

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 **Q2 2017** release.

Client Software Requirements

Table 1:

Client Software	Version	Additional Information
Desktop browser	<p>Microsoft Internet Explorer 11 (Internet Explorer 10 Metro is not supported at this time)</p> <p>Microsoft Edge</p> <p>Mozilla Firefox</p> <p>Apple Safari 9, 10</p> <p>Google Chrome</p>	<p>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.</p> <p>The supported Internet Explorer browser is used in certification testing. There is no explicit testing of Internet Explorer compatibility mode.</p> <p>Internet Explorer Enterprise Mode is not supported.</p> <p>Microsoft Edge is not supported for the SAP SuccessFactors Learning offline player.</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 <i>F12</i>), 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</p>

Client Software	Version	Additional Information
		<p>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.</p> <p>For additional system requirements, see your web browser documentation.</p>
Mobile browser	<p>Apple Safari for iOS X +</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 App. Not all features and tasks are supported on mobile devices.</p> <p>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. See the Mobile Application Requirements section in this document for details related to the Mobile App.)</p> <ul style="list-style-type: none"> Block Cookies <i>Always Allow</i> You can try the setting <i>Allow from Websites I Visit</i>. However, if you encounter issues, use the setting <i>Always Allow</i>. Block Pop-Ups <i>Off</i>
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) 4.4.1</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 data-bbox="1011 1639 1394 1946" style="background-color: #fff9c4; padding: 10px;"> <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>

Client Software	Version	Additional Information
Operating system	<p>Microsoft Windows Vista</p> <p>Microsoft Windows 7</p> <p>Microsoft Windows 8+</p> <p>Apple Mac OSX Mavericks or higher</p>	<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	<p>Adobe Connect 9.1, 9.2, 9.3, 9.4, 9.5</p> <p>Cisco WebEx Training Center WBS31; API version 10</p> <p>Cisco WebEx Meeting Center WBS31; API version 10</p> <p>Microsoft Lync 2013 (on-premise)</p> <p>Microsoft Skype for Business Server 2015 (on-premise)</p>	<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>
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
Adobe Acrobat Reader	11 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	
Minimum recommended cache size	250 MB	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. Newer web pages must be enabled.
HTTP 1.1	Enable	
JavaScript	Enable	
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	

Mobile Application Requirements

The SAP SuccessFactors Mobile Application is available for download through the iTunes App Store or Google Play Store.

Table 3:

Hardware/Software	What's Supported	Additional Information
Device	Android OS 5.0 and above iOS 9.0 and above	See Supported Devices  .
Transport Layer Security (TLS)	TLS 1.2	

Document Types

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

Analytics supports the document types shown in the following table.

Table 4:

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

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
May 15, 2017	Updates include: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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 <i>Client Software Requirements</i> section relates to the use of the SAP SuccessFactors web application, on all devices. Information in the <i>Mobile Requirements</i> 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).