

# PeopleTools 8.56

# Technical & Troubleshooting Guide

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## Certified Web Browsers

In PeopleTools 8.56, the fluid interface and mobile application platform pages are supported on minimum browser versions only. Unlike previous versions, this new version of PeopleSoft will no longer display an error message indicating that the device used to access the People Soft system is not a supported platform (browser or operating system). The table below list the certified browsers and minimum versions required for use with PeopleSoft applications.

Browser	Min. Version	Notes
Apple Safari for OSX	10.1	
Apple Safari for iOS	10.x	
Google Chrome for Windows	58.x	Rapid Release (RR) version
Google Chrome for Android	6.x	
Microsoft Edge	39.14986	
Microsoft Internet Explorer	11.x	
Mozilla Firefox	52.x	Extended Support Release (ESR)

## General issues Affecting Multiple Browsers

This table below lists identified issues and possible work-arounds.

Error or Condition	Explanation and Work-Around
Certain PeopleTools features (for example, the Back button, charts, menu breadcrumbs, etc.) do not function in a private browsing session.	<p><b>Work-Around</b></p> <p>To enable full PeopleTools functionality, disable private browsing in the browser.</p>
When accessing certain external URLs, the browser displays no content, or alternatively, a security error message.	<p>If your PeopleSoft site attempts to open external content (external URLs) within the target content area of the page 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, version used, and how it handles X-Frame options header.</p> <p><b>Work-Around</b></p> <p>Open the external website content in a new browser window.</p>

Error or Condition	Explanation and Work-Around
<p>The copy URL to clipboard functionality, in the page bar, is available for Internet Explorer only.</p>	<p>For security reasons, Chrome and Firefox have disabled access to the clipboard from JavaScript.</p>
<p>There may be issues with long edit boxes in grids depending on the grid layout option selected and the browser used.</p>	<p>Different browsers employ different ways for interacting with long edit boxes. Some browsers display a draggable corner that allows you to independently resize the width and height of each long edit box displayed in the grid. The column and row height for that grid cell should automatically resize as the long edit box is resized. Other browsers display a vertical scroll bar that allows you to scroll through the contents of the long edit box. Yet other browsers allow you to scroll vertically within the contents of the long edit box without displaying vertical scroll bars.</p> <p>The following problems are known to occur when the grid is configured to use original layout mode:</p> <ul style="list-style-type: none"> <li>• In early versions of Internet Explorer 10, no draggable corner or vertical scroll bars are displayed. Users are unable to see all the content in the long edit box. This issue is fixed in later versions of Internet Explorer 10.</li> <li>• The following problems are known to occur when the grid is configured to use scrollable layout mode:</li> <li>• In Chrome and Firefox, when the browser's draggable corner is used to resize the long edit box, the row height and column width do not resize automatically, thereby interfering with the display of the entire grid.</li> </ul>
<p>After an upgrade, users might encounter anomalies with the display of fonts and certain images, such as the menu icon display of fonts and certain images, such as the menu icon.</p>	<p>If this occurs, users should clear the browser cache on the computers.</p> <p><b>Work-Around</b></p> <p>Clear the browser cache:</p> <ol style="list-style-type: none"> <li>1. Sign out of your PeopleSoft application.</li> <li>2. Empty the browser cache.</li> <li>3. Close any open browser window(s).</li> <li>4. Open a new browser window.</li> <li>5. Sign in to your PeopleSoft application.</li> </ol> <p><b>Note:</b> The procedure for clearing browser cache varies among browsers and browser releases.</p>

# Mobile Devices and Browsers

When you use a mobile device to access your PeopleSoft applications, your interactions will differ from how you interact when using a browser on a desktop or laptop computer. In part, this is due to the gestures used to interact directly with the mobile device. In addition, this can be due to how PeopleSoft applications are displayed on mobile devices. Also note, Windows 8 laptops with touch screens are considered mobile devices since the Internet Explorer user agent running on these laptops identifies itself as a mobile device.

## Gestures Used with Mobile Devices

Mobile devices use a multi-mobile interface that enables you to use finger gestures to interact with the device and its applications. This table describes the common gestures that you use to interact with PeopleSoft applications on mobile devices.

Gesture	Description	Purpose
Tap	Quickly touch your finger to the display and release.	Use to click a link or select a page control or item.
Drag	Touch, hold, and then slide your finger on the page.	Use to scroll the page vertically, or pan the page horizontally. <b>Note:</b> The term scrolling indicates vertical movement, while the term panning indicates horizontal movement.
Flick (or swipe)	Place your finger on the screen and quickly swipe it in the desired direction.	Use to scroll or pan quickly.
Two-finger drag	Touch and hold two fingers to the display, and then slide both fingers.	Use to scroll through scrollable grid rows, to pan through scrollable grid columns, or to scroll through content in an element with overflow capability (such as a long edit box in a grid).
Double-tap	Quickly tap and release your finger two times.	Use to zoom quickly in on a section of the page and to zoom out if you are zoomed in currently.
Pinch open	Touch two fingers to the page then, spread the fingers apart.	Use to zoom in.
Pinch close	Touch two fingers to the page then, bring the fingers together.	Use to zoom out.
Touch and hold (or long press)	Touch and hold your finger on an element until the device responds.	Use to activate options (a contextual menu) for the item.  <b>Note:</b> With iOS, this gesture can also activate the magnifying glass.

# Behaviors when using PeopleSoft Applications with Mobile Devices

Many differences that you encounter when you access your PeopleSoft applications using mobile devices stem from the basic tenet that you interact directly with the touch screen, rather than through an intermediary device, such as a mouse. So, while the tap on a mobile device compares to the mouse-click on desktop devices, mobile devices neither recognize nor support certain mouse specific events, such as hover. This table lists the interface differences and explains the process differences that you will encounter accessing PeopleSoft using a mobile device:

Interface Difference	Process Explanation
<p>Desktop behavior is observed on a mobile device—for example, the classic homepage rather than the fluid homepage is displayed by default.</p>	<p>While mobile devices such as phones and tablets can run multiple third-party browsers (for example, Firefox on Android devices and Chrome on iOS devices), only the operating system’s native browser will result in the device reporting itself as a mobile device. The use of third-party browsers will result in the device reporting itself and being recognized as a desktop computer.</p> <p><b>Work-Around</b></p> <p>When accessing a PeopleSoft system on a mobile device, use the operating system’s native browser.</p>
<p>Auto-complete results list contains a Close button.</p>	<p>Auto-complete 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-complete drop-down list:</p> <ol style="list-style-type: none"> <li>1. Tap the Close button</li> <li>2. Dismiss the device’s keyboard.</li> <li>3. Tap another control on the page to remove focus from the field.</li> <li>4. Select an item in the list.</li> </ol>
<p>Download to Excel is not supported.</p>	<p>You cannot download a grid to Excel on a mobile device.</p> <p><b>Note:</b> This limitation does not apply to Windows 8 laptops with touch screens.</p>
<p>Drag-and-drop of pagelets is not supported.</p>	<p>You cannot drag and drop pagelets on a mobile device.</p>

Interface Difference	Process Explanation
<p>Drop-down menus and submenus contain a Close button.</p>	<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>• Tap the Close button.</li> <li>• Tap a navigation header link, such as Home.</li> <li>• Select a menu item.</li> </ul>
<p>Mouse over pop-up pages appear when you tap the triggering field.</p>	<p>Mobile devices do not recognize mouse over or hover events.</p> <p>To access pop-up pages, tap the dash-underlined field.</p>
<p>Pop-up pages contain a Close button.</p>	<p>Pop-up pages do not disappear automatically without valid user action.</p> <p>To dismiss the pop-up page, you must tap the Close button.</p>
<p>Scroll bars are absent from the sides of pages, including:</p> <ul style="list-style-type: none"> <li>• Prompt pages</li> <li>• Look up pages</li> <li>• Recent search results pages</li> <li>• Secondary pages</li> <li>• Pop-up pages</li> <li>• Scrollable grids</li> <li>• Long edit boxes</li> </ul>	<p>Mobile devices use a touch-based paradigm for scrolling. If the data extends beyond the visible area, you drag the page to scroll or to pan.</p>
<p>Scroll bars do not appear within:</p> <ul style="list-style-type: none"> <li>• Scrollable grids</li> <li>• Long edit boxes</li> <li>• 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. On iOS devices only, to tab through fields, tap the &gt; button or the &lt; button, which appear above the keyboard.</p>
<p>Tool tips (sometimes called mouse over text), such as the text that describes images, do not appear as expected.</p>	<p>No support for the hover event exists on mobile devices. However, to display tool tips for a chart, tap the touch screen twice (double-tap). Tool tips disappear after five seconds or when you tap another object with a tool tip.</p>

# Issues Associated with Apple Safari

This section describes how to troubleshoot issues and possible work-arounds associated with Safari for iOS and Safari for OS X.

## Safari for iOS

Error or Condition	Explanation and Work-Around
On iOS, you are not able to download and view a file	<p>On iOS, there is no local file system to which a file can be downloaded. Therefore, operations such as the DetachAttachment function will execute, but no file will be downloaded to the device.</p> <p><b>Work Around</b></p> <p>This issue has no work-around.</p>
When accessing PeopleSoft system through a secure connection (https) on an iPhone or an iPad using full screen mode, the Safari browser will block help content from PeopleSoft online help installed on a non-secure (http) web server.	<p>The Safari browser always blocks mixed content (non-secure from a secure site).</p> <p><b>Work- Around</b></p> <p>Access the PeopleSoft site in normal browser mode instead of full screen mode. In this case, the help content opens in a new browser window.</p>
Zooming (pinch to zoom) is disabled on fluid pages in iOS for small form factor devices only.	<p>Zooming on iOS on small form factor devices creates an unsatisfactory user experience.</p> <p><b>Work-Around</b></p> <p>This issue has no work around.</p>
If the Safari browser is in full screen mode, when content has been set to open in a new window, the content replaces the current window instead.	<p><b>Work-Around</b></p> <p>Use the back button in the PeopleSoft page header to return to the previous page.</p>
Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.	<p><b>Work-Around</b></p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p>

Error or Condition	Explanation and Work-Around
<p>In some circumstances in which the PeopleSoft application attempts to open a content reference or a PDF attachment in a new browser tab, a security limitation of iOS prevents the operation from completing correctly.</p> <p>In the case of a content reference, the content is opened but it is wrapped in a duplicate portal header. In the case of a PDF attachment, the file is opened but it replaces the current page.</p>	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>In message dialog boxes that display an OK button and a Cancel button, rather than appearing side by side, the buttons are stacked so that the bottom edge of one button touches the top edge of the other button.</p>	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>Certain page controls display in a different font size than other controls on the same page.</p>	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>There are issues displaying pop-up pages on Safari for iOS. These issues can include:</p> <ul style="list-style-type: none"> <li>• The inability to close the pop-up page using the Close button.</li> <li>• The inability to view all of the contents of long edit boxes.</li> <li>• Certain page controls extend beyond the extents of the displayed page, but there is no ability to scroll to view these controls</li> </ul>	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>
<p>Certain file types cannot be uploaded from an iOS device.</p>	<p>For all devices on the iOS platform, only image files can be uploaded from the device to a PeopleSoft system.</p>
	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

## Safari for OS X

Identified issues and possible work-arounds include:

Error or Condition	Explanation and Work-Around
Some page elements are skipped when you tab through the page.	<p>By default, Safari skips certain page elements when you tab through the page.</p> <p><b>Work-Around</b></p> <p>You can set your preferences to stop at each element.</p> <ol style="list-style-type: none"> <li>1. Select Safari, Preferences to access the Preferences dialog box.</li> <li>2. Click the Advanced icon.</li> <li>3. Check the “Press Tab to highlight each item on a webpage” check box.</li> <li>4. Close the dialog box.</li> </ol>
On PeopleSoft application pages, you cannot scroll using the mouse wheel. Additionally, in the auto-suggest box of the Search Menu field in the drop-down menu, you cannot scroll using the mouse wheel.	<p>This issue occurs with OS X Lion (10.7).</p> <p><b>Work-Around</b></p> <p>Use the vertical scroll bars on a PeopleSoft application page or on an autosuggest box to scroll through the page or the box.</p>
The embedded help pop-up window does not appear on first click of the embedded help icon.	<p>This issue occurs with OS X Leopard (10.5).</p> <p>The on click JavaScript event is not triggered by the first click. Multiple clicks are required.</p> <p><b>Work-Around</b></p> <p>No work-around exists at this time.</p>

## Issues Specific to Apple iPad

This section describes how to troubleshoot issues and possible work-arounds associated with Apple iPads.

Error or Condition	Explanation and Work-Around
If the browser accessing the PeopleSoft system is run in the iPad's full screen mode, the New Window link is not functional.	<p><b>Work-Around</b></p> <p>This issue has no work-around.</p>

# Issues Associated with Google Chrome

This section describes how to troubleshoot issues and possible work-arounds associated with all versions of Chrome and Chrome for Android.

## All Versions of Chrome

Error or Condition	Explanation and Work-Around
<p>An error message similar to the following is displayed when attempting to open a file:</p> <p>Function 'onReadyState' Error: Access to 'file:///file_path/file_name' from script denied</p>	<p>Due to restrictions inherent in the Chrome and Firefox browsers, you cannot use ViewContentURL to open a file on a local file system.</p> <p><b>Work-Around</b></p> <p>Use the Edge, Internet Explorer, or Safari browsers to open the file instead.</p>
<p>The Chrome browser crashes when a large XML file representing the HTML page is returned by the system.</p>	<p>A PeopleSoft application can return a large XML file representing the HTML page in many scenarios including the following:</p> <ul style="list-style-type: none"> <li>• The data set includes a large number of rows.</li> <li>• The data includes a very large image.</li> <li>• The data includes multiple images per row.</li> </ul> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
<p>On fluid pages, Date and DateTime fields are not displayed using the user's language preference.</p>	<p><b>Work- Around</b></p> <p>To change the language setting in Chrome:</p> <ol style="list-style-type: none"> <li>1. In Chrome, select Settings from the menu.</li> <li>2. Click the Show advanced settings link.</li> <li>3. Click the Language and input settings... button.</li> <li>4. In the Languages dialog box, select the local language. (Click the Add button to add the language if it's not already displayed in the Languages list.)</li> <li>5. Click the Display Google Chrome in this language button.</li> <li>6. Click "Done" to save your changes.</li> <li>7. Close all open Chrome windows, and then restart the browser.</li> </ol>

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## Chrome for Android

Error or Condition	Explanation and Work-Around
File attachments, such as PDF reports, downloaded from a PeopleSoft system are not automatically opened and displayed.	<p><b><i>Work-Around</i></b></p> <p>Go to the Download folder on the device and manually open the downloaded file.</p>
When using Chrome for Android on a mobile device, the rich text editor tool bar is not displayed on long edit boxes that have been enabled with the editor.	The rich text editor has been disabled for Chrome for Android.
	<p><b><i>Work Around</i></b></p> <p>This issue currently has no work around.</p>

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## Issues Associated with Microsoft Edge

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This section describes how to troubleshoot issues and possible work-arounds associated with Microsoft Edge.

Error or Condition	Explanation and Work-Around
Some SJIS-encoded (Shift Japanese Industrial Standards) text files become garbled when viewed with Microsoft Edge.	<p>Microsoft Edge does not have an option for setting the file encoding.</p> <p><b>Work-Around</b></p> <p>This is a limitation of the Microsoft Edge browser. There is no workaround.</p>
When using the Navigator in the NavBar, folder links require two taps rather than one.	<p>This issue occurs on Windows tablets only in both tablet mode and desktop mode.</p> <p><b>Work-Around</b></p> <p>There is no work-around.</p>
For grid zoom modal windows, the Edge browser sometimes displays horizontal scroll bars, vertical scroll bars, or both when no scroll bars are needed.	<p><b>Work-Around</b></p> <p>There is no work-around.</p>
In a rating box chart, the View All link overlaps the last node in the list in certain circumstances.	<p><b>Work-Around</b></p> <p>There is no work-around.</p>
Autocomplete results are not dismissed for a prompt field after clicking outside the prompt field.	<p><b>Work-Around</b></p> <p>You can set your preferences to disable autocomplete system wide, for all pages within a component, or for a specific page.</p>

# Issues Associated with Microsoft Internet Explorer

This section describes how to troubleshoot issues and possible work-arounds associated with Microsoft Internet Explorer.

Error or Condition	Explanation and Work-Around
Placeholder text sometimes does not appear for an edit box	<p>With Internet Explorer, when placeholder text is defined for an edit box, the placeholder text disappears for that field whenever the field gains focus.</p> <hr/> <p><b>Work-Around</b></p> <p>There is no work-around. This is a known issue with the Internet Explorer browser.</p>
On a Windows tablet, you are unable to swipe left or right—for example, to navigate to other fluid homepages.	<p>Windows tablets do not support some standard touch events such as swiping.</p> <hr/> <p><b>Work-Around</b></p> <p>Use the mouse and the drop-down list to navigate to other fluid homepages.</p>
If Internet Explorer's "Do not save encrypted pages to disk" option is selected and SSL is enabled, you will be prevented from downloading query results to Excel.	<p><b>Work-Around</b></p> <p>To resolve this problem, in Internet Explorer:</p> <ol style="list-style-type: none"> <li>1. Select Internet options from the menu.</li> <li>2. Go to the Advanced tab.</li> <li>3. Deselect the "Do not save encrypted pages to disk" option.</li> <li>4. If you wish to enforce secure browsing, select the "Empty Temporary Internet Files folder when browser is closed" option instead.</li> <li>5. Click OK.</li> </ol>
Loss of update, display of search page while clicking quickly on a PeopleSoft page.	<p>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.</p> <hr/> <p><b>Work-Around</b></p> <p>Users should wait for the page to finish loading after every action.</p>

Error or Condition	Explanation and Work-Around
When using the Navigator in the NavBar, folder links require two taps rather than one.	This issue occurs on Windows tablets only in both tablet mode and desktop mode.
	<p><b>Work-Around</b></p> <p>There is no work-around.</p>

## Issues Associated with Mozilla Firefox

This section describes how to troubleshoot issues and possible work-arounds associated with Mozilla Firefox.

Error or Condition	Explanation and Work-Around
<p>An error message similar to the following is displayed when attempting to open a file:</p> <p>Function 'onReadyState' Error: Access to 'file:///file_path/file_name' from script denied</p>	Due to restrictions inherent in the Chrome and Firefox browsers, you cannot use ViewContentURL to open a file on a local file system.
	<p><b>Work-Around</b></p> <p>Use the Edge, Internet Explorer, or Safari browsers to open the file instead.</p>

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# Frequently Asked Questions

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## 1. How do I sign out of PeopleSoft?

Logging out of PeopleSoft is very simple. Just click the **Actions List** icon and select “**Sign Out**”.

## 2. Will I have to add my favorites again?

No. Saved favorites will be accessible after the upgrade. You can access My Favorites by clicking on the **NavBar** banner icon, then select the **My Favorites** icon.

## 3. I don't like this new version. Am I able to view PeopleSoft the old way?

Yes. For the time being you can switch back to the classic look of PeopleSoft. Follow these steps to activate classic pages:

- a) Click on the **NavBar** banner icon
- b) Select **Classic Home**.

**Note:** The setting applies to the currently logged on session only. Meaning this setting will have to be reset during each logged in session.

## 4. Why don't I see a menu when I sign on?

The menu page was probably not configured correctly before the upgrade. Follow these steps to configure menu page:

- a) Select the **NavBar** banner icon from the HomePage.
- b) Click “**Classic Menu**” icon.
- c) Click **My Page** from the Classic Menu.
- d) Click the **Content** link in the upper right corner of the page.
- e) Check “**Menu**” or “**Menu Classic**”.
- f) Click **Save** button.

## 5. Why doesn't the search feature work?

The search feature will require more testing and may be available in the future.

## 6. Who can I call for help?

Please use this document or the [Quick Start Guide](#) to help resolve issues first, as they may have been previously described. IT Help Desk is willing to assist or escalate technical issues that occur on district standard workstations only. (Limitations to support are increased when using mobile devices such as phones or tablets). They can be reached by phone at 1 (619) 209-HELP (4357).