



Core Platform

Compatibility Matrix and Client Requirements

Version 21.2



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Introduction

This document provides a technical summary of the hardware and software necessary to run the SumTotal Suite, including:

- [Browser Compatability](#) (on page 5)
- [Mobile Application & Mobile Device Compatibility](#) (on page 7)
- Client requirements and browser settings:
 - ▶ [Hardware Requirements](#) (on page 10)
 - ▶ [Third-Party Requirements](#) (on page 10)
 - ▶ (Learning Management only) [Recommended Browser Settings](#) (on page 10)
 - ▶ (Learning Management only) [Supported Content Integrations for Learning Management](#) (on page 16)

Note: All settings relate to the latest release unless otherwise indicated.

Third-Party Software Support Policy

SumTotal Systems acknowledges that our customers use a variety of third-party tools and software for integration, support and collaboration across the SumTotal Suite. As technology changes continually, SumTotal is committed to support our end users' environments.

SumTotal will support the latest updates for client-side system requirements on the latest release of the SumTotal Suite. Major updates of third-party tools that involve significant technology changes are excluded from this policy. If we encounter problems with a new version when it is released, we will maintain a list of "known issues" and will work to address them as soon as possible. This policy is applicable to updated browsers, mobile operating systems and browser plugins/players.

Browser Compatability

The SumTotal Suite is certified to work with the following web browsers:

Product	Microsoft Internet Explorer 11 ^{1, 4}	Microsoft Edge (Chromium 88.x) ¹	Microsoft Edge (Legacy) 44.x ¹	Mozilla Firefox 88.x	Google Chrome 90.x	Apple Safari 13.x & 14.x
Talent Management	Yes	Yes	Yes	Yes	Yes	Yes
Talent Acquisition	Yes	Yes	Yes	Yes	Yes	Yes
Learning Management	Yes	Yes	Yes	Yes	Yes	Yes
Analytics	Yes	Yes	Yes	Yes	Yes	No
Advanced Reporting	Yes	Yes	Yes	Yes	Yes	Yes
Growth Edition	Check the Growth Edition release page for the requirements for your release.					
Workforce Management	Yes	Yes	Yes	Yes	Yes	Yes
Expense (17.4)	Yes ²	No ²	Yes ²	No ²	No ²	No ²
Payroll (6.13)	Yes	Yes	Yes	Yes	Yes	Yes ³

The SumTotal Suite supports operating systems that runs the browsers listed above. Devices must have a screen resolution of at least 1024x768.

¹ SumTotal applications do not support Internet Explorer or Edge in Compatibility Mode.

² Expense (17.5) only runs on IE 11.1039, Edge (Legacy) 44, Firefox 74 (64 bit), Chrome 80, or Safari 12.2.x, Edge Chromium 80

³ Payroll (6.13) does not support Safari 9.1.2.

⁴ Earlier versions of Internet Explorer are not supported.

Note: Regardless of browser, we recommend to not use the browser back button in the system. Instead, utilize application UI elements, for example: links, buttons, and the header menu.

Mobile Application & Mobile Device Compatibility

The SumTotal Suite (Learning Management, Talent Management, Talent Acquisition¹, and certain aspects of Workforce Management) are accessible via the SumTotal App, and are available through supported browsers on tablets. Expense (listed separately) and Advanced Reporting (as part of the SumTotal Suite) are supported on the listed mobile browsers. All other pillars² are not supported on mobile devices.

Product	iPhone or iPad Running iOS 12 or 13. ³ 14 ⁸	iPad Running iPadOS 13.x or 14.x	Android Phones or Tablets Running 9.x, 10.x, or 11.x	Devices Running Windows 10.x
SumTotal⁹ Mobile App	Yes ³	Yes	Yes ¹⁰	Yes ⁶
SumTotal Suite	Yes - Safari on iPad ⁴ Only	Yes - Safari ⁴	Yes - Native Android Tablet Browser ⁴ Only	Yes - Via Browser ⁷
Workforce Management (In addition to App Capabilities)	Yes ¹¹ - Safari on iPad and partially through the SumTotal App	No	Yes - Native Android Browser and partially through the SumTotal App	No ⁷
Expense (17.5)	Yes - Safari ⁵	No	Yes - Native Android Browser	Yes ⁷

¹ SumTotal Talent Acquisition's Career Site is mobile-friendly as a progressive web app.

² SumTotal Growth Edition is supported on the SumTotal Classic App.

³ iOS 12 does not support the SumTotal App, and iOS 13 supports 64 bit applications only.

⁴ Tablets are supported at 1024x768 resolution or higher and only in landscape mode. Administration pages are not supported on tablets.

⁵ Expense (17.5) only supports iOS 12.2 and Android 8.x or 9.x.

⁶ The SumTotal App supports laptops running Microsoft Windows 10 and Microsoft Surface Pro devices only.

⁷ For full details about Windows 10 browser support, reference the topic [Browser Compatability](#) (on page 5)

⁸ iPhone iOS 14 and iPad OS 14 will be supported starting 20.3.2

⁹ From 19.1 Sumtotal app includes some features from WFM as well.

¹⁰ Android 8.x is not supported on the SumTotal app.

¹¹ iOS 12 supported on iPhone

Tablet Compatibility Matrix

Note: Each entry below refers to the tablet running its native browser except the Sumtotal App, which does not need the browser to run.

	iPad with iOS 13.x ¹ & 14.x	Android 9.x, & 10.x ¹ , 11.x	Windows 10.x (Surface Pro & Laptops)
Core Platform	Yes	Yes	Yes
Talent	Yes	Yes	Yes
Learning Management	Yes	Yes	Yes
Analytics	Yes	Yes	Yes
Advanced Reporting	Yes	Yes	Yes
Growth Edition	Check the Growth Edition release page for the requirements for your release.		
Workforce Management	Yes	Yes	Yes
Expense (17.1)	Yes ²	Yes	No
Payroll (6.13)	Self Service and Fast Forward only	No	Yes
Sumtotal Mobile App	Yes	Yes ³	Yes

¹ Includes support for iPad Mini & 7-inch Android Tablets at 1024x768 resolution. Only supported in landscape mode. Administration pages are not supported on tablets.

² Expense (17.1) does not support iOS 11

³ From 19.1, Sumtotal app includes some features from WFM as well.

Client Requirements and Browser Settings

Hardware Requirements

There are no specific hardware requirements for the SumTotal Suite. As long as the client's machine can run at least one of the [Browser Compatibility](#) (on page 5), then they can also use the SumTotal Suite.

Keep in mind that operating systems and browsers do have their own minimum hardware requirements. These vary by OS and browser. Check with your provider for details.

Note: SumTotal Payroll maintains separate hardware specifications. Review the Payroll section of SumTotal Connect for more information.

Third-Party Requirements

Note: The SumTotal Suite has been tested with a range of assistive technologies and browsers, but most extensively with the latest two versions of JAWS and Internet Explorer 11.

- **Talent Management and Learning Management:**
 - ▶ Install the latest stable release of Java in order to run the following processes.
 - For Learning Management, you need Java to play certain Skillsoft courses and to work with Remote Content Servers (RCS).
 - For Talent Management, you need Java to save Performance Forms for offline viewing, and to upload them.
- **Learning Management only:**
 - ▶ Install third-party client software to attend third-party live sessions. For example, if you create a Webex session, users need to download the Webex application to access it.
 - ▶ Use Internet Explorer with ActiveX support to leverage the auto-publish to Microsoft Outlook feature.
 - ▶ Install ToolBook Neuron plug-in on the client machine to take ToolBook Neuron courses.

Recommended Browser Settings

Note: The following is relevant for Learning Management clients only. If you do not use Learning Management, you can skip this section.

This section provides the minimum settings required for [Browser Compatability](#) (on page 5) to run SumTotal Learning Management smoothly. Users should evaluate what the best browser is based on their operating system and required SumTotal capabilities. Before running Learning Management, or if you encounter any issues while using Learning Management, refer to this section to ensure your browser's settings are optimized.

For all browsers, you should:

- **Enable cookies:** A web interface provides access to modules in the SumTotal Suite. Each user who runs Learning Management in a web browser must have the browser set to enable cookies. You can view this setting in the browser's security dialog box.
- **Allow pop-ups:** You must disable the utility programs that block the opening of pop-up browser windows. When a user logs in to the SumTotal application, the program detects the existence of pop-up blockers and reminds users to turn them off.

Individual browsers (such as Firefox or Chrome) may also require specific updates to their settings. Refer to the following sections on current supported browsers for instructions:

- [For Internet Explorer](#) (below)
- [For Edge](#) (below)
- [For Firefox](#) (on page 15)
- [For Chrome](#) (on page 15)
- [For Safari](#) (on page 16)

For Edge

As with Internet Explorer, ensure you enable cookies, allow pop-ups, and do not run in compatibility mode. Edge does not require any unique setting configurations.

***Note:** Some third-party plug-ins have not yet released versions compatible with Microsoft Edge. This may affect users' access to all features.*

For Internet Explorer

***Note:** SumTotal has tested browser compatibility with the default Microsoft configuration and does not warrant support for any optional configurations (including but not limited to compatibility mode), unless specified below.*

1. Open **Internet Explorer 11**.
2. Click the **Tools** button, and then click **Internet options**.

3. Click the **Security** Tab.
 - a) Click **Local Intranet**, and then click the **Sites** button.
 - b) Select the following options:
 - **Include all local (intranet) sites not listed in other zones**
 - **Include all sites that bypass the proxy server**
 - **Include all networks paths (UNCs)**
 - c) Click **OK**.
 - d) Click **Trusted Sites**, and then click the **Sites** button.
 - e) In the **Add this website to the zone** box, enter *<Your Learning Website URL>*, and then click **Add**. (For example, *acme.sumtotalsystems.com*).
 - f) Click **Close**.
 - g) Click **Custom level** and ensure that you configure the following options as directed. When finished, click **OK**.

Setting	Status
.NET Framework-Reliant Components	
Run components not signed with Authenticode	Enable
Run components signed with Authenticode	Enable
ActiveX Controls and Plug-Ins	
Allow previously unused ActiveX controls to run without prompt	Enable
Allow Scriptlets	Disable
Automatic prompting for ActiveX controls	Disable
Download signed ActiveX controls	Prompt
Download unsigned ActiveX controls	Disable
Initialize and script ActiveX controls not marked as safe for scripting	Disable
Run ActiveX controls and plug-ins	Enable
Script ActiveX controls marked safe for scripting*	Enable

Setting	Status
Downloads	
File Download	Enable
Font Download	Enable
Miscellaneous	
Access data sources across domains	Disable
Allow META REFRESH	Enable

1. Click **Internet**, and then click **Custom level**. Ensure that you configure the following options as directed, and then click **OK**.

Setting	Status
.NET Framework-Reliant Components	
Run components not signed with Authenticode	Enable
Run components signed with Authenticode	Enable
ActiveX Controls and Plug-Ins	
Allow previously unused ActiveX controls to run without prompt	Disable
Download signed ActiveX controls	Prompt
Run ActiveX controls and plug-ins	Enable
Script ActiveX controls marked safe for scripting*	Enable
Downloads	
File Download	Enable
Font Download	Enable
Miscellaneous	
Access data sources across domains	Disable
Allow META REFRESH	Enable

1. Click the **Privacy** tab and do one of the following:
 - ▶ Clear the **Turn on Pop-up Blocker** check box.
 - ▶ Select the **Turn on Pop-up Blocker** check box, and then click **Settings**.
 - i. In the **Address of website to allow** box, enter <Your Learning Website URL>, and then click Add. (For example, *acme.sumtotalsystems.com*).
 - ii. Click **Close**.
2. Click the **Advanced** tab and ensure that you configure the following check boxes as directed. When you have configured the check boxes, click **Apply**, and then click **OK**.

Setting	Status
Accessibility	
Always expand ALT text for images	Clear
Move system caret with focus/selection changes	Select
Browsing	
Disable Script Debugging	Select
Notify when downloads complete	Select
HTTP 1.1 Settings	
Use HTTP 1.1	Select
Use HTTP 1.1 through proxy connections	Select
Use SPDY/3	Select
International	
Send URL path as UTF-8	Select
Send UTF-8 query strings for Intranet URLs	Select
Send UTF-8 query strings for non-Intranet URLs	Select
Security	
Use SSL 2.0	Clear
Use SSL 3.0	Select

Setting	Status
Use TLS 1.0	Select
Use TLS 1.1	Select
Use TLS 1.2	Select

For Firefox

1. In Mozilla Firefox, click on the browser toolbar.
2. Click Options.
3. Under the Content tab:
 - ▶ Uncheck **Block Pop-Up windows**.
 - ▶ Check **Accept cookies from sites**.
4. Under the Security tab:
 - ▶ Check **Warn me when sites try to install add-ons**.

Note: It is mandatory to specify the above settings. You can change the other settings depending on the user's preferences.

For Chrome

1. Click the **Chrome** menu on the browser toolbar.
2. Select **Settings**.
3. At the bottom of the page, click **Advanced**.
4. In the **Privacy and security** section, click **Content settings**.
5. Ensure that you configure the following options as directed. When finished, click **Done**.

Section	Setting
Images	Show all images
JavaScript	Allow all sites to run JavaScript (recommended)
Plug-ins	Run automatically (recommended)
Pop-ups	Allow all sites to show pop-ups
Unsandboxed plug-in access	Ask me when a site wants to use a plug-in to access my computer (recommended)

For Safari

1. Open **Safari**.
2. Click the Options button on the browser toolbar.
3. Click **Preferences**.
4. Ensure that you configure the following tabs. When finished, close the window.
 - ▶ ◦ Under **Web Content**:
 - ◦ Check **Enable plug-ins**
 - ◦ Check **Enable Java**
 - ◦ Check **Enable JavaScript**
 - ◦ Uncheck **Block pop-up windows**
 - ▶ ◦ Check **Ask before ending a non-secure form to a secure website**
 - ▶ ◦ Under Privacy
 - ◦ Under **Block cookies**, select **From third parties and advertisers**.
 - ◦ Under **Limit websites access to location services**, select **Prompt for each Website Once**

Supported Content Integrations for Learning Management

Note: The following is relevant for Learning Management clients only. If you do not use Learning Management, you can skip this section.

The following table lists the content type and the versions that SumTotal supports. If a particular software or provider does not use versions or if the version doesn't matter for SumTotal, then we have listed "N/A" (not applicable).

This table only lists "out-of-the-box" content integrations. If your company uses a custom content provider created via the Connector Framework (such as Udemy or Coursera), please talk to your support representative to find out if there are any relevant version details.

Content Type (Product)	Version(s)
Adobe Connect	10.6
AICC	3.5

Content Type (Product)	Version(s)
edX	N/A
Generic documents (for example: .doc, .pdf, .xls)	<ul style="list-style-type: none"> MS Office 2007 MS Office 2010 MS Office 2013
GoTo	10.9.1
Harvard Business Publishing (HBP)	N/A
iLinc	12.2.4.4151
JAWS (Job Access With Speech)	The SumTotal Suite has been tested with a range of assistive technologies and browsers, but most extensively with the latest two versions of JAWS (2018,2019) and Internet Explorer 11.
JRE Version for RCS	Java 8 Update 251
Knowledge Documents (for example: .doc, .pdf, .xls)	<ul style="list-style-type: none"> MS Office 2007 MS Office 2010 MS Office 2013
LinkedIn Learning	N/A
Live Meeting	8.0.6362.262
Microsoft Outlook	<ul style="list-style-type: none"> 2007 2010 2013
Microsoft Teams	N/A
Salesforce (SFDC)	Spring 2020
SharePoint Server	2010
SCORM	<ul style="list-style-type: none"> 1.2 2004 3rd edition 2004 4th edition

Content Type (Product)	Version(s)
Skillsoft	Skillsoft (Percipio)
SumTotal Learning Management ToolBook (ToolBook)	<ul style="list-style-type: none"> • 10.0 • 9.5 • 9.0 • 8.9 SP3 • 8.9 SP2 • Neuron • SCORM 1.2 • SCORM 2004 3rd edition
Toolwire	N/A
Udacity	N/A
Webex	(Meeting Center & Training Center) 40.2.18.5
Yammer	V1
YouTube	N/A
Zoom	5.0.0

Note: "N/A" means that versions are not applicable for this type of content.