

BROWSER COMPATIBILITY GUIDE  
FOR PEOPLE SOF APPLICATIONS

(PEOPLE TOOLS 8.53–8.54)

Title: Browser Compatibility Guide for PeopleSoft Applications  
Contributors: PeopleTools Information Development and PeopleTools Development teams  
Version: 17 (PeopleTools 8.5)  
Update: 01 (July 2014)





# BROWSER COMPATIBILITY GUIDE PREFACE

This section presents an overview of the following topics:

- x Browse compatibility.
- x 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 browser versions and platform combinations. Developers make every effort to resolve what is possible, and document issues that cannot be resolved.

This document discusses the identified differences and issues that you might encounter as you work with PeopleSoft applications on 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 workarounds—where possible.

---

## UNDERSTANDING BROWSER-RELATED DOCUMENTATION

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

- x Identify certified browsers.
- x Find browser-related 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	<p>Access the Certification Search pagelet and follow the instructions below.</p> <p>For more information on this method, see PeopleSoft PeopleTools Certifications Document <a href="#">ID 147587.1</a></p>
8.48 and earlier	<p>Access the spreadsheets from the specific certification notes on MOS</p> <p>See the specific PeopleTools certifications notes</p> <ul style="list-style-type: none"> <li>x PeopleTools 8.4 Document <a href="#">ID 149052.1</a></li> <li>x PeopleTools 8.4 Document <a href="#">ID 149107.1</a></li> <li>x PeopleTools 8.4 Document <a href="#">ID 149108.1</a></li> <li>x PeopleTools 8.4 Document <a href="#">ID 149110.1</a></li> <li>x PeopleTools 8.4 Document <a href="#">ID 149113.1</a></li> <li>x PeopleTools 8.2 Document <a href="#">ID 149118.1</a></li> </ul>

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 certification information.

To identify certified browsers for PeopleTools 8.49 and later

1. Sign in to Oracle Support <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, select 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







# GENERAL ISSUES AFFECTING MULTIPLE BROWSERS

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

x

## EXTERNAL WEBSITE CONTENTS NOT DISPLAYED

Bug 13697465  
Bug 12754241

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

To prevent “clickjacking” by malicious 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.

### WORKAROUND

Open the external website content in a new browser window.

## AVAILABILITY OF COPY URL (HTTP) BUTTON

Starting with PeopleTools 8.53, the copy URL to clipboard function (the http button) which is displayed in the page bar, is available in the following browsers:

## SUPERFLUOUS ATTACHMENT

X

Download by clicking on its Information Bar





GESTURE	DESCRIPTION	PURPOSE
---------	-------------	---------

Two-finger drag

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

INTERFACE DIFFERENCE	PROCESS EXPLANATION
Autocomplete results list contains a Close button.	<p>Autocomplete 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.</p> <p>To dismiss an auto-completed drop list:</p> <ul style="list-style-type: none"> <li>x Tap the Close button.</li> <li>x Dismiss the mobile device keyboard.</li> <li>x Tap another control on the page to remove focus from the field.</li> <li>x Select an item in the list</li> </ul>
Drop-down menus and submenus contain a Close button.	<p>Drop-down menus and submenus do not disappear automatically without valid user actions.</p> <p>To dismiss the drop-down menus and submenus:</p> <ul style="list-style-type: none"> <li>x Tap the Close button.</li> <li>x Tap a navigation header, such as Home.</li> <li>x Select a menu item.</li> </ul>
Popup pages contain a Close button.	<p>Popup pages do not disappear automatically without valid user action.</p> <p>To dismiss the pop page, you must tap the Close button.</p>
Mouse over popup pages (referred to as popup pages in this section) appear when you tap the triggering field.	<p>Mobile devices do not recognize mouse over or hover events.</p> <p>To access popup pages, tap the underlined field.</p>
Related content contextual page field pop up menus contain a Close button.	<p>Related content contextual page field menus do not disappear automatically without valid user actions.</p> <p>To dismiss the pop menu:</p> <ul style="list-style-type: none"> <li>x Tap the Close box.</li> <li>x Tap a navigation header link, such as Home.</li> <li>x Select a menu item.</li> </ul>

INTERFACE DIFFERENCE	PROCESS EXPLANATION
<p>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.</p>	<p>The Personalize Column and Sort Order page is the same page that uses a different layout; it provides a less complex interface that retains all functionality.</p>
<p>Scroll bars are absent from the sides of pages, including:</p> <ul style="list-style-type: none"> <li>x Transaction pages</li> <li>x Prompt pages</li> <li>x Look up pages</li> <li>x Recent search results pages</li> <li>x Secondary pages</li> <li>x Popup pages</li> <li>x Scrollable grids</li> <li>x Long edit boxes</li> </ul>	<p>Mobile devices use a touch-based paradigm for scrolling. If the data extends beyond the visible area of the page to scroll or to pan.</p>
<p>Scroll bars do not appear in:</p> <ul style="list-style-type: none"> <li>x Scrollable grids</li> <li>x Long edit boxes</li> <li>x Oversized pagelets</li> </ul>	<p>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.</p>
<p>The TAB key is absent from the keyboard.</p>	<p>The TAB key does not appear on mobile device keyboards.</p> <p>On iOS devices only, tap through fields, the &gt; button or the &lt; button, which appear above the keyboard.</p>

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.

## ISSUES ASSOCIATED WITH CHROME FOR ANDROID

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

- x Issues common to all versions of Chrome for Android.

### ISSUES COMMON TO ALL VERSIONS OF CHROME FOR ANDROID

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION AND WORK-AROUND
<p>Bug18920988</p> <p>When using Chrome for Android on a device the rich text editor tool bar is not displayed on edit boxes that have been created with the editor.</p>	<p>Observed in PeopleTools 8.54.</p> <p>The rich text editor has been disabled for Chrome for Android.</p> <hr/> <p><b>WORKAROUND</b></p> <p>This issue currently has no workaround</p>

## ISSUES ASSOCIATED WITH SAFARI FOR IOS

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

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



## ISSUES COMMON TO ALL VERSIONS OF SAFARI FOR OS

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION AND W
--------------------	-------------------



# DESKTOP BROWSERS

This section discusses:

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

## TROUBLESHOOTING ISSUES ASSOCIATED WITH INTERNET EXPLORER

This section describes how to troubleshoot issues associated with:

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

## ISSUES COMMON TO ALL RELEASES OF MICROSOFT INTERNET EXPLORER

Identified issues and possible workarounds 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.  <b>WORKAROUND</b> Users should wait for the page to finish loading after every action.

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
Truncated dropdown list box values.	Internet Explorer does not dynamically resize dropdown list boxes to display the longest value in the list. <hr/> <b>WORKAROUND</b> Use Application Designer to open the affected page and manually adjust the width of the dropdown list box to accommodate the longest value.
Pressing CTRL+J does not show the System Information page.	<hr/> <b>WORKAROUND</b> 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. <hr/> <b>WORKAROUND</b> There is no work-around <hr/> <b>Note.</b> Some versions of Internet Explorer display the PeopleSoft shortcuts page in the original browser tab. If you open a new tab that duplicates the current page.

## INTERNET EXPLORER 11X

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 10X

Prior to PeopleTools 8.53.06, setting the browser 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 of Internet Explorer on the Windows 8 operating system:

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



<p><b>Bug 15881697</b></p> <p>When you drill down to links or content SmartNavigation chart breadcrumbs are not updated.</p>	<p>Observed in PeopleTools 8.53.</p> <p>Occurs in Desktop and Metro modes on touch and nontouch devices.</p> <p><b>WORKAROUND</b></p> <p>This issue will be addressed in a future release</p>
<p><b>Bug 14303123</b></p> <p>On the home page, white space appears above the header.</p>	<p>Observed in PeopleTools 8.53</p> <p>Occurs on Windows tablets both Metro and Desktop modes.</p> <p>This issue occurs when you set the Internet Explorer mode to Standard mode</p> <p><b>WORKAROUND</b></p> <p>Standard mode is not supported for viewing PeopleSoft applications on Windows tablets</p> <p>Set Internet Explorer compatibility mode or quirks mode on Windows tablets</p>
<p><b>Bug 15870494</b></p> <p>When viewing a pivot grid in a modal window filter's dropdown list is separated from the dropdown list box, which appears outside the grid.</p>	<p>Observed in PeopleTools 8.53.</p> <p>Occurs on touch devices in Metro mode.</p> <p><b>WORK</b></p>

## INTERNET EXPLORER 9.X

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

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
<p>Bug 16860587</p> <p>In PeopleSoft's accessible layout mode, focus on controls is not shown clearly.</p>	<p>Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, accessible layout mode is turned on, focus on page controls is not clearly displayed. Internet Explorer does not support focus on input controls in compatibility view or quirks mode.</p> <hr/> <p><b>WORKAROUND</b></p> <p>You should set your browser to the default configuration.</p>
<p>Bug 13682436</p> <p>Internet Explorer does not display the last rows of a grid on a page.</p>	<p>First observed in PeopleTools 8.51.</p> <hr/> <p><b>WORKAROUND</b></p> <p>You should set your browser to use the default configuration.</p>

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
<p>Bug 13990295</p> <p>Closing the browser does not delete the browser cache.</p>	<p>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.</p> <hr/> <p><b>WORKAROUND</b></p> <p>To change this setting:</p> <ol style="list-style-type: none"> <li>1. In the browser menu, select Tools, <del>Options</del> <b>Options</b>.</li> <li>2. In the Browsing history section:             <ol style="list-style-type: none"> <li>a. Select the “Delete browsing history on exit” option.</li> <li>b. Click the Delete button and ensure that the following options are checked:                 <ul style="list-style-type: none"> <li>x Temporary Internet Files</li> <li>x Cookies</li> <li>x History</li> <li>x Form data</li> <li>x Passwords</li> <li>x InPrivate Filtering data.</li> </ul> </li> <li>c. Click the Settings button and in the History section, set the “Days to keep pages in history” option to 0.</li> </ol> </li> <li>3. Click OK.</li> </ol>



## INTERNET EXPLORER 8.X

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

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
<p>Bug16860587</p> <p>In PeopleSoft's accessible layout mode, focus on radio buttons is not shown clearly.</p>	<p>Focus on a page control is displayed by a purple box around the control. In PeopleTools 8.53, accessible layout mode is turned on, focus on radio buttons is not clearly displayed.</p> <p>Internet Explorer does not support focus on input controls in compatibility view or quirks mode.</p> <hr/> <p><b>WORKAROUND</b></p> <p>You should set your browser to use the default configuration.</p>
<p>Bug14674198</p> <p>Messages have inconsistent line spacing between the last two lines.</p>	<p>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.</p> <hr/> <p><b>WORKAROUND</b></p> <p>Change the PSLONGEDITBOX in the system stylesheet. Open the default style sheet. Find the NLSDOTBOX style and change the Display property to</p>
<p>Bug 13682436</p> <p>Internet Explorer does not display the last rows of a grid on a page.</p>	<p>First observed in PeopleTools 8.51.</p> <hr/> <p><b>WORKAROUND</b></p> <p>You should set your browser to use the default configuration.</p>







## SAFARFOROSX5.X

Identified issues and possible workarounds include:

ERROR OR CONDITION	EXPLANATION OR WORK-AROUND
<p>Bug 13736392</p> <p>On PeopleSoft application pages, you cannot scroll using the mouse wheel.</p> <p>Additionally, in the auto-suggest box of the Search Menu field in the drop-down menu, you cannot scroll using the mouse wheel.</p>	<p>Observed in PeopleTools 8.53.</p> <p>This issue occurs with OS X Lion (10.7).</p> <p><b>WORKAROUND</b></p> <p>Use the vertical scroll bars on a PeopleSoft application page or on an auto-suggest box to scroll through the page or the box.</p>
<p>Bug 14296410</p> <p>When you view a pivot grid chart as a chart, the chart does not display the blue line that represents the chart values.</p>	<p>Observed in PeopleTools 8.53.</p> <p><b>WORKAROUND</b></p> <p>This issue has no workaround.</p>
<p>The embedded help pop-up window does not appear on first click of the embedded help icon.</p>	<p>The onclick JavaScript event is not triggered by the first click. Multiple clicks are required.</p> <p><b>WORKAROUND</b></p> <p>No workaround exists at this time.</p>

# EDT HISTORY

VERSION	POSTING DATE	COMMENTS
17	7/11/2014	Concurrent with the general availability release of PeopleTools 8.54. Removed content for all releases prior to PeopleTools 8.53.

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.