



July 30, 2007

**From:** Julie Kercher-Updike, Associate Vice President for Customer Relations, Information Technology at Purdue

**To:** All Faculty, Staff and Student Employees

**Re:** Supported Browsers and Employee Self-Service: Information and Solutions

Some Purdue faculty and staff members have reported difficulties using the new Employee Self-Service system (ESS) with certain Web browsers. OnePurdue and University leaders are aware of this issue and are actively working on long-term solutions to make sure that everyone is able to take full advantage of ESS — regardless of the computing platform they use.

In the interim, we have had reports of success with several alternative browsers (even if not officially supported by SAP). The chart below outlines these options for different platforms and operating systems:

| <i>Platform / Operating System</i>      | <i>SAP-Supported Browsers for ESS</i> | <i>Success reported with:</i>                                     |
|---|---------------------------------------|---|
| Windows 2000, XP                        | Internet Explorer 6.0<br>Firefox 1.0  | Internet Explorer 7.0<br>Firefox 1.5<br>Firefox 2.0<br>Netscape 8 |
| Windows Vista                           | NONE                                  | Internet Explorer 7.0   |
| Mac OS X 10.2 (and higher)              | Firefox 1.0                           | Firefox 1.5<br>Firefox 2.0<br>Camino 1.0.3                        |
| Linux Red Hat Fedora Core 2,<br>SuSE PE | Firefox 1.0                           | Firefox 2.0   |
| Unix                                    | Firefox 1.0                           | Firefox 2.0   |

Please note that these alternatives only apply to Employee Self-Service, not AIMS (reporting), SRM (purchasing) and other SAP applications.

In addition, be aware that one could still experience irregularities using these alternative browsers. For example, a computer may “hang,” a situation where it appears stuck or the status wheel in the OnePurdue portal keeps spinning. If this happens, try logging out of the portal and then logging back in.



Purdue also is working to develop a solution using Citrix, a type of Windows emulator that will allow access to ESS without installing additional software. [Click here](#) to learn more about and start using Citrix. (You will be asked for your Purdue Career Account user ID and password in order to access this site.) [Click here](#) for details and step-by-step instructions on how to configure Citrix on Mac OS X.

We will notify you when the Citrix option becomes available.

If you need help downloading or installing other browsers — or if none of these alternatives work for you — please contact your local IT support staff or the OnePurdue Support Center at [onephelp@purdue.edu](mailto:onephelp@purdue.edu) or (765) 49-46000.

For assistance at the Calumet, North Central and Fort Wayne (IPFW) campuses, please contact your campus help desk for support:

- Calumet: Call ext. 2888 and press 2.
- Fort Wayne: Call 16030 ([Click here](#) for more information about support at IPFW.)
- North Central: [helpdesk@pnc.edu](mailto:helpdesk@pnc.edu) or ext. 5511

Again, OnePurdue is working on long-term solutions to these issues. We anticipate that service pack updates for the SAP software will be installed this fall, and these will support more current browser versions. In addition, Citrix will remain in place to ensure there will always be a way for the entire Purdue community to access all SAP applications.

Thank you for your patience as we work to resolve these issues.