

System Requirements and Technical Prerequisites for SAP SuccessFactors HCM Suite

SAP SuccessFactors HCM Suite is a fully web-based offering. You will need an Internet connection and a system that meets certain requirements. The requirements listed here are for the **Q1 2016** release.

Client Software Requirements

Table 1:

Client Software	Version	Additional Information
Desktop browser	<p>Microsoft Internet Explorer 9 to 11 (Internet Explorer 10 Metro is not supported at this time)</p> <p>Mozilla Firefox</p> <p>Apple Safari 6, 7, 8</p> <p>Google Chrome</p>	<p>We are committed to supporting the most recent versions of Internet Explorer. Support for Internet Explorer 9 and 10 will be dropped with SAP SuccessFactors Q2 2016 release because Microsoft ended support for these browsers on January 12, 2016.</p> <p>The supported Internet Explorer browsers are used in certification testing. There is no explicit testing of Internet Explorer compatibility mode.</p> <p>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 <i>Internet Explorer 7</i> and document mode to <i>Internet Explorer 7 standards</i>.</p> <p>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</p>

Client Software	Version	Additional Information
		<p>about a specific version (for example, whether a specific version is supported), please log a support case.</p> <p>For additional system requirements, see your web browser documentation.</p>
Mobile browser	<p>Apple Safari for iOS 8.0+</p> <p>Google Android 4.1+ default browser</p> <p>Google Chrome for Android</p>	<p>If you want mobile access, please use the SAP SuccessFactors mobile applications. Not all features and tasks are supported on mobile devices.</p>
Oracle Java Runtime Environment (JRE)	<p>1.6 or higher to use video and audio recording</p> <p>1.7 to use Plateau Report Designer (PRD) 4.1.1</p> <p>On-premise customers can elect to require JRE for content tracking in a cross-domain solution.</p>	<p>To use general functionality, HCM Suite does not require you to install any plug-ins or JRE on end-user systems.</p> <div> <p>i Note</p> <p>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.</p> </div>
Adobe Flash Player	10 or higher	<p>Required only for the following:</p> <ul style="list-style-type: none"> • 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

Client Software	Version	Additional Information
Operating system	Microsoft Windows Vista Microsoft Windows 7 Microsoft Windows 8+ Apple Mac OS X Lion (10.7) or higher	<p>SAP SuccessFactors is not dependent on any specific operating system. All capabilities are accessible through a web browser. The only exception is the Learning Management System (LMS) offline player, which must be installed on users' machines. The offline player requires Windows 7 SP1 or Mac 10.8.</p> <p>The Learning Report Designer requires the latest version of Windows 7 or Windows 8.</p> <p>For additional system requirements, see your operating system documentation.</p>
Virtual meeting room	Adobe Connect 9.1, 9.2, 9.3, 9.4 Cisco WebEx Training Center WBS29; API version 8 Cisco WebEx Meeting Center WBS29; API version 8 Microsoft Lync 2013 (on-premise) Microsoft Skype for Business Server 2015 (on-premise)	<p>Required only for the virtual learning classroom. The clients install in a standard way, as if users clicked a meeting invitation link in an email message.</p>
Additional software	Adobe Acrobat Reader 9 or higher	

Client Configuration Requirements

Table 2:


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	

Client Configuration	Setting	Additional Information
Minimum recommended cache size	250 MB	<p>HCM Suite is a Web 2.0 application. We recommend allowing browser caching because HCM Suite uses it heavily for static content such as image files, CSS files, and JavaScript files. If you clear your cache, the browser will not perform as well until the deleted files are downloaded again to the browser and cached for use next time.</p> <p>Newer web pages must be enabled.</p>
HTTP 1.1	Enable	
JavaScript	Enable	
Cookies	Enable web browser session cookies (non-persistent) for authentication purposes	SAP SuccessFactors Recruiting Marketing requires persistent cookies.
Pop-up windows	Allow pop-up windows from SAP SuccessFactors domains	

Mobile Requirements

An HCM Suite mobile application is available for the following devices from their respective app stores.

Table 3:

Hardware/Software	What's Supported	Additional Information
Device	<p>Android</p> <p>iPad</p> <p>iPhone</p>	See Supported Devices  .

Hardware/Software	What's Supported	Additional Information
Mobile browser	Apple Safari for iOS 8.0+ Google Android 4.1+ default browser Google Chrome for Android	<p>If you want mobile access, please use the SAP SuccessFactors mobile applications. Not all features and tasks are supported on mobile devices.</p> <p>When using the Safari browser to access HCM Suite and/or the learning management system (LMS) on your iPad, the following settings are required. (These settings are not required if you use the SAP SuccessFactors app.)</p> <ul style="list-style-type: none"> 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
Transport layer security (TLS)	TLS 1.2	Apple iOS 9.0 and later devices require TLS 1.2 from the server.

AICC and SCORM

The learning management system (LMS) supports the following:

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

Accessibility

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.

Change History

Date	Description
January 21, 2016	Initial version

Important Disclaimers and Legal Information

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Any software coding and/or code lines / strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. SAP does not warrant the correctness and completeness of the Code given herein, and SAP shall not be liable for errors or damages caused by the usage of the Code, unless damages were caused by SAP intentionally or by SAP's gross negligence.

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