

Troubleshooting Browser Limitations

PeopleSoft®

Troubleshooting Browser Limitations

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Troubleshooting Browser Limitations

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This document provides an overview of browser related limitations that may affect your PeopleSoft application and describes the following:

- Identified Apple Safari issues.
- Identified Mozilla and Firefox issues.
- Identified Netscape issues.
- Identified Internet Explorer issues.
- Clearing browser cache.
- Tips for developing pages using Netscape 4.x.

Understanding Browser Limitations

As you work in PeopleSoft applications, you may notice that certain browsers display pages differently than others. Some of these differences are very subtle and have no impact on the performance of the application, while others may alter the look and function of PeopleSoft pages. We have extensively tested PeopleSoft applications on various browser versions to be informed of these issues and make every effort to resolve them where possible.

This document lists some of the anomalies you may encounter as you display your work in specific browser versions. Some issues are addressed in specific PeopleTools releases or in future browser releases; these are noted. We also provide suggestions for developing pages to avoid some of these issues.

To see a list of the supported browsers by operating system, click the Web Browsers link on the Supported Platforms page on Customer Connection.

<http://www.peoplesoft.com/corp/en/iou/platforms/platforms.asp>

Note. PeopleSoft recommends that customers use vendor-specified browser settings with PeopleSoft applications. PeopleSoft thoroughly tests all supported browsers configured to the vendor-specified default on all supported platforms. Deviation from the default settings may cause unintended results and should be thoroughly tested.

Identified Apple Safari Issues

Apple attempts to fix browser issues with each forthcoming release. This section describes the limitations associated with the Apple Safari 1.2 release when used with PeopleSoft applications.

Important! Currently, PeopleSoft only supports the Apple Safari 1.2 browser with the PeopleTools 8.45, 8.46, and 8.21 releases.

Apple Safari 1.2

Known Apple Safari 1.2 issues include:

Error Condition	Explanation or Work Around
Session management issues arise when two browser windows are opened using different languages and user names.	The Safari browser has difficulty distinguishing separate user names when two or more browser windows are opened. The result is that both windows display the same user.
Links and non-text edit controls are skipped when tabbing through fields.	This problem occurs when using Safari 1.2.3 with Macintosh OS 10.3.5 on the PeopleTools 8.46 release. This can be resolved by modifying Safari's browser preferences. <i>See Modifying Safari Preferences.</i>
Find feature.	The find feature does not work consistently when using the Macintosh OS 10.3 with Safari 1.2.3 on PeopleTools 8.46. The system does not always highlight the requested search item. PeopleSoft intends to fix this issue in a newer release.

Error Condition	Explanation or Work Around
RenServer cannot communicate with Apple Safari browsers.	<p>The RenServer does not currently work with Apple Safari because the RenServer requires HTTP 1.0 compatibility.</p> <p>PeopleSoft MultiChannel Framework's Universal Queue Server and Chat functionality is not currently supported.</p> <p>PS/nVision's Windows output option is not currently supported. If you submit a report request with the Windows output type or a report book that includes such report requests, we recommend that you override the output type in the Process Scheduler Request page.</p> <p>PeopleSoft Process Scheduler's Run to Window option is not currently supported.</p> <p>Note. If a process is hard coded to submit to <i>Window</i>, using the ProcessRequest PeopleCode class, a message will be sent notifying the user that the option is not supported on Safari. The process will be submitted to <i>Web</i> instead.</p> <p>PeopleSoft Optimization's status bar is not currently supported.</p>
Cache-Control.	<p>This appears to be a Safari browser issue. PeopleSoft testing found that if you use an https connection rather than an http connection, the Apple Safari browser appears to not cache the pages into the back/forward cache. After logging out, you should correctly get the signon page when going back to previous pages.</p>
When a page is in a frameset, Apple Safari incorrectly caches the page and produces inconsistent data results.	<p>This problem occurs when you click the browser's back button. You will notice how static text shows data from previous pages and form fields show the correct data.</p> <p>The recent release for Macintosh OS10 (10.3.4), which is released to the public through the standard software update mechanism, fixes this problem.</p> <p>If your system is not updated automatically, you can obtain the latest Macintosh OS10 release by selecting the Software Update menu option.</p>
HTML is not displaying with space between fields.	<p>This is an issue with the default text size. If you set the default text to Times 12, you get the correct spacing.</p>
Copy URL.	<p>The Copy URL feature does not work with Apple Safari 1.2. In PeopleTools 8.45 the Copy URL button does not display. This feature copies the URL for the current page to the clipboard, making it available for pasting in other applications.</p>

Error Condition	Explanation or Work Around
Hot Keys	When using Apple Safari with Macintosh OS10, Alt keys generate garbage characters when the cursor is in a text field.
Display of disabled check boxes and edit boxes.	The grayed-out appearance of disabled check boxes and edit boxes is very subtle in Safari's Aqua interface. It is difficult to distinguish the disabled check boxes from enabled ones.
Page Up and Page Down Keys	When using other browsers if the user presses the Home key, the cursor is positioned at the beginning of the field. When the user presses the End key, the cursor goes to the end of the field. When using the Apple Safari browser, the Page Up and Page Down keys perform these functions.
Tab Key	Drop-down list fields are being bypassed when using the tab key to navigate through fields. The following Macintosh OS10 setting corrects this issue: Go to System Preferences, Keyboard & Mouse, Keyboard Shortcuts. Select the <i>Turn on full keyboard access</i> check box.
MultiChannel Framework's CTI Console is not currently supported on Apple Safari.	CTI Console relies on LiveConnect for communication between JavaScript and the CTI Applet.
Right aligned edit boxes	Edit boxes display data as left aligned even though field is set to be right aligned in Application Designer.
Kiosk mode.	There is no kiosk mode when using Apple Safari. Note. Kiosk mode is a form where the functions of the browser are limited.
Changing the displayed font size to be bigger or smaller.	If you change the font size, it may cause some pages to be rendered incorrectly, such as, the wrapping of grid labels. Note. This is specified in the Safari documentation.

Modifying Safari Preferences

To ensure that images display correctly when tabbing out of an edit box:

1. In the Safari browser, select Safari, Preferences.
2. Click the Advanced tab.
3. Select

The default setting is **Do not highlight links as you press the Tab key.**

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Identified Mozilla and Firefox Issues

Mozilla attempts to fix browser issues with each forthcoming release. This section describes the limitations associated with the Mozilla and Firefox browsers when used with PeopleSoft applications on PeopleTools 8.46 and forward.

Error Condition	Explanation or Work Around
Links and non-text edit controls are skipped when tabbing through fields using Mozilla 1.7.	This problem occurs when using Mozilla 1.7 with Macintosh OS10. This can be resolved by modifying Mozilla's browser preferences. See <i>Modifying Mozilla Preferences</i> .
Personalize content and layout links may not display on the homepage with Mozilla 1.7.3.	This occurs when the Mozilla 1.7.3 browser is used with Macintosh OS10.
PeopleSoft's Ctrl+J functionality does not work as intended with the Firefox browser.	Firefox uses the Ctrl+J keyboard command to open the Downloads pop-up window. PeopleSoft's workaround for this problem is to press Ctrl+J twice. Executing the command a second time causes the Downloads window to close and the system information page to display.

Modifying Mozilla Preferences

To ensure that images display correctly when tabbing out of an edit box:

1. In the Mozilla browser, select Edit, Preferences.
2. Under Category, select Advanced to see all options.
3. Select Keyboard Navigation to view the keyboard navigation options to the right.
4. Under Tab Key Navigation, select the **Links and Buttons, radio buttons, checkboxes, and lists** check boxes.
5. Click **OK**.

Identified Netscape Issues

Netscape attempts to fix browser issues with each forthcoming release. This section describes the limitations associated with all releases of Netscape and releases 7.x, 6.x, and 4.x specifically when used with PeopleSoft applications.

Important! PeopleSoft does not support Netscape 6.2x with the PeopleTools 8.44 and forward releases. This browser version has proven to be unreliable.

Important! Although PeopleSoft supports Netscape 4.7x for use with our applications running on PeopleTools releases 8.43 and prior, we strongly encourage customers using PeopleTools releases of 8.43 and later to upgrade to Netscape 7.02 or the newest release of the Netscape product. The Netscape 7 release provides a greatly improved user experience over Netscape 4.7x; many of the limitations listed in this section are remedied in this latest release.

All Netscape Releases

Known issues found in all Netscape releases:

Error Condition	Explanation or Work Around
Session management issues arise when two browser windows are opened using different languages and user names.	Netscape browsers have difficulty distinguishing separate user names when two or more browser windows are opened. The result is that both windows display the same user.
Multiple browser windows but single session.	In PeopleSoft applications, regardless of the number of browser windows open, Netscape considers these to be a single session. If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.45 release on the Macintosh OS.
Hot Keys	When using Netscape with Macintosh OS10, using Alt keys are generating garbage characters when the cursor is in a text field.
ALT Attribute	<p>The text specified in the ALT attribute displays inconsistently or does not display at all in Netscape 4.7x, 4.8, and 7.x depending on the OS.</p> <p>Note. The ALT attribute tells the user what is missing on a page if the browser can't load images by displaying the alternate text instead of the image.</p>

Netscape 7.x

Many of the issues encountered in the Netscape 6.x release are addressed in Netscape 7.x. However, a few issues still remain or new ones have arisen.

Note. Netscape 7.x is compatible with PeopleTools 8.43 and subsequent releases only.

Known Netscape 7.x issues include:

Error Condition	Explanation or Work Around
Cursor display.	<p>In Netscape 7.0, the blinking cursor is not visible when positioned in an empty edit box. This only occurs where the text alignment for that field has been set to <i>right</i> on the Record tab of the Edit Box Properties dialog box in PeopleSoft Application Designer.</p> <p>PeopleSoft has implemented a workaround in the PeopleTools 8.44 release until Netscape resolves this issue. Upon entering an empty, right-aligned edit box, the field alignment temporarily changes to left-aligned while the user is entering data. The system restores the right alignment when focus leaves the field.</p>
Downloading grid contents to Excel.	<p>When using Netscape 7.01 with the Macintosh OS10, users must manually associate the data with the correct file extension for the Macintosh OS, which is .xl. On subsequent download attempts the system recognizes the file as an Excel spreadsheet.</p>
Hot keys.	<p>When using Netscape 7.1 with the Macintosh OS, hot keys do not work because of the KeyDown event.</p>
Hover text.	<p>For Netscape 7.0 with Macintosh OS only-- intermittent, random displays of hover text appear.</p>
FieldChange and FieldEdit PeopleCode not firing when tabbing out of a field.	<p>When using Netscape 7.0 with the Macintosh OS, the OnKeyDown event handler does not fire, which is an essential part of PeopleSoft's runtime processing for detecting a transmission to the application server. Netscape resolves this issue in the 7.1 release.</p>
HTML anchors	<p>For Netscape 7.1 only --- Pages with a button pointing to an HTML anchor. When you click the button and then press tab, the button you just pressed is in focus instead of the HTML anchor element.</p>

Error Condition	Explanation or Work Around
Incorrectly launching another browser instance.	<p>When using Netscape 7.02 and navigating to an application page, a second browser window opens with the page loaded. The original browser window remains open and the search page is not loaded. This is resolved in Netscape 7.1.</p> <p>The following workaround exists:</p> <p>Open the PT_NAV page in PeopleSoft Application Designer.</p> <p>Change the code in PT_NAV.NavTheme (the GenerateHrefHTML() method) as follows:</p> <pre>&TgtURL ="saveWarning('TargetContent',null'_parent', " &TgtURL &FolderCachePath ");";</pre> <p>to:</p> <pre>&TgtURL ="saveWarning('TargetContent',null'_top', " &TgtURL &FolderCachePath ");";</pre>
Collapse button.	<p>When using Netscape 7.02 with Solaris or Macintosh OS9 only-- The collapse button is only collapsing the top part of the menu; it is not collapsing the entire menu. This is resolved in Netscape 7.1.</p>
Stylesheets	<p>When using Netscape 7.0 with some low color depth (8 bits) displays, the browser does not have enough colors to show the styles correctly. This can be worked around by adding more contrast to the colors in the stylesheet. For example, make the contrasting colors very different.</p>

Netscape 6.x

Many of the limitations with the Netscape 4.x browser are addressed in Netscape 6.x. However, a few issues remain. In addition to bug-related browser crashes, we have noted other incidences where PeopleSoft applications function differently than expected when using Netscape 6.0.

Known Netscape 6.0 issues include:

Error Condition	Explanation or Work Around
Access keys.	Access keys function like hot keys in PeopleTools 8.4 and prior. In Internet Explorer (IE), the normal behavior for access keys is to press ENTER after the ALT+ key combination, whereas for hot keys, the key combination invokes the action. For example, IE behavior for opening a new browser window is to press ALT+9 then ENTER. In Netscape 6.0, ALT+9 opens the new window directly. This issue is addressed in the PeopleTools 8.4x releases.
Cursor display.	In all versions of Netscape 6.x, the blinking cursor is not visible when positioned in an empty edit box. This only occurs where the text alignment for that field has been set to <i>right</i> on the Record tab of the Edit Box Properties dialog box in PeopleSoft Application Designer.
Icons in menu pagelet.	The Close and Refresh icons do not appear in the menu pagelet prior to loading a component when running PeopleTools 8.44 with Netscape 6.x.
Right-aligned edit boxes.	For example, when the user types a two-digit number, the first number does not appear until the second number is typed. This issue has been resolved in Netscape 6.1.
Stylesheets	When using Netscape 6.2 with some low color depth (8 bits) displays, the browser does not have enough colors to show the styles correctly. This can be worked around by adding more contrast to the colors in the stylesheet. For example, make the contrasting colors very different.

Known Netscape 6.2x issues include:

Error Condition	Explanation or Work Around
Multiple browser windows but single session.	In PeopleSoft applications, regardless of the number of browser windows open, Netscape considers these to be a single session. If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.21 release with Netscape 6.2.3 on Windows 2000.
Back button.	The Back button does not function properly in Netscape 6.23 when used to return to a previously viewed page in a component. This issue has been

Error Condition	Explanation or Work Around
	resolved in Netscape 7.0. In general, however, PeopleSoft recommends that users navigate within a transaction by selecting the page tab in the component instead of the browser's Back button to avoid any potential data loss.
Calendar prompt.	Selecting the calendar prompt on a page using PeopleTools 8.17 gives an error message: "Unable to load images for calendar." This problem is fixed in PeopleTools minor release 8.18 and is also working properly in release 8.4.
Customizing the homepage.	Netscape 6.2 crashes during the transition from the save confirmation page and the return to the homepage in the 8.1 portal. A work around for this issue is to modify the component PeopleCode to so that the save confirmation page is not displayed. This issue has been resolved in Netscape 7.0.
(JPN) File attachments in Japanese.	When attaching files to a PeopleSoft application using Japanese file names, Netscape 6.23 does not submit the file name using UTF-8 characters. Instead, it sends the original double byte characters from the browser. As a result, the PeopleSoft system cannot retrieve files from the buffer. Netscape resolves this issue in the 7.0 release.
Push buttons.	The background rendering of push buttons may not display as desired when viewing PeopleSoft applications using Netscape 6.23. This issue has been resolved in Netscape 7.0.
SHIFT+TAB key combination.	This key combination, which returns presence to a previous field on a page, does not work in Netscape 6.23. Instead, use the mouse and click the desired field or use the TAB key alone to continue moving forward until returning to the desired field. This issue has been resolved in Netscape 7.0.

Note. For the PeopleTools 8.44 and forward releases, PeopleSoft discontinued support for Netscape Navigator 6.2x. PeopleSoft recommends that users upgrade to Netscape Navigator 7.

Netscape 4.x

You may find that certain PeopleSoft pages do not display as intended when viewed using a Netscape 4.x browser. These limitations are related to the HTML as implemented by Netscape 4.x, and thus are not likely to change in future releases of PeopleSoft applications. However, most of these issues are addressed in Netscape 6.x.

Important! As of the PeopleTools 8.44 release, PeopleSoft no longer recommends using the Netscape 4.7x browser with PeopleSoft applications. While we still support this browser for prior releases, we are recommending that customers migrate to a newer version of Netscape for optimal performance.

Known Netscape 4.x issues include:

Error Condition	Explanation or Work Around
PeopleSoft Ping page.	Netscape 4.8 does not support the use of the PS Ping page for PeopleTools 8.4x releases. PeopleSoft recommends customers use another browser to access this page, such as Netscape 7.1 or Internet Explorer 5.5.
Menu links in context manager.	In PeopleTools releases 8.44 and 8.45 using Netscape 4.7, child menu links do not display correctly and cannot be accessed. This issue has been resolved in the PeopleTools 8.46 release.
Calendar prompt.	Implementation of the calendar prompt for Netscape 4.x is different than all other browsers. The calendar does not always load properly. Consider upgrading to a newer version of Netscape to remedy this problem.
Grid preview.	When opening grid preview from the grid personalization page with the Macintosh OS9, initial cursor focus is at the bottom of the page such that the page may appear blank. The user can scroll up to preview the grid as desired. A fix for this problem has been added to the 8.42 PeopleTools release.
Hot keys and access keys.	Cannot be used.
Initial cursor focus.	It is not possible to generate a page in which focus is set to a link upon loading of the page. The significant effect of this is that a transmission to the application server cannot occur for a field that is before a hyperlink on a page since focus cannot be returned to the proper place.
Input fields.	Input fields, including check boxes, radio buttons, and edit boxes cannot be visually disabled or "grayed". Netscape 4.x does not recognize the disabling of fields, even if they are grayed by PeopleCode. Though these fields appear as enterable to the user, they cannot be edited.
Mouse over text.	Does not display for links at runtime. Netscape 4.x does not support TITLE or ALT for links created in PeopleSoft Application Designer.
REN Server	Netscape 4.x does not support use of the REN Server.

Error Condition	Explanation or Work Around
Tab order.	Netscape 4.x does not support the TABINDEX attribute. As a result, the tab order you specify on the order tab for a page in PeopleSoft Application Designer may not apply at runtime.
Hot Key -ALT+7 (Add a new row to a grid)	When using Netscape 4.8 this hot key does not work. Netscape 4.8 does not report ALT+7 as an alt key.
Select Lists and Select Boxes	When using Netscape 4.8 with Macintosh OS, select boxes and select lists cannot be sized (all sizing markup is ignored). On some pages this will lead to select lists/boxes not properly aligned with other UI items.
Menu Collapse Button	When using Netscape 4.x, if you use the collapse button it sends you back to the search page and also leaves part of the menu bar showing.
Detach Functionality	Netscape 4.x does not support the Detach function for uploaded files.

Known Netscape 4.7x issues include:

Error Condition	Explanation or Work Around
Width of the Related Contacts pagelet is wider than other pagelets in the PeopleSoft Enterprise Portal.	This appears to be an issue in the PeopleTools 8.46 release only.
Calendar prompt.	Netscape encounters difficulties displaying the calendar prompt when used with early versions of Linux. Users should use Red Hat Linux 7.2 or later.
Custom-sized drop-down list boxes.	Not supported. Instead Netscape defaults to the longest value in the list.
Custom-sized edit boxes.	Sizing for custom-sized edit boxes and long edit boxes may not render exactly as designed.
Custom-sized push buttons.	Not supported. The push button size automatically defaults to the length of the label text or image.
Error fields.	Do not display properly. Normally when a user leaves a required field blank or has entered data improperly into a required field, the page redisplay with the field contents and background highlighted in red. These error fields now highlight with a red border to indicate an error.
Horizontal rules.	The horizontal rule color cannot be changed.
(JPN) Japanese pages.	Some pages cannot be viewed due to an UTF-8 support problem.

Error Condition	Explanation or Work Around
Javascript links.	When running the portal with AuthTokenDomain set in configuration.properties, javascript links do not work as intended. This issue has been resolved in the PeopleTools 8.18 minor release.
Multiple nested levels.	Performance issues arise when nesting multiple tables on a single page; borders may not always display. To reduce the impact of this, in some cases we generate somewhat simpler pages. Developers should limit the levels of nesting on a page.
Printing reports.	There is a problem with the way the browser interacts with the psreports servlet causing the HTML to print improperly. By default, the reporting servlet delivers HTML to the browser in a compressed format. Normally, the browser dynamically decompresses the stream and displays the document. Netscape stores the document in its compressed format, however, and does not decompress it when it's printed. This issue has been resolved in the PeopleTools 8.4 release. If you are using a previous PeopleTools release, a workaround would be to turn off compression on your server before printing.
Push buttons.	Non-image push buttons are always gray. The default stylesheet, which designates the color to be yellow, is not recognized. Netscape has no way to set the color.
Single signon domain.	The only way to have a single signon domain is to use default ports for both http and https and to make sure that all URL's are portless. Only the default ports of 80 and 443 can be used to serve pages to the Netscape 4.7x clients. Any attempt to use nondefault ports will fail. This is due to Netscape's inclusion of port in the document.domain if it exists in the URL. This is not the case in Internet Explorer 5+ or Netscape Navigator 6+, which allows the document.domain to be assigned values that diverge from the last 2 DNS suffixes of the URL of the script page and that need not include the port of the URL if one exists. For these browsers, nondefault ports in the single signon domain are possible.
Hot Keys	When using Netscape 4.7 or 4.8 with Solaris key events are not generated.

Identified Internet Explorer Issues

Users will encounter fewer anomalies when viewing PeopleSoft applications using IE as your default browser. However, incongruities and exceptions in certain environments still exist and may require an alternative solution.

All Internet Explorer Releases

Known issues found in all Internet Explorer releases:

Error Condition	Explanation or Work Around
Animated Gifs.	<p>When the browser is asked to show an animated gif such as the PeopleSoft processing flashing logo on the top right of the screen, and then posts a form, the gif animation is frozen (no motion) while the browser is waiting for the webserver's response.</p> <p>Note. This is only true if the html form is not in a frame.</p>
Redirect error.	<p>The "Permission denied" error occurs on Windows XP SP2 running IE when a frameset request is submitted. This issue is resolved in the PeopleTools 8.45 and 8.46 releases.</p>
CSV file types.	<p>When saving .csv files using the "Save Target As" feature, the file extension defaults to .xls instead of .csv. This seems to occur if you are using Windows XP SP2 in conjunction with Weblogic 8.</p> <p>The workaround for this issue is to change the file extension type to ".csv" before saving.</p>
Key Events.	<p>When using IE with the Macintosh OS, the system does not generate any key events for CTRL-A, CTRL-D, CTRL-K, or CTRL-L.</p>
Multiple browser windows but single session.	<p>In PeopleSoft applications, regardless of the number of browser windows open, IE considers these to be a single session. If a user logs out of one window, the session is lost for all windows. This occurs in the PeopleTools 8.45 release on the Macintosh OS.</p>
Hot Keys.	<p>When using IE with Macintosh OS10, using Alt keys are generating garbage characters when the cursor is in a text field.</p>
Security patch MS01-055.	<p>Microsoft IE 5.5 and 6.0 security patch MS01-055 prevents servers with improper name syntax from setting cookies names. Domains that use cookies must use only alphanumeric characters ("- " or ".") in the domain name and the server name. Internet Explorer blocks cookies from a server if the server name contains other characters, such as an underscore character ("_").</p>

Internet Explorer 6.x

Known Internet Explorer 6.x issues include:

Error Condition	Explanation or Work Around
PeopleSoft Navigator error.	The Q867801 patch for the IE 6.0 release causes an error when using PeopleSoft Navigator functionality in PeopleTools 8.44. This IE bug is addressed in the PeopleTools 8.46 release and in a patch for 8.45.
Redirect to Login page.	The Process List page of Process Monitor redirects users to Login page. This occurs when using Windows XP SP2 with IE 6.0 on PeopleTools 8.46.
Viewing attachments and downloading to Excel.	<p>Attachments are inaccessible and documents cannot be downloaded to Excel when using Windows XP and IE 6.x. This is the result of a new security setting in the IE 6.x browser.</p> <p>There are two possible workarounds for this issue.</p> <p>See <i>Viewing Attachments</i>.</p>
Crystal reports.	Large HTML files (over 4 MB) may display incorrectly in both IE 6 and 5.5. To overcome this limitation, use the Separated Pages option when running reports to this format in PeopleSoft Internet Architecture. You can set this option by adding the switch <i>-SP1</i> to the command line arguments of the report's process definition.
Disappearing menu.	<p>Occasionally the PIA menu may disappear when a user opens a PIA page. This is a Microsoft issue and may be addressed in a future IE release.</p> <p>In the interim, two work around options exist:</p> <ul style="list-style-type: none"> ▪ Refresh the page using the browser's refresh button. ▪ Turn off compression (compressResponse=false). <p>Note. This issue only applies to browsers with the Q810847 Update Version applied. Determine which Update Versions you have in the About Internet Explorer dialog box. Select Help, About Internet Explorer from the browser menu.</p> <p>In addition, Microsoft recommends a fix for this issue on their website. Follow this link for details:</p> <p>http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/revsbwp.asp</p>

Error Condition	Explanation or Work Around
HTML anchors.	Pages with a button pointing to an HTML anchor. When you click the button and then press tab, the browser's URL address edit box is in focus instead of the HTML anchor element.
Error displaying iScript PIA pages.	<p>Error appears when trying to display an iScript type PIA page. This is a Microsoft issue and may be addressed in a future IE release.</p> <p>Note. This issue only applies to IE6 SP1 browsers with the Security patch (Q832894) applied.</p> <p>In the interim, two work around options exist:</p> <p><i>Work Around 1:</i> Disable the Browser advanced setting "Do not save encrypted pages to disk".</p> <p><i>Work Around 2:</i> Edit your web server's configuration.properties by setting compressresponse=false and portalcompressresponse=false.</p> <p>Note. These flags, when set to true, compress (gzip - data that is sent from the web server to the browser.) You may encounter performance issues if you disable them.</p>
PS/nVision drilldown.	<p>Initiating drilldown takes user to the PIA signon page instead of the PS/nVision Drilldown page. This is a Microsoft issue and may be addressed in a future IE release.</p> <p>If you hit the "Refresh" button the Drilldown page displays.</p> <p>Note. This issue only applies to IE6 SP1 browsers.</p>

Viewing Attachments and Downloading Files

A new security setting in the IE 6.x browser causes attachments to be inaccessible when using Microsoft Windows XP. PeopleSoft's download to Excel feature is also unavailable. There are two possible workarounds for this issue including making PeopleSoft Pure Internet Architecture a "trusted site" or enabling an automatic prompt for downloads in IE.

To make your PeopleSoft application a trusted site in IE:

1. In Internet Explorer, select Tools, Internet Options, Security tab from the menu.
2. Select **Trusted sites** for the Web content zone and click the **Sites** button.
3. Enter the Web site address for your PeopleSoft site and click the **Add** button.
4. Click the OK button on the Trusted Sites dialog box and on the Internet Options dialog box.

To enable an automatic prompt for downloads:

1. In Internet Explorer, select Tools, Internet Options, Security tab from the menu.
2. Select **Internet** for the Web content zone and select the **Custom Level** button.

This assumes that your PeopleSoft site is already designated an "Internet" site. See the lower right hand corner of your Internet browser.

3. Scroll down to the Downloads settings.
4. Select to enable the "Automatic prompting for downloads" option.
5. Click the OK button on the Security Settings dialog box and the Internet Options dialog box.

Internet Explorer 5.x

Known Internet Explorer 5.x issues include:

Error Condition	Explanation or Work Around
Updating cookies.	The IE 5.5 browser does not always send cookies properly, causing the signon process to fail intermittently with an authorization error. This occurs when the system is set to prompt for permission to update cookies so that a dialog box appears for each cookie.
(JPN) Calendar prompts.	May appear garbled when viewing in IE 5 using the Japanese language. For a workaround, apply the following IE setting: Select View, Encoding, Unicode (UTF-8) from the Internet Explorer toolbar.
Crystal reports.	Large HTML files (over 4 MB) may display incorrectly in both IE 6 and 5.5. To overcome this limitation, use the Separated Pages option when running reports to this format in PeopleSoft Internet Architecture. You can set this option by adding the switch <i>-SP1</i> to the command line arguments of the report's process definition.
Cursor focus.	Does not return to the expected place after editing and tabbing out of a field that yields a server transmission. This issue impacts PeopleTools releases 8.41 and 8.1x on the Macintosh OS only. It has been resolved in the PeopleTools 8.42 release.

Error Condition	Explanation or Work Around
Display only, unbroken, long text in edit boxes.	<p>In IE 5.5 with PeopleTools releases 8.43 and prior, long, unbroken text in display only edit boxes, such as a URL, does not wrap properly causing distortion of the page layout. Other browsers stretch the HTML page as necessary to accommodate the word.</p> <p>This issue has been resolved in the PeopleTools 8.44 release. A new property, Wrap Long Words, has been added for edit boxes, long edit boxes, and drop-down list boxes. This option is cleared by default.</p> <p>See PeopleTools 8.44 PeopleBook: PeopleSoft Application Designer, <i>Creating Page Definitions, Setting Use Properties</i>.</p>
Downloading grid contents to Excel.	<p>When using IE 5.2.2 or 5.2.1 with Macintosh OS10 or IE 5.1.6 with Macintosh OS9, users must manually associate the data with the correct file extension for Macintosh OS, .xl. On subsequent download attempts the system recognizes the file as an Excel spreadsheet.</p> <p>See the procedure in the "Downloading Grid Contents to Excel" section below for more information.</p>
Drop-down list boxes.	<p>With the PeopleTools 8.43 release, if a user clicks on the label of a drop-down list box, the system automatically selects the first item in the list without a transmission to the application server. A workaround for this issue is to simply select the correct value from the drop-down list box.</p>
Links.	<p>In IE 5.5, links that were previously visited retain the "visited" pseudo-styleclass until users clear their Temporary Internet files. In the PeopleTools 8.4 release we resolved this issue by directing default style classes for PSHYPERLINK and PSNAVPARENTLINK to visit themselves.</p>
Macintosh OS8.x or 9.x.	<p>IE does not allow you to close certain error messages. PeopleSoft has discovered a work around for this issue that we include in the 8.42 PeopleTools release.</p>
Overlapping fields.	<p>IE 5, when used with Macintosh operating systems in conjunction with the PeopleTools 8.44 release, may cause some fields to display overlapped. This can be remedied by spacing the fields slightly more in PeopleSoft Application Designer.</p>
REN Server.	<p>IE 5.1 and 5.2, when used with Macintosh OS10, do not support REN Server usage.</p>

Error Condition	Explanation or Work Around
Security error message.	IE 5 may generate this security error message for a page: "This page contains both secure and nonsecure items." The workaround is to increase the connection time on the server, by increasing the timeout setting (KeepAlive) time to 60 seconds or greater. If you are connecting through Proxy, modify the HTTP Persistent Connection Timeout setting on the Proxy server to 60 seconds. If you are connecting straight to Weblogic, make sure Weblogic's https KeepAlive is set to 60 seconds or greater. Weblogic's default https KeepAlive setting is 120.
Unicode on Macintosh OS.	Not supported. PeopleSoft recommends using Netscape with Macintosh OS when using languages requiring extended character codes.
Copy URL	In PeopleTools 8.45, the Copy URL button does not display. This feature copies the URL for the current page to the clipboard, making it available for pasting in other applications. This issue has been resolved in IE 6.
Right aligned edit boxes	Edit boxes display data as left aligned even though the field is set to be right aligned in Application Designer.
Keyboard shortcuts.	IE 5.2 with Macintosh OS only. Ctrl-K, which is normally used to obtain a listing of keyboard shortcuts, doesn't work.

Downloading Grid Contents to Excel

When using IE 5.2.2 or 5.2.1 with Macintosh OS10 or IE 5.1.6 with Macintosh OS9, users should follow this procedure to set up the IE browser preferences to download the file to the correct location.

To configure the IE browser with the correct file extension:

1. Open the IE browser.
2. Select Explorer, Preferences from the Apple title bar.
The IE Preferences dialog box displays.
3. Select Receiving Files, File Helpers.
4. Double click the Excel spreadsheet application with the **.xl** file extension.

Do *not* select .xls, the standard Excel file extension. Selecting .xls will download all files directly to the desktop rather than the proper window.
5. In the Edit File Helper dialog box select **View with Application** from the drop-down list box for Handling.

The Download Destination should default to Download Folder.

6. Click OK.

Clearing Browser Cache

After an upgrade, end users might encounter anomalies with the display of fonts and certain images, such as the menu icon. If this occurs, end users should clear the browser cache on their individual machines. In Internet Explorer version 5.50 this is done in Internet Options.

To clear browser cache when using Internet Explorer:

1. Select Internet Options from the Tools menu.
2. On the General tab, select **Delete Files...** in the Temporary Internet Files group area.
3. Select **Delete all offline content** if desired.
4. Click **OK** in the Delete Files dialog box.

Internet Explorer begins deleting http files from the Temporary Internet Files folder. This process can take a minute or two depending on how many files you have. This process does not delete cookies.

5. Click **OK** in the Internet Options dialog box.

Note. This procedure might be slightly different if using a different version of Internet Explorer. Consult Internet Explorer help for more information. If using Netscape or other browser, consult user documentation for assistance.

Tips for Developing Pages Using Netscape 4.x

In general, there are a few things to keep in mind when developing PIA pages for Netscape compatibility.

- Always leave an adequate amount of white space around fields. Otherwise, the positioning of elements on your page may appear distorted or may result in Netscape truncating or overlapping table cells and contents.
- Netscape interprets styles differently than intended, and in some cases may produce undesired results. If custom styles or HTML areas look incorrect in Netscape, try removing the styles to determine if this is the problem.
- Limit the number of nested tables you display on a single page. Do not nest scroll areas, group boxes, or frames down to three levels of nesting. Instead, consider using secondary pages.
- When creating text push buttons, make sure you size the push button to give enough space to fit the text you intend to appear on the button. Otherwise the button will expand at runtime and might distort other controls on your page.
- Avoid designing pages with the intention that the user tab through fields in a particular order.

Edit History

- 1) Version 7.0. Posted 3/23/2005 based on the PeopleTools 8.46 release. Includes new sections for the Mozilla and Firefox browsers.
- 2) Version 6.2. Posted 6/10/2004 based on the PeopleTools 8.45 release. Includes Apple Safari v1.2 limitations.
- 3) Version 6.1. Posted 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.
- 4) Version 6.0. Posted 12/17/2003 concurrently with the generally available release of PeopleTools 8.44.
- 5) Version 5.2. Posted 7/31/2003 concurrently with the generally available release of PeopleTools 8.20.
- 6) Version 5.1. Posted 6/16/2003 based on the PeopleTools 8.43 release with minimal updates of new browser issues.
- 7) Version 5.0. Posted 6/13/2003 concurrently with the generally available release of PeopleTools 8.43.
- 8) Version 4.0. Posted 11/26/2002 concurrently with the generally available release of PeopleTools 8.42.