedure for clearing browser cache varies among browsers and browser releases. Use the browser help or other documentation that is specific to your browser before you begin.</p> |

TROUBLESHOOTING ISSUES ASSOCIATED WITH APPLE SAFARI

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

- Safari for iOS.
- Safari for macOS.

Issues Associated with Safari for iOS

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

- Issues common to all versions of Safari for iOS.
- Safari for iOS 11.x.

Issues Common to All Versions of Safari for iOS

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|--|
| <i>Bug 34408811</i> Scroll bars are not displayed on PeopleSoft pages when operating in dark mode. | Dark mode available in iOS 13 and later versions is not supported by PeopleSoft applications. WORK-AROUND Turn off dark mode. |
| <i>Bug 32706143</i> On classic grids, the controls for a collapsible data area function inconsistently. | Classic pages and page controls were developed in era before smartphones. Certain features do not work well with certain touch devices. This issue has been observed on iOS devices only. WORK-AROUND There is no work-around. |
| <i>Bug 30595387</i> When using the Safari browser in full screen mode, after returning to a fluid homepage, tiles with dynamic content are blank. | When using the Safari browser in full screen mode, after visiting fluid pages and returning to a fluid homepage multiple times, tiles with dynamic content are blank and no longer display the dynamic content. This issue has been reported on iOS 11 and 12. WORK-AROUND Either use the refresh button at the bottom right corner of the fluid homepage or use Safari in browser mode. This issue is fixed on iOS 13. |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|---|
| <p><i>Bug 28672700</i></p> <p>While running in full screen mode on an iOS device (via add to homepage from Safari) and after accessing a different application, you are unexpectedly signed out of the PeopleSoft system.</p> | <p>If the PeopleSoft system is accessed in Safari on iOS running in full screen mode, any application access outside the main window—such as opening a notification pop-up, launching a different application, or opening a new browser window—will cause the PeopleSoft session in the main window to be signed out. This is a limitation of iOS full screen mode and how it deals with some web applications when opening another application outside of full screen mode.</p> <p>WORK-AROUND</p> <p>If you require access to other applications while signed into the PeopleSoft system, do not run Safari in full screen mode. Alternatively, for releases prior to PeopleTools 8.59, access your PeopleSoft system via Oracle MAF (Mobile Application Framework).</p> |
| <p><i>Bug 25540511</i></p> <p>On iOS, you are not able to download and view a file.</p> | <p>On iOS, there is no local file system to which a file can be downloaded. Therefore, operations such as the DetachAttachment function will execute, but no file will be downloaded to the device.</p> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |
| <p><i>Bug 24346301</i></p> <p>On PeopleTools 8.54 and subsequent releases, when accessing a PeopleSoft system through a secure connection (https) on an iPhone or an iPad using full screen mode, the Safari browser will block help content from PeopleSoft online help installed on a non-secure (http) web server.</p> | <p>The Safari browser always blocks mixed content (non-secure from a secure site).</p> <p>WORK-AROUND</p> <p>Access the PeopleSoft site in normal browser mode instead of full screen mode. In this case, the help content opens in a new browser window.</p> |
| <p><i>Bug 23115155</i></p> <p>If the Safari browser is in full screen mode, when content has been set to open in a new window, the content replaces the current window instead.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>Use the Back button in the PeopleSoft page header to return to the previous page.</p> |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|--|
| <p><i>Bug 19191000</i></p> <p>In some circumstances in which the PeopleSoft application attempts to open a content reference or a PDF attachment in a new browser tab, a security limitation of iOS prevents the operation from completing correctly.</p> <p>In the case of a content reference, the content is opened but it is wrapped in a duplicate portal header. In the case of a PDF attachment, the file is opened but it replaces the current page.</p> | <p>Observed in PeopleTools 8.54 and PeopleTools 8.53.</p> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |
| <p><i>Bug 19053124</i></p> <p>Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.</p> | <p>WORK-AROUND</p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p> |
| <p><i>Bug 18392371</i></p> <p>In message dialog boxes that display an OK button and a Cancel button, rather than appearing side by side, the buttons are stacked so that the bottom edge of one button touches the top edge of the other button.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |
| <p><i>Bug 18392364</i></p> <p>Certain page controls display in a different font size than other controls on the same page.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |
| <p><i>Bug 18392336</i></p> <p>There are issues displaying pop-up pages on Safari for iOS. These issues can include:</p> <ul style="list-style-type: none"> • The inability to close the pop-up page using the Close button. • The inability to view all of the contents of long edit boxes. <p>Certain page controls extend beyond the extents of the displayed page, but there is no ability to scroll to view these controls.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|---|
| <p><i>Bug 19940912</i></p> <p>Certain file types cannot be uploaded from an iOS device.</p> | <p>First observed in PeopleTools 8.52.</p> <p>For all devices on the iOS platform, only image files can be uploaded from the device to a PeopleSoft system.</p> |
| | <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |

Safari for iOS 11.x

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|--|
| <p><i>Bug 28612884</i></p> <p>Only the top portion of page content is displayed when the content is displayed within a fluid activity guide, fluid navigation collection, or master/detail wrapper.</p> | <p>For iOS 11 or later, the Async Frame Scrolling experimental feature interferes with the correct rendering of content displayed in fluid activity guide, fluid navigation collection, or master/detail wrappers.</p> |
| | <p>WORK-AROUND</p> <p>Disable Async Frame Scrolling.</p> <p>Go to Settings > Safari > Advanced > Experimental Features.</p> |

Safari for iOS 15.x

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|--|
| <p><i>Bug 33958940</i></p> <p><i>Hyperlinks and push buttons on classic pages work intermittently.</i></p> | <p>The initial release of iOS 15 had compatibility issues across many web sites and web applications. This issue was first reported on iOS 15.0.</p> |
| | <p>WORK-AROUND</p> <p>Upgrade to iOS 15.1 or later.</p> |
| <p><i>Bug 33958710</i></p> <p>Pinch, zoom, and scrolling do not operate correctly on PeopleSoft classic and fluid pages.</p> | <p>The initial release of iOS 15 had compatibility issues across many web sites and web applications. This issue was first reported on iOS 15.0.</p> |
| | <p>WORK-AROUND</p> <p>Upgrade to iOS 15.3 or later.</p> |
| <p><i>Bug 33958606</i></p> <p>Kibana visualizations are not completely displayed on 1x1 tiles.</p> | <p>This issue was first reported on iOS 15.1.</p> |
| | <p>WORK-AROUND</p> <p>Change the tile size to a minimum of 2x2.</p> |

Issues Associated with Safari for macOS

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

- Issues common to all versions of Safari for macOS.
- Safari 12.1.2 for macOS.

Issues Common to All Versions of Safari for macOS

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|---|
| <p><i>Bug 34720560</i></p> <p>macOS triggers portrait and landscape CSS orientation media queries.</p> | <p>Unlike other non-mobile device operating systems, macOS triggers portrait and landscape CSS media queries when the browser window dimensions fit that type of orientation (portrait triggered when the browser window height is equal to or greater than the width; otherwise, the landscape media query takes effect). The results is that some orientation only based media queries are triggered on macOS when they didn't formerly get triggered. This behavior change could have the impact of changing when certain CSS is applied (for example, the auto-collapsing and overlay behavior of the left and right panels within fluid components) causing the panels to transition to modes different from other desktop-based systems based on the dimensions of the browser window. This behavior is exhibited for all browsers on macOS.</p> <p>This behavior was first observed with macOS 15.6 and may occur with earlier versions.</p> <p>WORK-AROUND</p> <p>There is no work-around.</p> |
| <p><i>Bug 27951995</i></p> <p>On certain browsers on desktop or laptop computers that have either been touch-enabled or that perform touch emulation, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p> | <p>Internet Explorer, Edge, and Safari on macOS do not support standard touch events such as swiping.</p> <p>WORK-AROUND</p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p> |
| <p><i>Bug 18991103</i></p> <p>Some page elements are skipped when you tab through the page.</p> | <p>By default, Safari skips certain page elements when you tab through the page.</p> <p>WORK-AROUND</p> <p>You can set your preferences to stop at each element.</p> <ol style="list-style-type: none">1. Select Safari, Preferences to access the Preferences dialog box.2. Click the Advanced icon.3. Check the "Press Tab to highlight each item on a webpage" check box.4. Close the dialog box. |

Safari 12.1.2 for macOS

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|--|
| <p><i>Bug 30595411</i></p> <p>After multiple sign-ins on a PeopleSoft system, tiles with dynamic content become blank. Clicking the refresh button on the bottom right corner of the fluid homepage signs you out of the PeopleSoft system.</p> | <p>First observed on Safari 12.1.2 for macOS.</p> <hr/> <p>WORK-AROUND</p> <p>This issue is fixed in Safari 13.0.3 for macOS.</p> |

TROUBLESHOOTING ISSUES SPECIFIC TO THE APPLE IPAD

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|--|
| <p><i>Bug 20126466</i></p> <p>If the browser accessing the PeopleSoft system is run in the iPad's full screen mode, the New Window link is not functional.</p> | <p>First observed in PeopleTools 8.54.</p> <hr/> <p>WORK-AROUND</p> <p>This issue has no work-around.</p> |

TROUBLESHOOTING ISSUES ASSOCIATED WITH GOOGLE CHROME

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

- All versions of Chrome.
- All versions of Chrome for Android.

Issues Common to All Versions of Chrome

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|---|
| <p><i>Bug 27313352</i></p> <p>Certain time or datetime fields on fluid pages are truncated and do not display microseconds.</p> | <p>In the Chrome browser, the native time and datetime picker HTML controls do not support microseconds.</p> <p>WORK-AROUND</p> <p>On the Fluid tab of the Edit Box Properties dialog box, do not select datetime or time as the Input Type if you require microseconds to be displayed. Instead, use the default value of text as the Input Type.</p> |
| <p><i>Bug 18681267</i></p> <p>On fluid pages, Date and DateTime fields are not displayed using the user's language preference.</p> | <p>First observed on fluid pages in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>To change the language setting in Chrome:</p> <ol style="list-style-type: none">1. In Chrome, select Settings from the menu.2. Click the Show advanced settings... link.3. Click the Language and input settings... button.4. In the Languages dialog box, select the local language. (Click the Add button to add the language if it's not already displayed in the Languages list.)5. Click the Display Google Chrome in this language button.6. Click Done to save your changes.7. Close all open Chrome windows, and then restart the browser. |
| <p><i>Bug 17474056</i></p> <p>You are unable to open a Smart View for Cube Builder.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>There is no work-around. Chrome does not have a native support for Microsoft Office files. Therefore, Chrome is not supported for opening Smart Views for Cube Builder.</p> |
| <p><i>Bug 14704658</i></p> <p>The Chrome browser crashes when a large XML file representing the HTML page is returned by the system.</p> | <p>First observed in PeopleTools 8.53.</p> <p>A PeopleSoft application can return a large XML file representing the HTML page in many scenarios including the following:</p> <ul style="list-style-type: none">• The data set includes a large number of rows.• The data includes a very large image.• The data includes multiple images per row. <p>WORK-AROUND</p> <p>There is no work-around.</p> |

Issues Common to All Versions of Chrome for Android

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|--|
| <p><i>Bug 19988937</i></p> <p>File attachments, such as PDF reports, downloaded from a PeopleSoft system are not automatically opened and displayed.</p> | <p>First observed in PeopleTools 8.54.</p> <p>WORK-AROUND</p> <p>Go to the Download folder on the device and manually open the downloaded file.</p> |
| <p><i>Bug 18605151</i></p> <p>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.</p> | <p>First observed in PeopleTools 8.54.</p> <p>The rich text editor has been disabled for Chrome for Android.</p> <p>WORK-AROUND</p> <p>This issue currently has no work-around.</p> |

TROUBLESHOOTING ISSUES ASSOCIATED WITH MICROSOFT EDGE

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

- Microsoft Edge (Chromium).
- Microsoft Edge Legacy.

Microsoft Edge (Chromium)

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|---|--|
| <p><i>Bug 31972417</i></p> <p>When using Edge with PTF, certain PeopleSoft features are not supported.</p> | <p>Prior to PeopleTools 8.59.08, when using Edge with PTF, these PeopleSoft features were not supported:</p> <ul style="list-style-type: none">• Running in headless mode.• SameSite cookie settings. <p>WORK-AROUND</p> <p>Upgrade to PeopleTools 8.59.08 or later.</p> |
| <p><i>Bug 31972417</i></p> <p>File download will download the file to the default location instead of the location specified in the PTF script.</p> | <p>The file is downloaded to the default download location and a warning message is added to the test log.</p> <p>WORK-AROUND</p> <p>Use the Chrome browser instead.</p> |

Microsoft Edge Legacy

Identified issues and possible work-arounds include:

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|--|
| <p><i>Bug 30143052</i></p> <p>You cannot click on the inverted caret image on the Select a Language drop-down list box on the PeopleSoft sign-in page</p> | <p>When using Edge on the PeopleSoft sign-in page, you cannot click on the inverted caret image on the Select a Language drop-down list box (or on the Form Factor drop-down list box if that is displayed instead).</p> <p>WORK-AROUND</p> <p>Click anywhere else on the drop-down list box.</p> |
| <p><i>Bug 27951995</i></p> <p>On certain browsers on desktop or laptop computers that have either been touch-enabled or that perform touch emulation, you are unable to swipe left or right—for example, to navigate to other fluid homepages.</p> | <p>Internet Explorer, Edge, and Safari on macOS do not support standard touch events such as swiping.</p> <p>WORK-AROUND</p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p> <p>Alternatively, on Edge, you can enable touch events.</p> |

| ERROR OR CONDITION | EXPLANATION AND WORK-AROUND |
|--|---|
| <p><i>Bug 25025431</i></p> <p>Some SJIS-encoded (Shift Japanese Industrial Standards) text files become garbled when viewed with Microsoft Edge.</p> | <p>Microsoft Edge does not have an option for setting the file encoding.</p> <p>WORK-AROUND</p> <p>This is a limitation of the Microsoft Edge browser. There is no work-around.</p> |
| <p><i>Bug 22239392</i></p> <p>When using the Navigator in the NavBar, folder links require two taps rather than one.</p> | <p>This issue occurs on Windows tablets only in both tablet mode and desktop mode.</p> <p>WORK-AROUND</p> <p>There is no work-around.</p> |
| <p><i>Bug 22177021</i></p> <p>For grid zoom modal windows, the Edge browser sometimes displays horizontal scroll bars, vertical scroll bars, or both when no scroll bars are needed.</p> | <p>First observed on PeopleTools 8.53.</p> <p>WORK-AROUND</p> <p>There is no work-around.</p> |
| <p><i>Bug 22176348</i></p> <p>In a rating box chart, the View All link overlaps the last node in the list in certain circumstances.</p> | <p>First observed on PeopleTools 8.55.</p> <p>WORK-AROUND</p> <p>There is no work-around.</p> |
| <p><i>Bug 19053124</i></p> <p>Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.</p> | <p>First observed on PeopleTools 8.53.</p> <p>WORK-AROUND</p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p> |

DOCUMENT CHANGE HISTORY

This section describes the changes made to this document after the initial posting. Please make a note of these changes if you have downloaded previous versions.

| VERSION | POSTING DATE | COMMENTS |
|---------|--------------|--|
| 23.0 | 10/31/2022 | Concurrent with the general availability release of PeopleTools 8.60.01. Important! Moved content for PeopleTools 8.56 into version 18.2. |
| 22.1 | 4/4/2022 | Content aligned with the general availability release of PeopleTools 8.59.08. |
| 22.0 | 4/8/2021 | Concurrent with the general availability release of PeopleTools 8.59.01. Important! Moved content for PeopleTools 8.54 and 8.55 into version 18.1. |
| 21.0 | 2/24/2020 | Content aligned with the general availability release of PeopleTools 8.58.01. Removed PTF browser support. |
| 20.0 | 9/21/2018 | Concurrent with the general availability release of PeopleTools 8.57.01. Important! Removed content for PeopleTools 8.53. |
| 19.1 | 10/16/2017 | PeopleTools 8.56.04 and 8.55.19 revisions: Added entries. |
| 19.0 | 6/21/2017 | Concurrent with the general availability release of PeopleTools 8.56.01. Incorporated PTF browser support. |
| 18.2 | 10/31/2022 | Published the archive version for PeopleTools 8.53 – 8.56 concurrent with the general availability release of PeopleTools 8.60.01. |
| 18.1 | 4/8/2021 | Published the archive version for PeopleTools 8.53 – 8.55 concurrent with the general availability release of PeopleTools 8.59.01. |
| 18.0 | 1/18/2016 | Concurrent with the general availability release of PeopleTools 8.55.02. |
| 17.1 | 7/10/2015 | PeopleTools 8.54 revision: Updated and added entries. |
| 17 | 7/11/2014 | Concurrent with the general availability release of PeopleTools 8.54. Important! Removed content for all releases prior to PeopleTools 8.53. |
| 16.1 | 6/14/2013 | PeopleTools 8.53 revision: Updated and added entries. |
| 16 | 2/1/2013 | Concurrent with the general availability release of PeopleTools 8.53. |
| 15.5 | 1/18/2016 | Published the final version of the guide for PeopleTools 8.42-8.52. |
| 15.4 | 7/10/2015 | General updates - Version 15.4 |
| 15.3 | 7/11/2014 | Split out 8.42 - 8.52 at PeopleTools 8.54 GA |

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|------|------------|--|
| 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. |
| 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. |

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