

SERVICEPOINT 5

AND

WEB BROWSERS

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BROWSER BRANDS IN GENERAL

ServicePoint is designed to be compatible with the newest versions of Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari.

BROWSER PERFORMANCE IN GENERAL

In the context of *ServicePoint 5*, there are three factors that outweigh all others: data transfer efficiency, memory management, and machine speed.

Data Transfer

We have observed that transfer efficiency may quickly become an issue if the user's machine's internet connection or their browser has abnormalities. A very bad internet connection will have different effects in different browsers.

How to find out if you have data transfer problems:

- If things are fast, you don't have data transfer problems.
- If pages seem to load slowly or not at all, you may have data transfer problems; or you may have browser problems.
- At this point, a transfer problem is not certain, but may be possible.

Memory Management

Some browsers handle memory differently than others. The best practice for determining the best browser is to see if you experience any of the following issues.

Effects of poor memory management:

- Your overall system performance may degrade.
- Your browser may suddenly seem to completely stop working. Blank pages may appear or certain page components won't work.
- Your browser may run more and more slowly

What to do:

If you suspect that you may have poor browser memory management, try updating your browser to a more recent version before switching to a different brand of browser. More than likely, any major issues will have been fixed with a more current release. If you still have issues, try switching to one of the other 3 major browsers.

If you need help updating your browser, contact your IT Department.

- To find out which version of a browser you are using, open up your browser and go to www.whatismybrowser.com
- Your current browser will be displayed as well as information about whether or not you are using the most current version.

Machine Speed

Avoid machines with single core processors, which are usually much older computers. If your computer is a single-core machine operating at less than 2 GHZ, *and* you are not content with its performance:

- Switch to one of the fastest browsers. Chrome is recommended, Firefox is a good alternate; Internet Explorer versions 8, 9 and 10 are acceptable (see below for information regarding Internet Explorer version 11).
 - Run no unnecessary programs while using *ServicePoint*.
- Monitor your CPU usage in Task Manager. If it is frequently at 100%, you need a more capable machine.
 - To monitor your CPU usage, click CTRL + ALT + Delete to start Task Manager
 - The bottom of the window that opens shows what percentage of your CPU is in use
- Think about getting more RAM. But before you buy enough RAM to max out your computer, consider replacing your old computer with a new or used dual-core machine. Even an old dual-core tends to outperform a fully-upgraded, single-core in *ServicePoint 5*. Buying a used computer may actually cost less than buying a gigabyte or two of obsolete RAM for an older machine.

JAVA

Java is a required component for the Advanced Reporting Tool (ART). However, not all versions of Java are compatible with ART. Currently, Java version 7 release 76 (32 bit) is the only version of Java that is recommended by Bowman Systems in order to run ART. We do not recommend the 64 bit version of Java because Chrome is a 32 bit only browser and the 64 bit version of Java does not function in Chrome. This version of Java is no longer available from Oracle. If you need to download the correct version of Java, please contact your Bowman Systems CSS. Earlier versions of Java are not recommended due to other issues with Java itself that make it unstable, but versions back to version 6 release 45 can be used, although they are not recommended. If newer versions of Java are installed on your system, we recommend that they be uninstalled, and Java version 7 release 76 (32 bit) be installed. We also recommend disabling the "automatic update" feature to prevent unwanted updates to an incompatible version.

MOBILE DEVICES

The only mobile device that is officially supported by Bowman Systems is the Apple iPad running the latest version of IOS. At the time of this writing, testing has been completed with version 8.1.2. However, many mobile devices may be able to run *ServicePoint*, but if the device does not support Java, or does not run Java version 7 release 76, then it will not run ART.

ServicePoint will not display correctly on a screen smaller 1024 pixels wide, and may be too small to on screens less than 7 inches.

OPERATING SYSTEMS

ServicePoint 5 relies on the client machine's processing capacity. Faster machines will have better results.

Windows XP

As of April 24, 2014 Microsoft has ended all support for Windows XP. As a result of the discontinued support, Microsoft is no longer providing updates to this operating system. This can result in security vulnerabilities that could render the installation unstable or even insecure. Because Microsoft is no longer supporting Windows XP, Bowman Systems cannot recommend using Windows XP with *ServicePoint*.

Windows Vista

Currently, there is a known issue using Internet Explorer 9 with Windows Vista. If using this configuration, it is impossible to download reports from ReportWriter. However, other versions of Internet Explorer allow the report to download fine, and Internet Explorer 9 will allow report download in other Operating Systems.

2 GB of RAM is required to run *ServicePoint* on Windows Vista, however 4 GB is recommended.

Windows 7

Currently, Windows 7 is the most stable operating system for both *ServicePoint* and ART. Both architectures, 32bit and 64bit, run *ServicePoint* very well. However, if running the 64bit version of Windows 7 with Chrome, be sure to use the 32bit version of Java (see Java in Browsers Section). Chrome will not run 64bit Java.

2 GB of RAM is required to run *ServicePoint* on Windows 7, however 4 GB is recommended.

Windows 8

There should be no issue with running Windows 8 as long as the most current version of Java that is installed is version Java 7 release 76. Be aware that within windows 8, there are 2 different versions of Internet Explorer. There is the "Modern" version of the browser as well as the classic "Desktop" version. The "Modern" version, that runs from the Live Tile interface, is not compatible with ART, however the classic desktop version is, as long as the proper version of Java is installed.

Internet Explorer "Modern" version can cause the pop-ups to appear in difficult to read locations while in split screen mode as well as causing the browser to close unexpectedly. This is not a complete incompatibility issue, but it is a bug that can cause frustration. If the window unexpectedly closes before data can be saved, the data will have to be re-entered into the system upon re-load.

Windows 8 RT

Windows 8 RT, which is a version of Windows 8 for tablet devices, is not compatible with ART. This is because there is no other browser on the operating system except for the incompatible "Modern" version of Internet Explorer. Windows 8 RT only allows apps to be installed that are available in the Windows App store. Currently, no other browser is allowed in the Microsoft App store, making the incompatible version of Internet Explorer the only browser allowed to run on Windows 8 RT. Microsoft has begun to phase out Windows RT and it is being replaced with Windows 8.1.

Windows 10

With the soon to be released version of the Windows operating system, Windows 10, we urge all users to not upgrade to this operating system until thorough testing has been completed and all compatibility issues, if any, have been addressed. All users will be notified via a newswire when *ServicePoint* is compatible with Windows 10.

