Technical Systems for SAP SuccessFactors HCM Suite

For most of SAP SuccessFactors HCM Suite, you can use a standard browser or a standard mobile device, but in some specific cases, you need a more specific technical system.

Most end users experience SAP SuccessFactors through their mobile devices or through a web browser on their workstations. In some specific cases, however, we do require additional systems and connectivity or we want to assure you of our commitment to special cases. In general, these other applications, standards, or vendors fall into what we call our technical system. They are part of the technology infrastructure that you need to take advantage of the features.

Some examples of a technical landscape include:

- Like all companies, we require some common browser settings for our suite and a standard mobile OS for our mobile apps.
- Some parts of our suite allow you to generate PDF files. To read those files, you need a PDF reader and we want you to know the versions of those applications that we support.
- Some customers create structured learning content using SCORM or AICC, so we want you to know the versions of those standards we support.
- Some customers want to integrate with third party meeting rooms, so we want you to know the vendors that we support and the versions of their products that we support.
- We want to assure you that we are committed to creating a technical system that is an accessible system.

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SAP SuccessFactors Learning supports these versions of structured online leaning content.

Accessibility Support in SAP SuccessFactors [page 13]

SAP SuccessFactors is committed to accessible software.

Supported Desktop Browsers for SAP SuccessFactors

SAP SuccessFactors supports these desktop browsers.

Supported Versions

- Microsoft Internet Explorer 11 (Internet Explorer 10 Metro is not supported at this time)
- Microsoft Edge
- Mozilla Firefox
- Apple Safari 9, 10
- Google Chrome

Additional Information

We are committed to supporting the most recent versions of Internet Explorer. Internet Explorer 9 and 10 are no longer supported because Microsoft ended support for these browsers on January 12, 2016.

The supported Internet Explorer browser is used in certification testing. There is no explicit testing of Internet Explorer compatibility mode.

Internet Explorer Enterprise Mode is not supported.

Microsoft Edge is not supported for the SAP SuccessFactors Learning offline player.

Administrators who want to use the SAP SuccessFactors Learning question editor (QE) must log in to the administration environment with Internet Explorer in both browser mode and document compatibility mode. Using the developer tools (press F12), set the browser mode to Internet Explorer 7 and document mode to Internet Explorer 7 standards.

Google and Mozilla release continuous updates to their Chrome and Firefox browsers. We make every effort to fully test and support the latest versions as they are released. However, if defects are introduced with OEM-specific browser software, we cannot guarantee fixes in all cases. If you have a question about a specific version (for example, whether a specific version is supported), please log a support case.

For additional system requirements, see your web browser documentation.

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Supported Mobile Browsers in SAP SuccessFactors

SAP SuccessFactors supports these mobile browsers.

Supported Mobile Browsers

- Apple Safari for iOS X +
- Google Android 4.1+ default browser
- Google Chrome for Android

Additional Information

If you want mobile access, please use the SAP SuccessFactors Mobile Application. Not all features and tasks are supported on mobile devices.

When using the Safari browser to access SAP SuccessFactors HCM Suite on your iPad, the following settings are required. (These settings are not required if you use the SAP SuccessFactors Mobile App.)

- Block Cookies Always Allow
  You can try the setting Allow from Websites I Visit. However, if you encounter issues, use the setting Always Allow.
- Block Pop-Ups Off

We do not support SAP SuccessFactors Learning Administration on mobile browsers.

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Browser Configuration Requirements for SAP SuccessFactors

SAP SuccessFactors requires browsers to be configured with these attributes.

Supported Configuration

Table 1:

<table>
<thead>
<tr>
<th>Client Configuration</th>
<th>Setting</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network bandwidth</td>
<td>Recommended connection speed 300-400 kbit/s</td>
<td>In general, HCM Suite requires no more bandwidth than is required to surf the Internet. All application modules are designed for speed and responsiveness with minimal use of large graphic files.</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>XGA 1024x768 (high color) or higher</td>
<td></td>
</tr>
<tr>
<td>Minimum recommended cache size</td>
<td>250 MB</td>
<td>SAP SuccessFactors is a Web 2.0 application. We recommend allowing browser caching because we use it heavily for static content such as image files, CSS files, and JavaScript files. If you clear your cache, the browser does not perform as well until the deleted files are downloaded again to the browser and cached for use next time. Newer web pages must be enabled.</td>
</tr>
<tr>
<td>HTTP 1.1</td>
<td>Enable</td>
<td></td>
</tr>
<tr>
<td>JavaScript</td>
<td>Enable</td>
<td></td>
</tr>
</tbody>
</table>
## Client Configuration

<table>
<thead>
<tr>
<th>Client Configuration</th>
<th>Setting</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cookies</td>
<td>Enable web browser session cookies for</td>
<td>Third-party cookies need to be enabled when using certain</td>
</tr>
<tr>
<td></td>
<td>authentication purposes</td>
<td>modules, such as SAP SuccessFactors Learning and Workforce</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Analytics.</td>
</tr>
<tr>
<td>Pop-up windows</td>
<td>Allow pop-up windows from SAP SuccessFactors domains</td>
<td></td>
</tr>
</tbody>
</table>

## Additional Information

SAP SuccessFactors Learning can be launched from a third party site but must be launched in its own window. For example, you can launch Learning from your corporate portal, but it must launch into its own window.

**Parent topic:** Technical Systems for SAP SuccessFactors HCM Suite [page 1]

## Related Information

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Mobile Application Support for SAP SuccessFactors

SAP SuccessFactors Mobile app supports these configurations.

Table 2:

<table>
<thead>
<tr>
<th>Hardware/Software</th>
<th>What's Supported</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iOS:</td>
<td>● iPad 3, 4</td>
<td>Due to the breadth of</td>
</tr>
<tr>
<td></td>
<td>● iPad Air 1, 2</td>
<td>the Android device</td>
</tr>
<tr>
<td></td>
<td>● iPad Pro</td>
<td>market and carrier and</td>
</tr>
<tr>
<td></td>
<td>● iPad Mini</td>
<td>OEM modifications to</td>
</tr>
<tr>
<td></td>
<td>● iPad Mini 2, 3</td>
<td>Android, SAP</td>
</tr>
<tr>
<td></td>
<td>4 (with Retina</td>
<td>SuccessFactors Mobile</td>
</tr>
<tr>
<td></td>
<td>display)</td>
<td>tests a subset of the</td>
</tr>
<tr>
<td></td>
<td>● iPhone 5S and</td>
<td>most popular devices.</td>
</tr>
<tr>
<td></td>
<td>above</td>
<td>We update the list of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>supported devices each</td>
</tr>
<tr>
<td></td>
<td></td>
<td>year.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unlisted devices</td>
</tr>
<tr>
<td></td>
<td></td>
<td>should work if they</td>
</tr>
<tr>
<td></td>
<td></td>
<td>meet the minimum OS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>requirements.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Some Android tablets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>meet these require-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ments and will be able</td>
</tr>
<tr>
<td></td>
<td></td>
<td>to run the SAP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SuccessFactors Mobile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>App, but they are not</td>
</tr>
<tr>
<td></td>
<td></td>
<td>officially supported.</td>
</tr>
<tr>
<td>Android:</td>
<td>● Samsung Galaxy</td>
<td>Some Android device</td>
</tr>
<tr>
<td></td>
<td>S4, S5, S6, S6</td>
<td>manufacturers include</td>
</tr>
<tr>
<td></td>
<td>Edge, S7, S8</td>
<td>software that is typi-</td>
</tr>
<tr>
<td></td>
<td>● Samsung Galaxy</td>
<td>cally used to gain root</td>
</tr>
<tr>
<td></td>
<td>Tab 3</td>
<td>access to the device,</td>
</tr>
<tr>
<td></td>
<td>● Samsung Galaxy</td>
<td>as part of their ROM</td>
</tr>
<tr>
<td></td>
<td>Note 3, Note 4,</td>
<td>image. If the SAP</td>
</tr>
<tr>
<td></td>
<td>Note 5</td>
<td>SuccessFactors App</td>
</tr>
<tr>
<td></td>
<td>● Google Nexus</td>
<td>detects this suspicious</td>
</tr>
<tr>
<td></td>
<td>5X, Nexus 6</td>
<td>software, it allows</td>
</tr>
<tr>
<td></td>
<td>● Xiaomi Redmi</td>
<td>the user to activate</td>
</tr>
<tr>
<td></td>
<td>3, Redmi 5</td>
<td>using that device.</td>
</tr>
<tr>
<td></td>
<td>● Sony Xperia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Z3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● HTC One M9,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>One X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Huawei P9, P10</td>
<td></td>
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<tr>
<td></td>
<td>Mate 9</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This list is subject to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>change without prior</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>● iOS 10.0 and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>above</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● Android OS 5.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and above</td>
<td></td>
</tr>
<tr>
<td>Transport layer security (TLS)</td>
<td>TLS 1.2</td>
<td>Apple iOS 9.0 and later devices require TLS 1.2 from the server.</td>
</tr>
</tbody>
</table>

**Note**

Some Android device manufacturers include software that is typically used to gain root access to the device, as part of their ROM image. If the SAP SuccessFactors App detects this suspicious software, it allows the user to activate using that device.

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**Related Information**

Supported Desktop Browsers for SAP SuccessFactors [page 2]
Oracle Java Runtime Environment (JRE) for SAP SuccessFactors

SAP SuccessFactors requires JRE in these cases.

Required cases for JRE

- 1.6 or higher to use video and audio recording
- 1.7 to use Plateau Report Designer (PRD) 4.4.1
- On-premise customers can elect to require JRE for content tracking in a cross-domain solution.

Additional Information

To use general functionality, HCM Suite does not require you to install any plug-ins or JRE on end-user systems.

Note

Due to recent changes in Java security policy and Oracle’s introduction of the JRE security baseline concept, you may have to upgrade your client JRE to the most recent version so that these JRE-dependent functions work correctly.

Parent topic: Technical Systems for SAP SuccessFactors HCM Suite [page 1]

Related Information

Supported Desktop Browsers for SAP SuccessFactors [page 2]
Workstation Operating Systems Supported in SAP SuccessFactors

SAP SuccessFactors supports these workstations operating systems.

Supported Workstation Operating Systems

- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8+
- Apple Mac OS X Mavericks or higher

Additional Information

In most cases, SAP SuccessFactors is not dependent on any specific operating system because our capabilities are accessible through a web browser. Exceptions:

- Learning Management System (LMS) offline player, which must be installed on users’ machines. The offline player requires Windows 7 SP1 or Mac 10.8.
- Learning Report Designer requires the latest version of Windows 7 or Windows 8.

For additional system requirements, see your operating system documentation.

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Supported Virtual Meeting Software for SAP SuccessFactors

SAP SuccessFactors supports these virtual meeting rooms for virtual classrooms.

Supported Virtual Meeting Software

- Cisco WebEx Training Center WBS31; API version 10
- Cisco WebEx Meeting Center WBS31; API version 10
- Microsoft Lync 2013 (on-premise)
- Microsoft Skype for Business Server 2015 (on-premise)

Additional Information

Virtual meeting software provides a space for virtual classrooms in SAP SuccessFactors Learning. Users can join the virtual meeting room to interact with an instructor and classmates. The clients install in a standard way, as if users clicked a meeting invitation link in an email message.

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Related Information

Supported Desktop Browsers for SAP SuccessFactors [page 2]
Adobe Flash Player Requirements for SAP SuccessFactors

SAP SuccessFactors requires Adobe Flash Player in some cases.

Required Flash Player Version

We require Flash Player 10 or higher in these cases:

- SAP Jam video functionality
- SAP SuccessFactors Learning administration
- SAP SuccessFactors Recruiting Marketing "Recruiter Dash"
- Advanced UI features, such as succession lineage charts and instructional videos

Additional Information

Note
Adobe plans to end support for Flash Player in 2020.

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Adobe Acrobat Reader for SAP SuccessFactors

SAP SuccessFactors requires Adobe Acrobat Reader in some cases.

We require Adobe Acrobat Reader 11 or later to open .pdf document.

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Supported Document Types in SAP SuccessFactors

SAP SuccessFactors supports these document types.

Except as indicated below, SAP SuccessFactors supports the following document types: BMP, CSV, DOC, GIF, HTM, HTML, JPEG, JPG, PDF, PNG, PPT, RTF, TXT, XLS, XML. In addition, SAP SuccessFactors Learning supports XLSX and DOCX.

Analytics supports the document types shown in the following table.
Table 3:

<table>
<thead>
<tr>
<th>Ad Hoc Report Builder</th>
<th>Tiles &amp; Dashboards</th>
<th>Online Report Designer (Ad Hoc Live Data &amp; Employee Central Advanced Reporting)</th>
<th>Ad Hoc Report Builder &amp; Business Intelligence and Reporting Tool (BIRT)</th>
<th>LMS &amp; BIRT</th>
<th>Pixel Perfect Talent Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSV, PDF, PPT, XLS, XLSX</td>
<td>Online only</td>
<td>CSV, DOC, DOCX, PDF, PPT, XLS, XLSX</td>
<td>CSV, PDF, PPT, XLS, XLSX</td>
<td>CSV, HTML, PDF</td>
<td>PDF, PPT, PPTX, Word</td>
</tr>
</tbody>
</table>

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**AICC and SCORM Support for SAP SuccessFactors Learning**

SAP SuccessFactors Learning supports these versions of structured online learning content.

- AICC
- SCORM 1.2
- SCORM 2004 2nd Edition
- SCORM 2004 4th Edition

**Parent topic:** Technical Systems for SAP SuccessFactors HCM Suite [page 1]
Accessibility Support in SAP SuccessFactors

SAP SuccessFactors is committed to accessible software.

We are committed to delivering software that is usable by individuals with disabilities. Although our applications include many accessibility features, they are currently not fully optimized for accessibility. You may need to provide client-side, third-party assistive technologies, such as the JAWS screen reader, to be used in conjunction with SAP SuccessFactors applications. Detailed documents such as the Voluntary Product Accessibility Template (VPAT) or Web Content Accessibility Guidelines (WCAG) 2.0 are available for some SAP SuccessFactors applications from your account executive upon request.

Parent topic: Technical Systems for SAP SuccessFactors HCM Suite [page 1]
# Change History

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
</table>
| November 27, 2017  | Updates to the Mobile Application Support include:<br>  
  - The Devices section was updated to remove iOS iPad 2 support and to change iPhone support to 5S and above. Android support for the Samsung Galaxy S8 was added.<br>  
  - The Operating Systems section was updated to support for iOS 10.0 and above.                                                                 |
| August 4, 2017     | Updates include:<br>  
  - The Mobile Application Requirements section was updated to include the list of iOS and Android devices that are supported for the SAP SuccessFactors Mobile App.<br>  
  - Software Requirements were updated to note the planned end of support for Adobe Flash in 2020.                                                                 |
| May 15, 2017       | Updates include:<br>  
  - The SAP SuccessFactors Mobile App has ended support for Android 4.x. We now support only Android 5.0 and above.                                                                                       |
| November 4, 2016   | Initial publication. Updates include:<br>  
  - End of support for Apple Safari 6, 7, 8 on desktop. We now support Apple Safari 9 and 10.<br>  
  - End of support for Apple Safari for iOS 8 on mobile devices. We now support Apple Safari for iOS 9 and higher.<br>  
  - Reorganization of mobile browser content. Information in the Client Software Requirements section relates to the use of the SAP SuccessFactors web application, on all devices. Information in the Mobile Requirements section relates to the use of the SAP SuccessFactors Mobile App.<br>  
  - Apple doesn’t support Safari 9/10 on OSX Lion. Updating to Mavericks or higher.<br>  
  - Changed Adobe Acrobat Reader from 9 to 11 (end of support for 9 and 10).                                                                                                                                 |