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.

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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Related Information

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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Related Information

Browser Configuration Requirements for SAP SuccessFactors

SAP SuccessFactors requires browsers to be configured with these attributes.

Supported Configuration

Table 1:

Client Configuration	Setting	Additional Information
Network bandwidth	Recommended connection speed 300 - 400 kbit/s	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.
Screen resolution	XGA 1024x768 (high color) or higher	
Minimum recommended cache size	250 MB	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.
HTTP 1.1	Enable	
JavaScript	Enable	

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

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.

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Mobile Application Support for SAP SuccessFactors

SAP SuccessFactors Mobile app supports these configurations.

Table 2:

Hardware/Software	What's Supported	Additional Information
Devices	iOS: • iPad 3, 4 • iPad Air 1, 2 • iPad Pro • iPad Mini • iPad Mini 2, 3, 4 (with Retina display) • iPhone 5S and above Android: • Samsung Galaxy S4, S5, S6, S6 Edge, S7, S8 • Samsung Galaxy Tab 3 • Samsung Galaxy Note 3, Note 4, Note 5 • Google Nexus 5X, Nexus 6 • Xiaomi Redmi 3, Redmi 5 • Sony Xperia Z3 • HTC One M9, One X • Huawei P9, P10, Mate 9 > ℹ **Note** > This list is subject to change without prior notice.	Due to the breadth of the Android device market and carrier and OEM modifications to Android, SAP SuccessFactors Mobile tests a subset of the most popular devices. We update the list of supported devices each year. Unlisted devices should work if they meet the minimum OS requirements. Some Android tablets meet these requirements and will be able to run the SAP SuccessFactors Mobile App, but they are not officially supported. > ℹ **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.
Operating Systems	• iOS 10.0 and above • Android OS 5.0 and above	
Transport layer security (TLS)	TLS 1.2	Apple iOS 9.0 and later devices require TLS 1.2 from the server.

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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.

> ℹ **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.

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Related Information

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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 OSX Maverics 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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Related Information

Supported Virtual Meeting Software for SAP SuccessFactors

SAP SuccessFactors supports these virtual meeting rooms for virtual classrooms.

Supported Virtual Meeting Software

- Adobe Connect 9.1, 9.2, 9.3, 9.4, 9.5
- 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

> i 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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Related Information

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:

Ad Hoc Report Builder	Tiles & Dashboards	Online Report Designer (Ad Hoc Live Data & Employee Central Advanced Reporting)	Ad Hoc Report Builder & Business Intelligence and Reporting Tool (BIRT)	LMS & BIRT	Pixel Perfect Talent Cards
CSV, PDF, PPT, XLS, XLSX	Online only	CSV, DOC, DOCX, PDF, PPT, XLS, XLSX	CSV, PDF, PPT, XLS, XLSX,	CSV, HTML, PDF	PDF, PPT, PPTX, Word

Parent topic:

Related Information

AICC and SCORM Support for SAP SuccessFactors Learning

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

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

Parent topic:

Related Information

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.

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Related Information

Change History

Date	Description
November 27, 2017	Updates to the Mobile Application Support include: • 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. • The Operating Systems section was updated to support for iOS 10.0 and above.
August 4, 2017	Updates include: • 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. • Software Requirements were updated to note the planned end of support for Adobe Flash in 2020.
May 15, 2017	Updates include: • 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: • End of support for Apple Safari 6, 7, 8 on desktop. We now support Apple Safari 9 and 10. • End of support for Apple Safari for iOS 8 on mobile devices. We now support Apple Safari for iOS 9 and higher. • 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. • Apple doesn't support Safari 9/10 on OSX Lion. Updating to Mavericks or higher. • Changed Adobe Acrobat Reader from 9 to 11 (end of support for 9 and 10).