

PT8.53 Browser Compatibility Configuration

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PeopleSoft Fixes (12 Step Process)

Purpose of Document: This document is intended to help users who are experiencing problems while in PeopleSoft. Typical problems range from, "After I enter something it kicks me back" or "The wheel just keeps spinning". These types of issues are definitely related to the browser, and can only be fixed by following the steps below in sequence. The only browser the State of Oklahoma supports is Internet Explorer (I.E.). Only versions eight, nine, and sometimes 10 (compatibility mode) should be used in PeopleSoft.

Most users will only need to do steps 1 through 9. This will fix most PeopleSoft problems.

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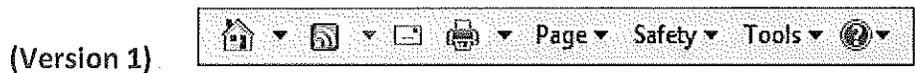
Step 1: Delete all Shortcuts.

It is very important that you delete all current shortcuts to PeopleSoft. This includes desktop shortcuts **and** shortcuts you have in your favorite's folder. You can create new ones later. To delete shortcuts you can usually **right** click on them and then click on delete.

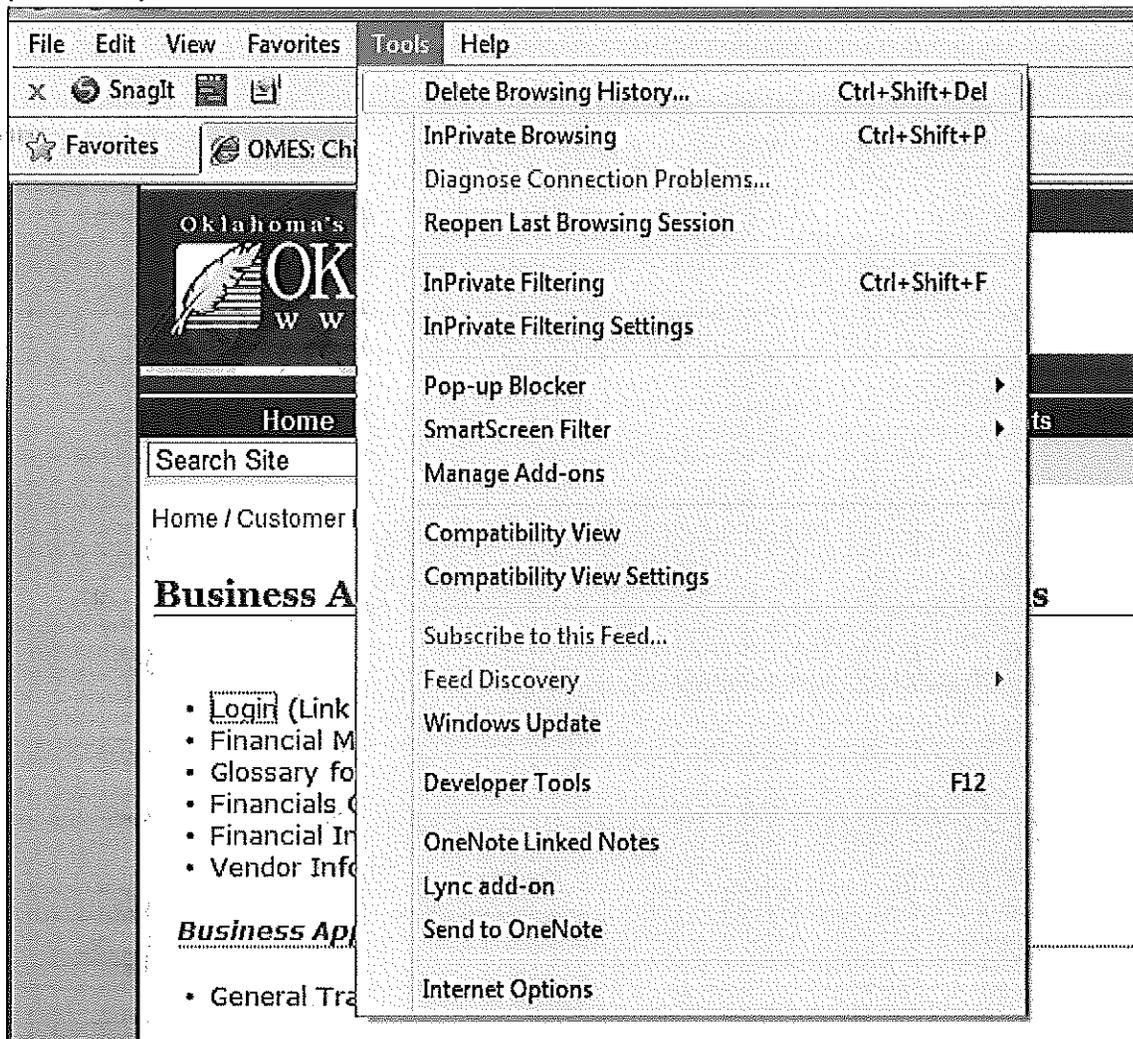
Note: In Step 6 we will recreate a shortcut to Financials. If a user is worried that they might lose other shortcuts they currently have, they should open up their shortcuts one last time and copy and paste the IP address from the browser into a Word or Notepad document for reference later. Be sure to save the document.

Step 2: Clear ALL cache / browsing history.

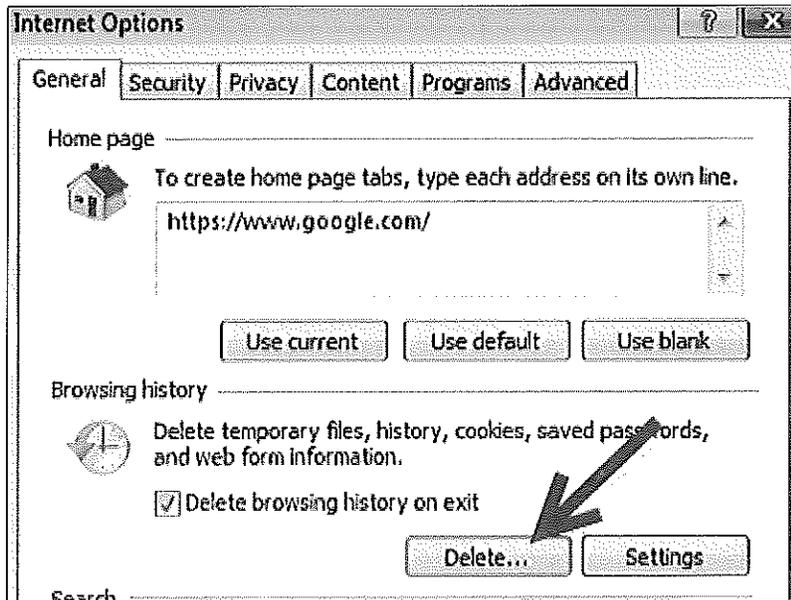
- Close out all your browser windows and any other applications you may have running.
- Open up a single Internet Explorer Browser window
(Whatever home page you currently have is fine as long as it's not PeopleSoft, I prefer Google.com)
- Locate Tools in your menu bar (top left of page). Depending on what version of Windows you have, you will either click the down arrow next to tools (version 1 below), or you will click on the word "tools" (Version 2 below). Either way it will pull up a menu. (If you do not see the menu bar at all, you can press the Alt key). Once open, **Left click on Internet Options at the bottom of the list.**



(Version 2)



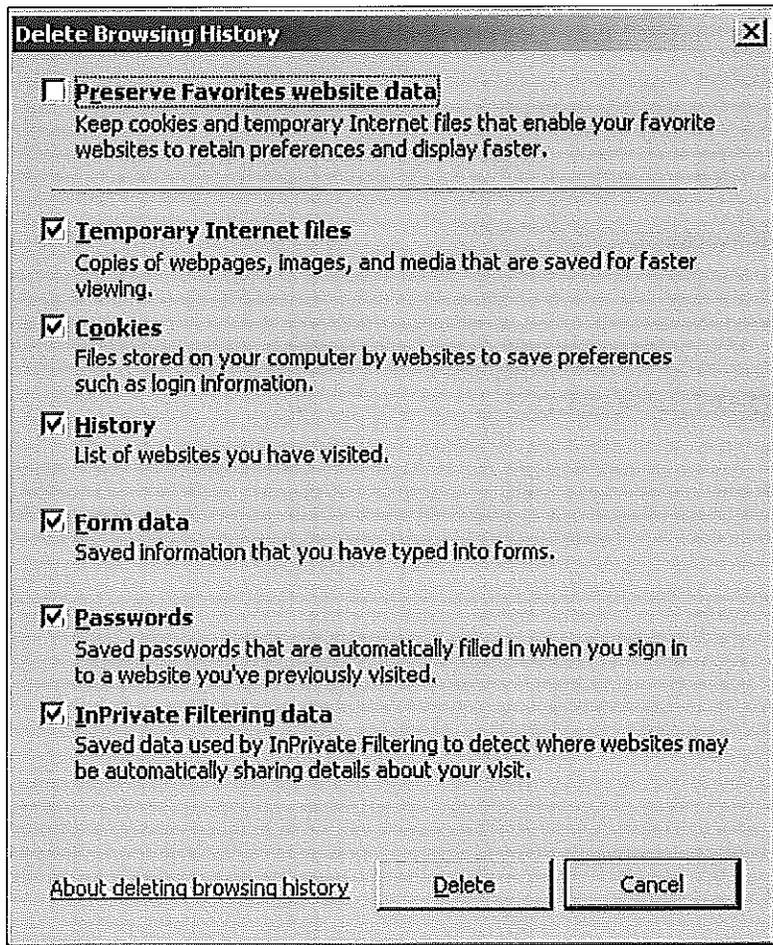
- Under the General tab, click Delete in the Browsing History section.



This will open the following box of items (below)

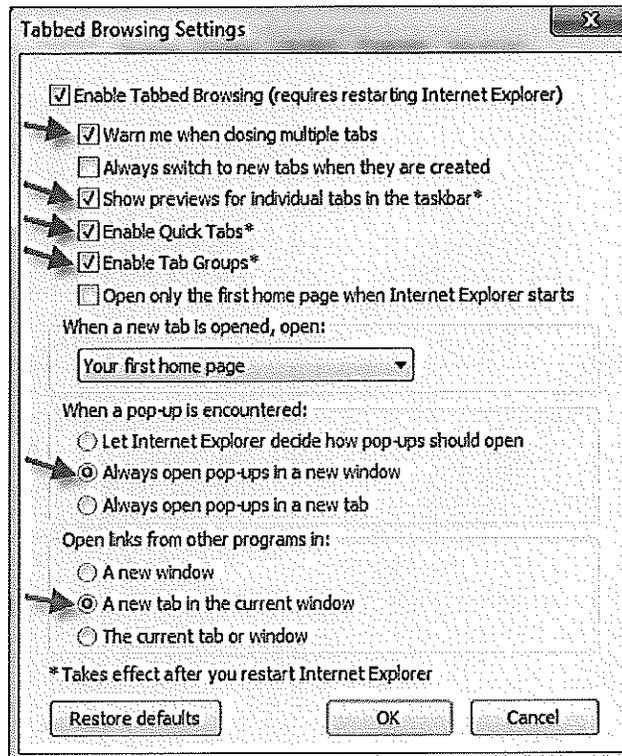
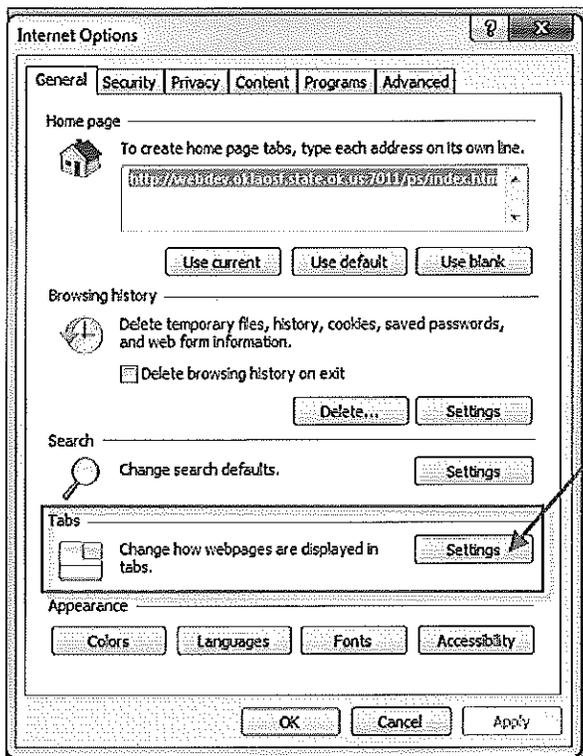
Do not checkmark "Preserve Favorites website data"

- Check all the other boxes
- Click Delete



Step 3: Check the Tabbed Browsing Settings.

- While still under the General tab, click Settings in the Tabs section (Image on the left below).



- Verify the correct boxes are check marked at the top entitled “Enable Tabbed Browsing”. (Right image above)

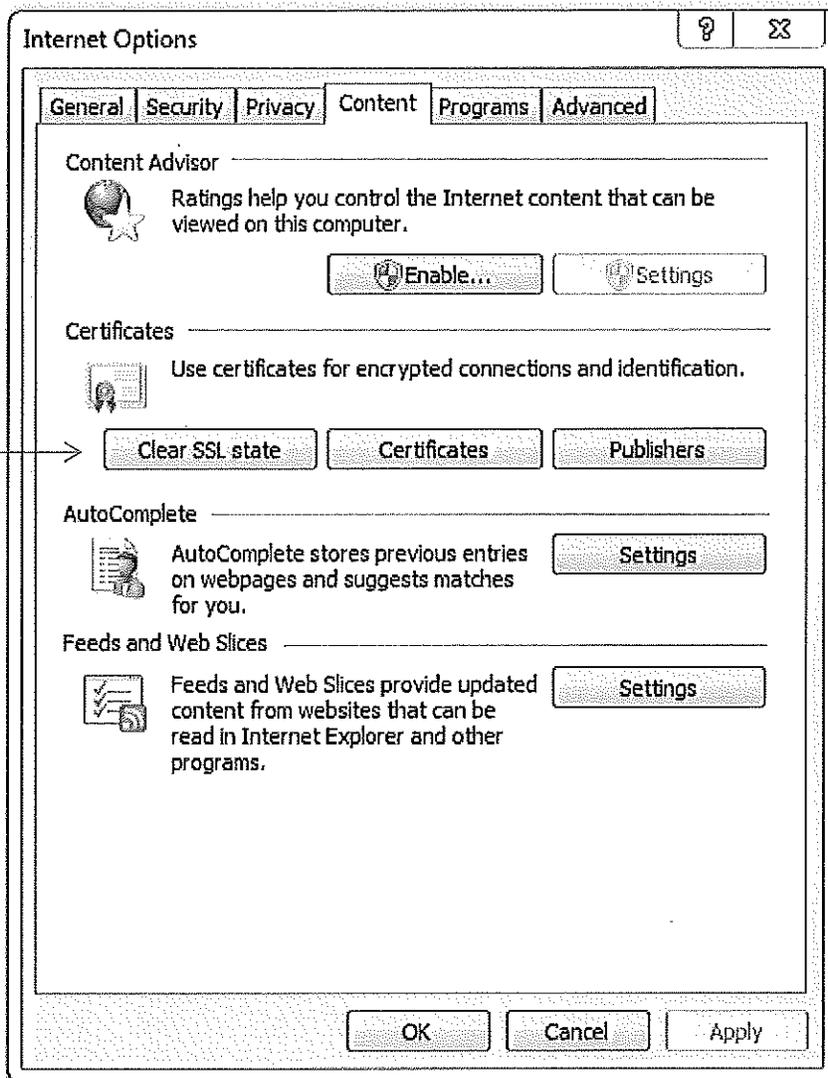
Under “When a pop-up is encountered”, it is very important that you select ‘Always open pop-ups in a new window’. (Right image above)

- Under “Open links from other programs”, you should select ‘A new tab in the current window’. (Right image above)
- Click OK once your changes have been made.

Step 4: Clear SSL State.

- While you still have Internet options open, Click on the **Content Tab**

- Click the **Clear SSL state** button (see below)
- The SSL Cache Cleared Successfully window appears
- Click **OK** to close the pop-up window
- Click **OK** to close the Content Tab



Step 5: Close all windows and delete your cache one more time (Step 2).

Step 6: Recreate New Shortcuts and Favorites.

- If you work for a State Agency, open up an Internet Explorer window and go to:
<http://www.ok.gov/cio>
- Vendors will need to go to: <https://corefp.ok.gov/psp/mrfsi/SUPPLIER/ERP/?cmd=login>
And then skip down to page 7 below. (Do not log in)
- Under the Popular Links section, click on the word "Financials" located to the right of Business Application Services (CORE).

Popular Links

- Business Application Services (CORE): HCM | Financials | ELM | Budget
- IT Consolidation Progress Report Archives
- CIO Annual Survey
- Communities of Practice Wiki
- IT Solicitations | IT Procurement Wiki
- Forms: ISD | Business Applications Services (COR
- OMES New Employee On Boarding Form
- State IT Standards
- OMES Service Desk
- OMES Website



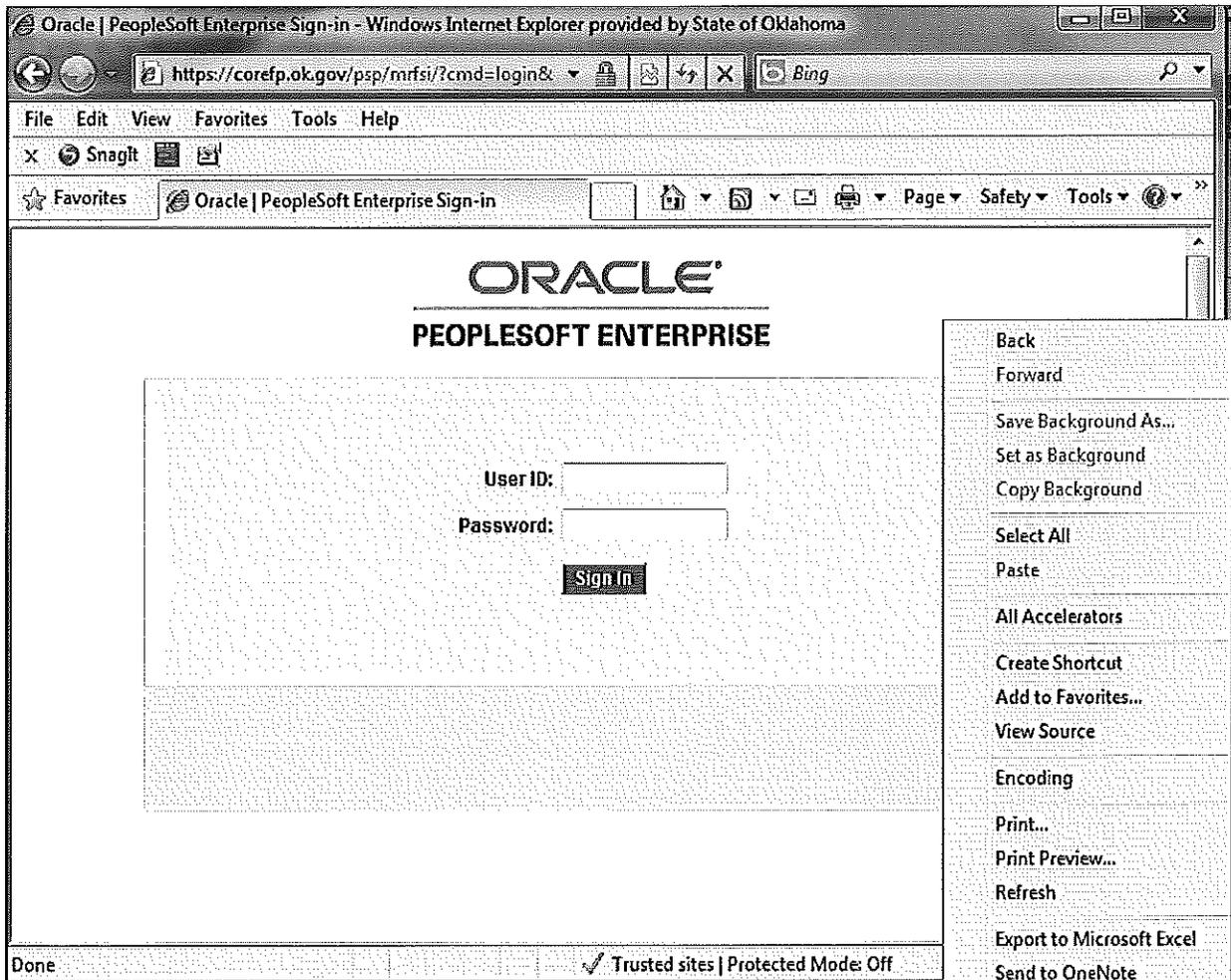
- Click on "Login" under the Business Application Services Section, **but do not log in to PeopleSoft once the popup comes up.**

Business Application Services (CORE) Financials



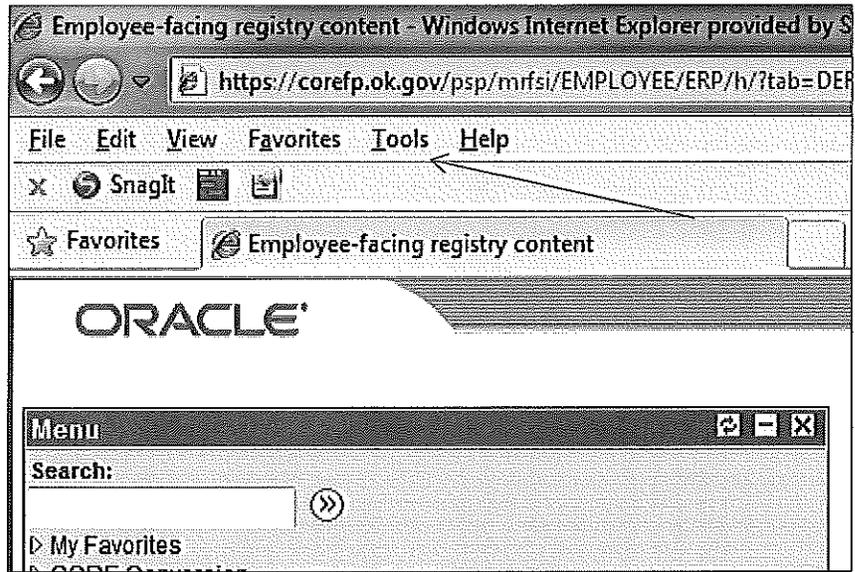
- Login (Link opens in a new window)
- Financial Module News
- Glossary for Financials Query Toolkit (.xls, 23KB)
- Financials Query Toolkit (.xl, 36 KB)
- Financial Interface Layouts
- Vendor Information

- You can now create a new favorite or shortcut. You can do this by **right clicking** in the white space next to the word "ORACLE" and choosing either "Create Shortcut", or "Add to Favorites". After creating your new shortcut **do not** log in. If you accidentally logged in you will need to go back to your log in screen and clear your browsing history again (step 2).

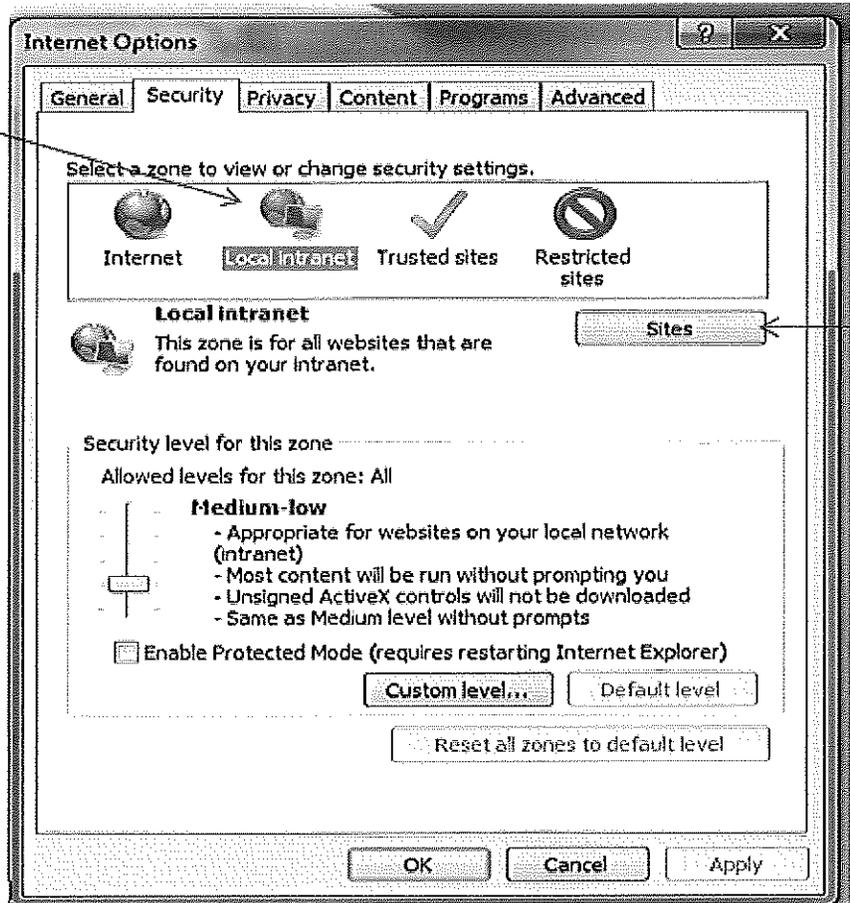


Step 7: Add OK.Gov to your Local intranet sites.

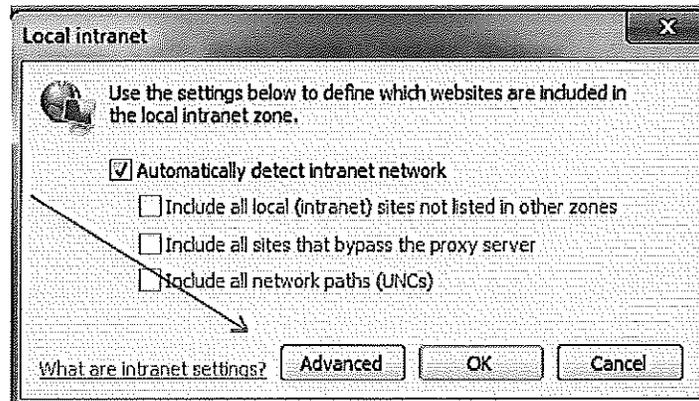
- From the Menu Bar at the top, click on "Tools" (Same as stop 2).



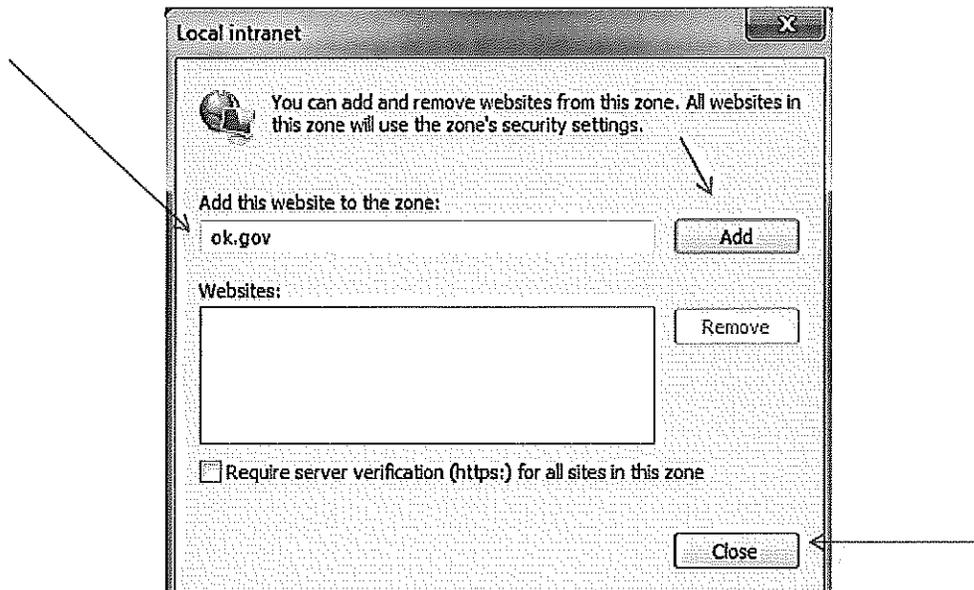
- Left click on "Internet Options".
- Left click on the security tab.
- Left click on "Local Intranet" (see picture below):
- Click on "Sites"



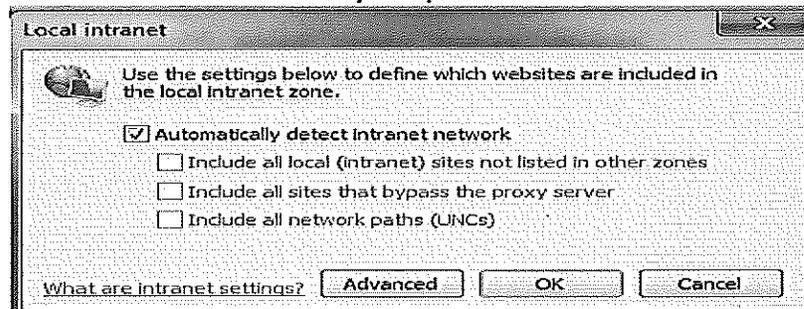
- Left click on “Advanced” and you should get a popup box (see picture below):



- Under “Add this website to the zone:” type in **ok.gov** (It may already be there). Then click “add” on the right. Click “Close”.



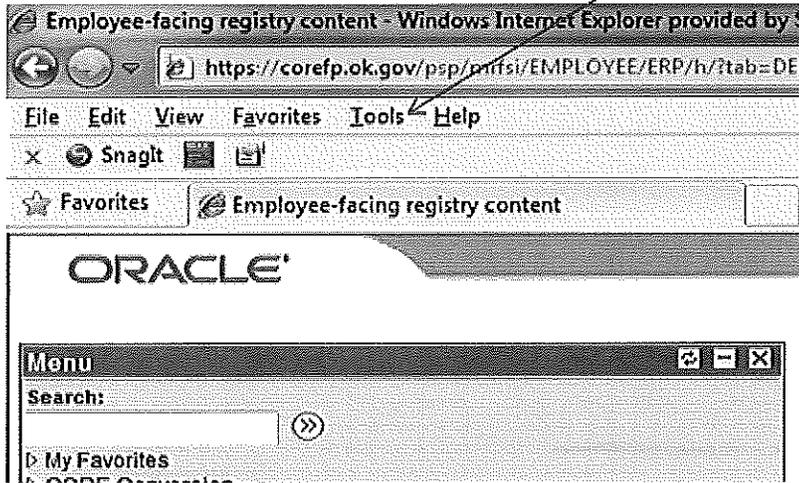
- Click the “OK” button on the window that you opened earlier.



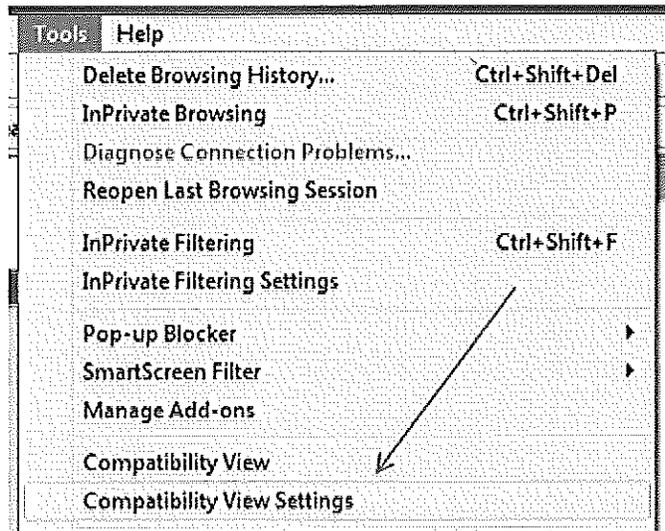
- Click the “OK” button and close out the “Internet Options” menu.

Step 8: Set the Browser Compatibility Mode

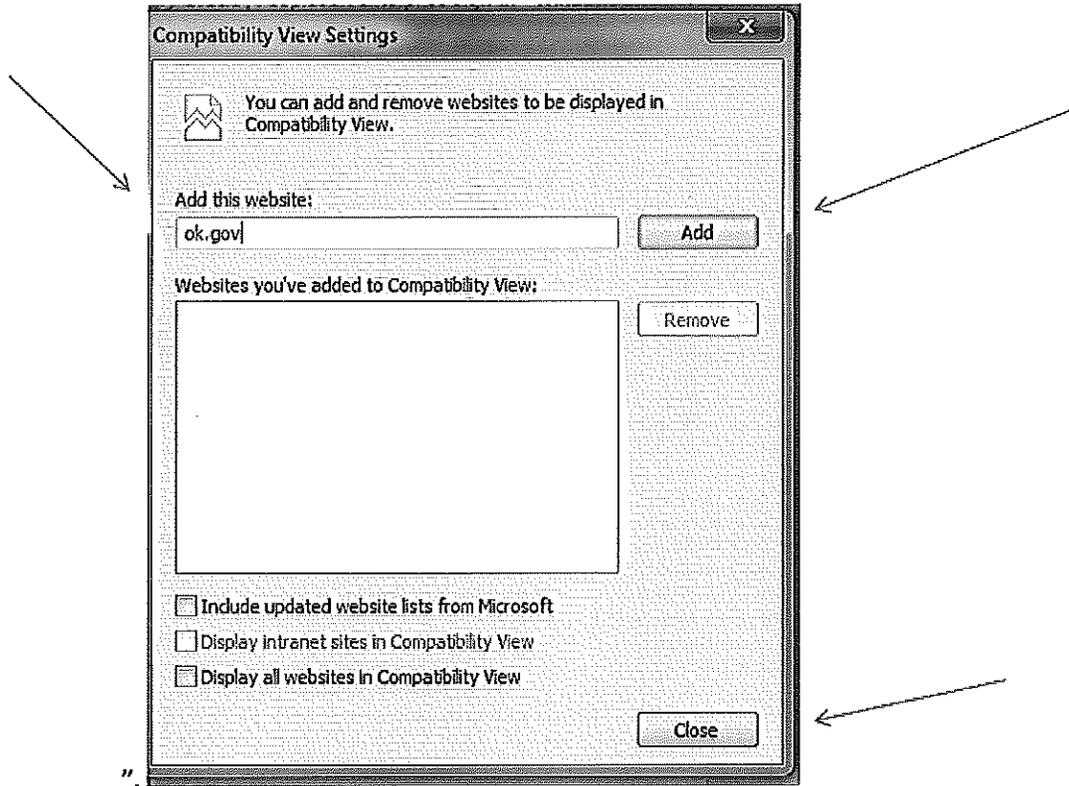
- Click on **tools** at the top



- Left click on **"Compatibility View Settings"**.



- Under "Add this website" type in **ok.gov** (It may already be there). Then click "add", then "close".

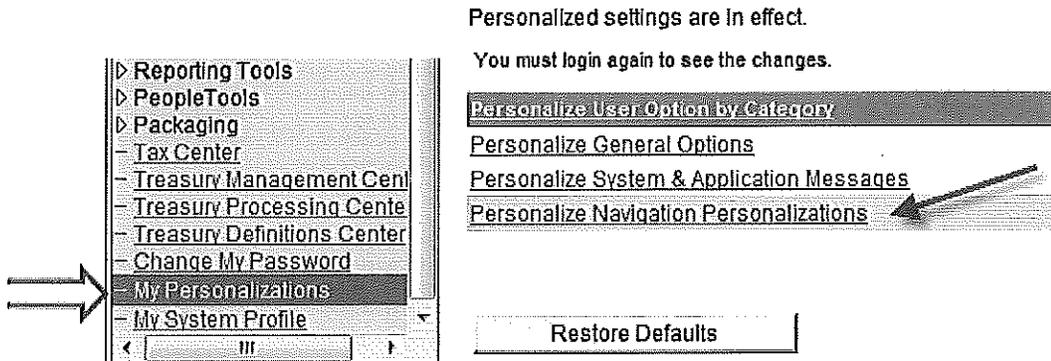


- Click Close at the bottom right.

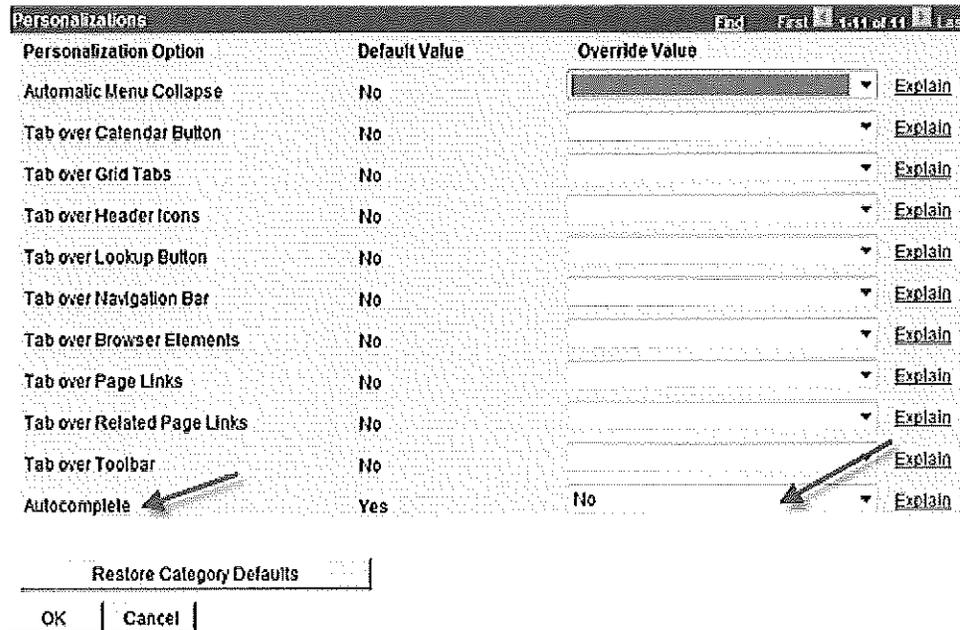
[Go to next page](#)

Step 9: Personalize PeopleSoft Page

- On the menu, find and click on “My Personalizations”. (yellow arrow below)
- Click on “Personalize Navigation Personalizations”. (red arrow below)



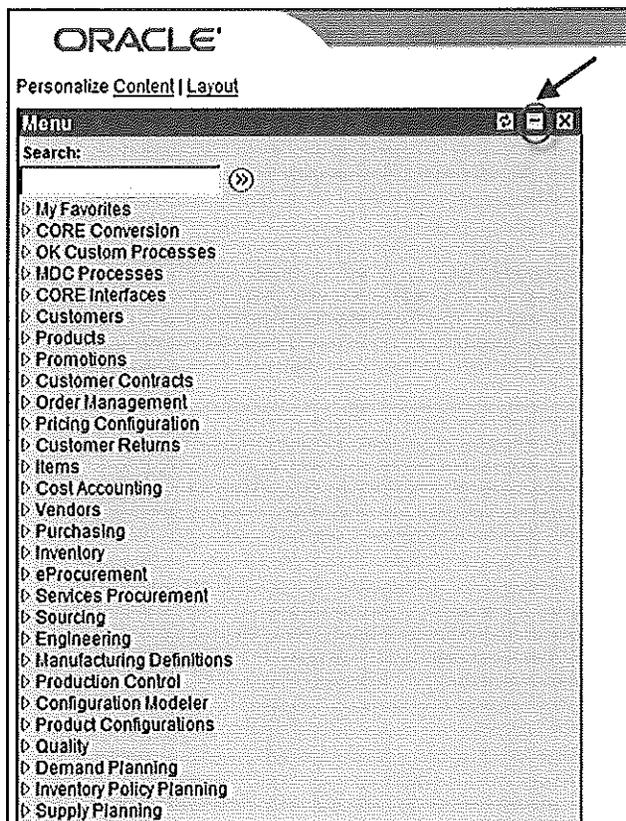
Option Category: Navigation Personalizations



- Set Autocomplete to “No” (see red arrows above).
- Click OK

Step 10: PeopleSoft Menu items not visible.

- If you can't see all your menu items, there is a tiny icon that has to be clicked on in the menu section to bring that up. You might have to click it more than once.



Step 11: Important PeopleSoft Information.

When you are finished working in PeopleSoft, always click on "log off" to exit. **Never "x" out** in the top right corner unless your computer is locked up. PeopleSoft will save your preferences by logging out.

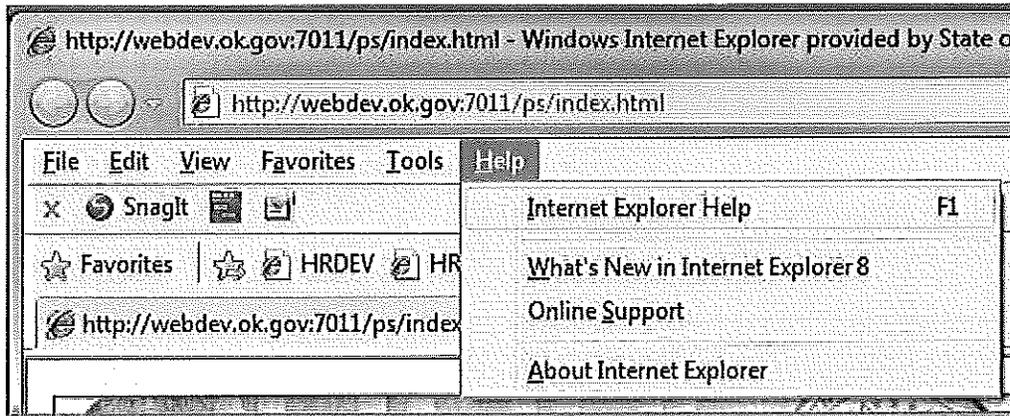
Clear your cache often (Step 2 above). This fixes most problems in PeopleSoft. If this does not fix your issues, you should reboot your computer. After doing steps 1 through 10 you should have fixed most if not all of your issues. If you are still having problems, you should go to step 12 below. If you are still having issues after doing step 12, you should contact your PC support personnel who can check proxy settings etc.

Occasionally, some computers will have **group policy** on them that will negate any changes that have been made. If this happens to you, it will generally happen to everyone in your area that uses PeopleSoft. Group policy will reset your computer settings once you log out of PeopleSoft, or once you reboot. The only way to tell that you have group policy affecting your computer is to logoff and reboot. Once you have done that, you should repeat steps 2, 3 and 8 to see if your changes have disappeared. If they have, your PC support staff can work with OMES in resolving your PeopleSoft issues.

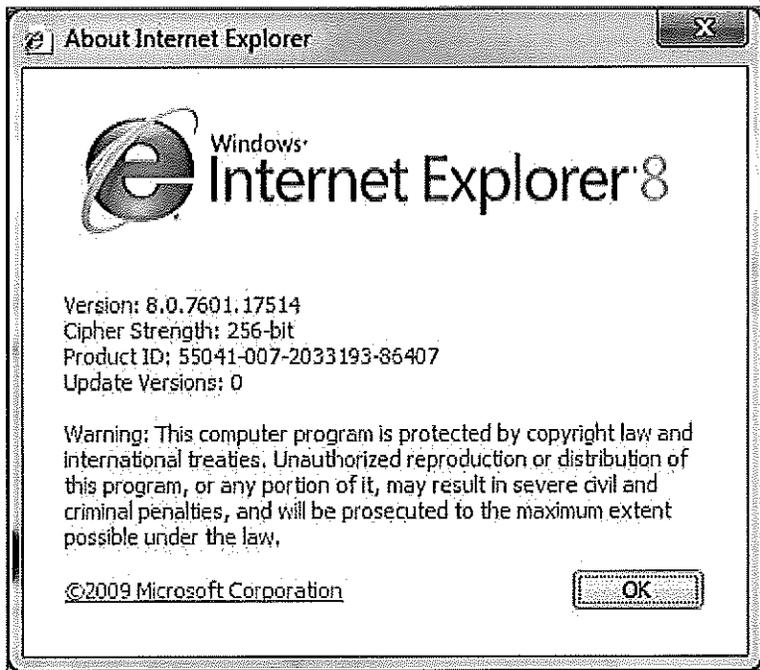
Occasionally the help desk may ask you what version of Internet Explorer (I.E.) you are using.

To determine what version of Internet Explorer (I.E.) you have.

- From the Menu Bar at the top, click on "Help" (see picture below).



- Left click on "About Internet Explorer"
The pop-up window shows what version of I.E. is installed on your machine. (see below)
(F.Y.I.) - You can also use Hotkeys to find out which version of IE is on your machine by doing the Following: Press ALT + the letter H. Then press ALT + A.
- Click OK and close this window once you've noted what versions of I.E. you have.

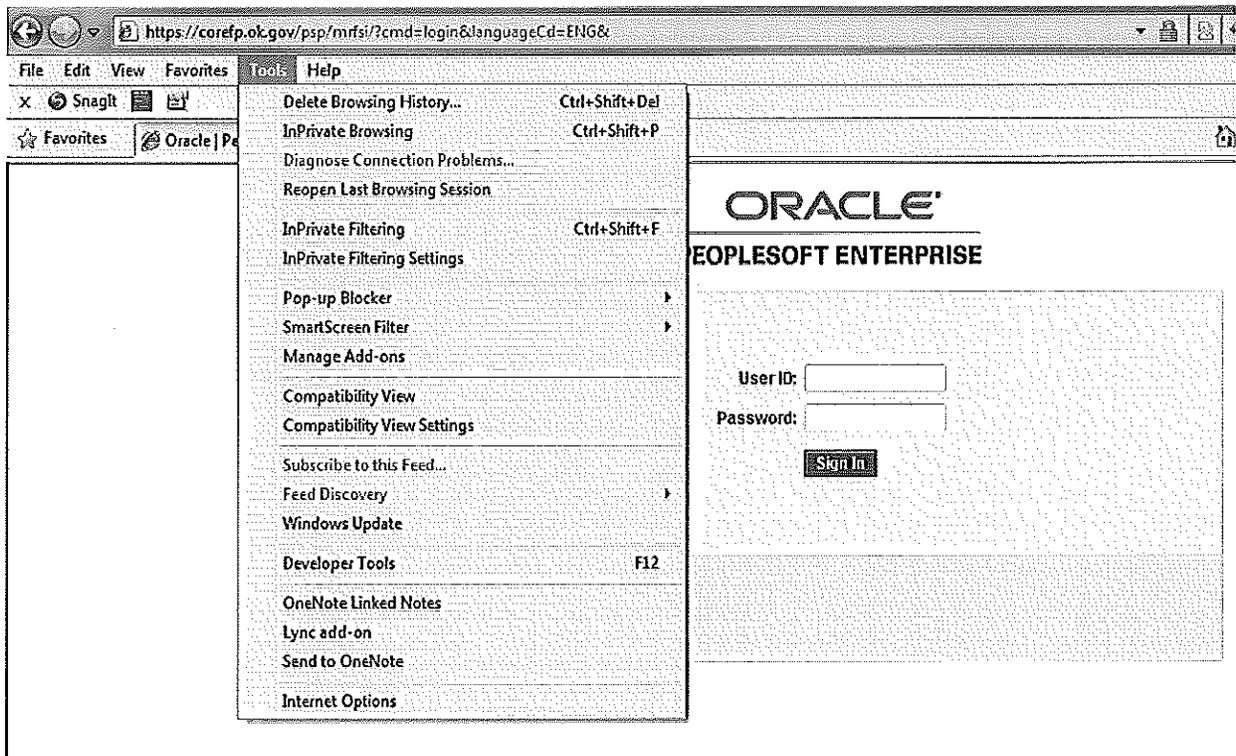


Most if not all PeopleSoft issues should now be fixed. If not, continue below.

If none of your changes have worked so far, and there are no group policies affecting your computer (step 11), you will need to proceed to step 12 below.

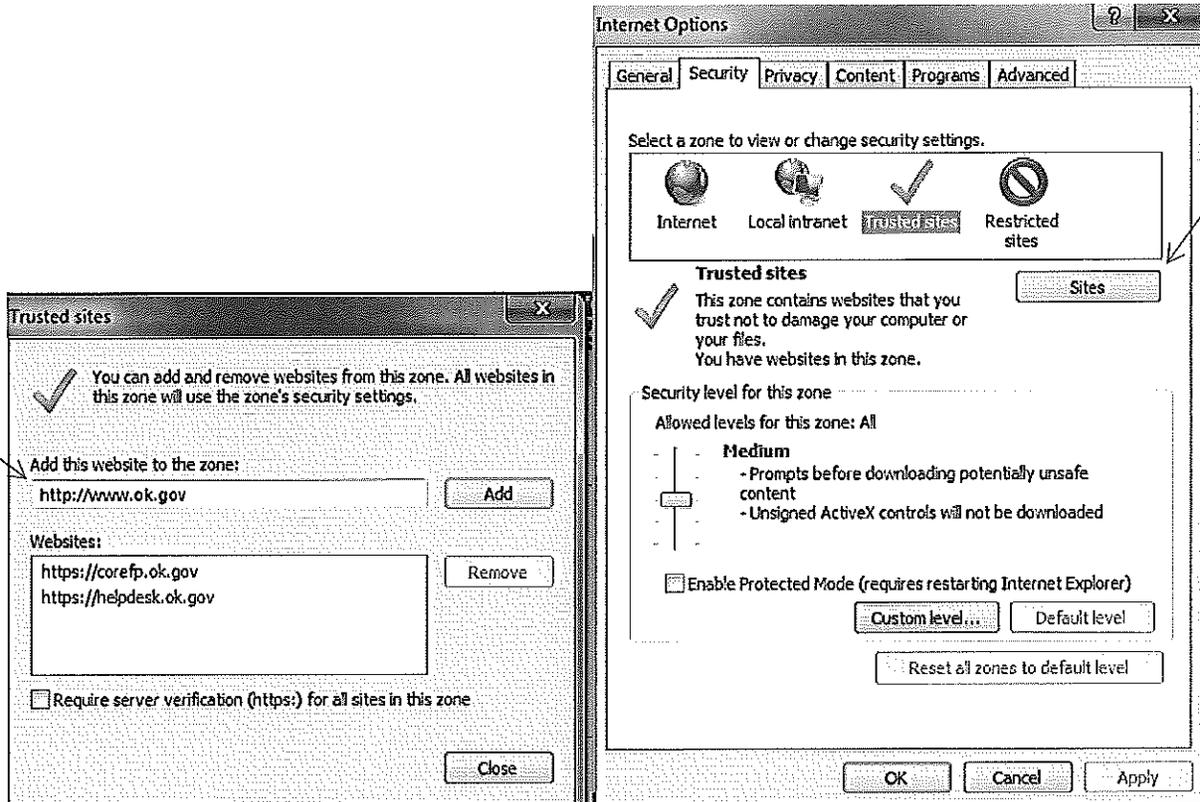
Step 12: Verify PeopleSoft Settings in Internet options

- 1) Open the browser, and Left click on Tools → Left click on Internet Options (bottom)



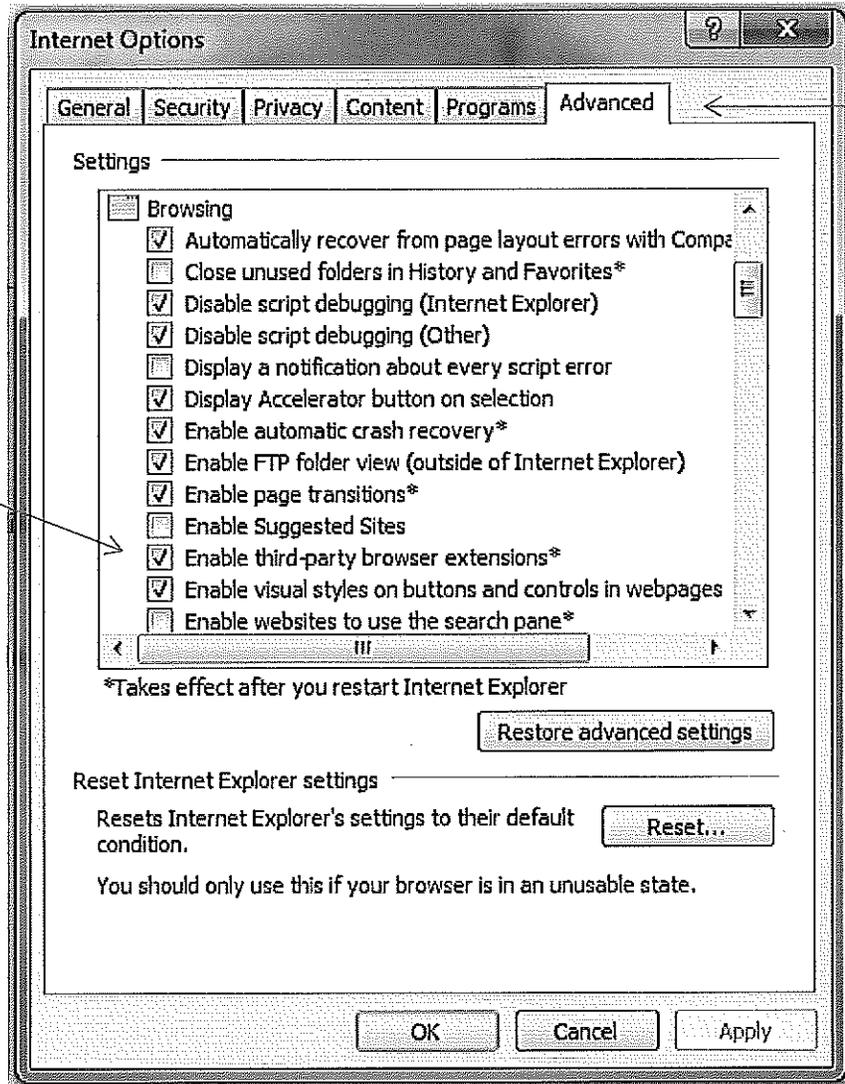
2) Make sure <http://www.ok.gov/> is listed as a trusted site

Security Tab → Left Click on “Trusted Sites” → Left click on “Sites” (right image below).
Type in the site you want to add (left image below), and then click the add button.
(Just click the add button if it is already showing to the left of the add button).

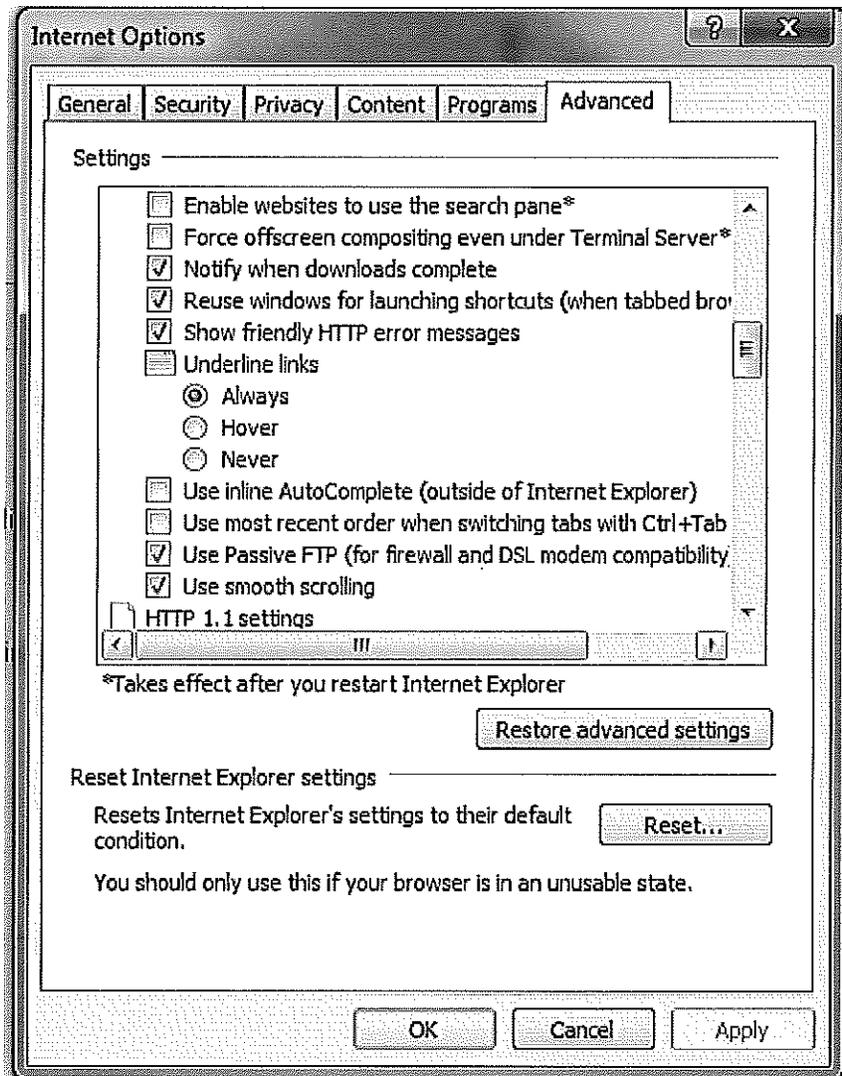


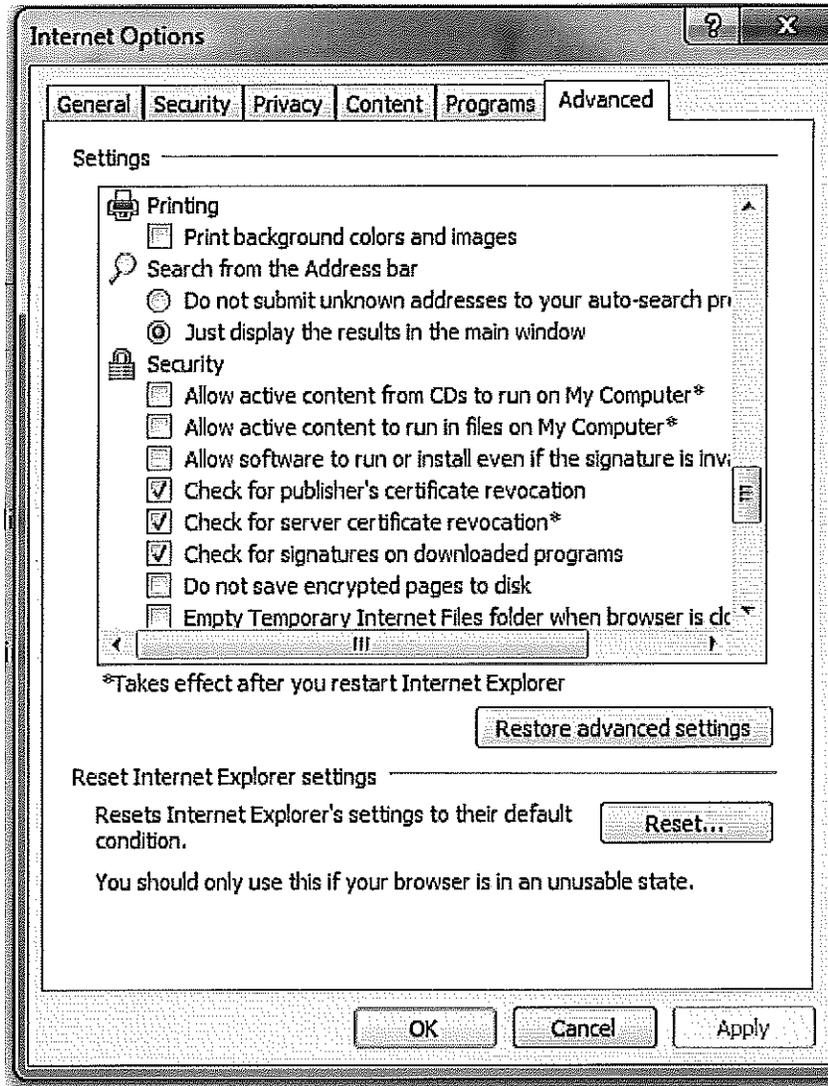
3) Under the "Advanced" tab, verify the correct boxes are check marked in the sections below. Note: There are a lot of sections, and not all of them are listed below, just the ones that pertain to PeopleSoft.

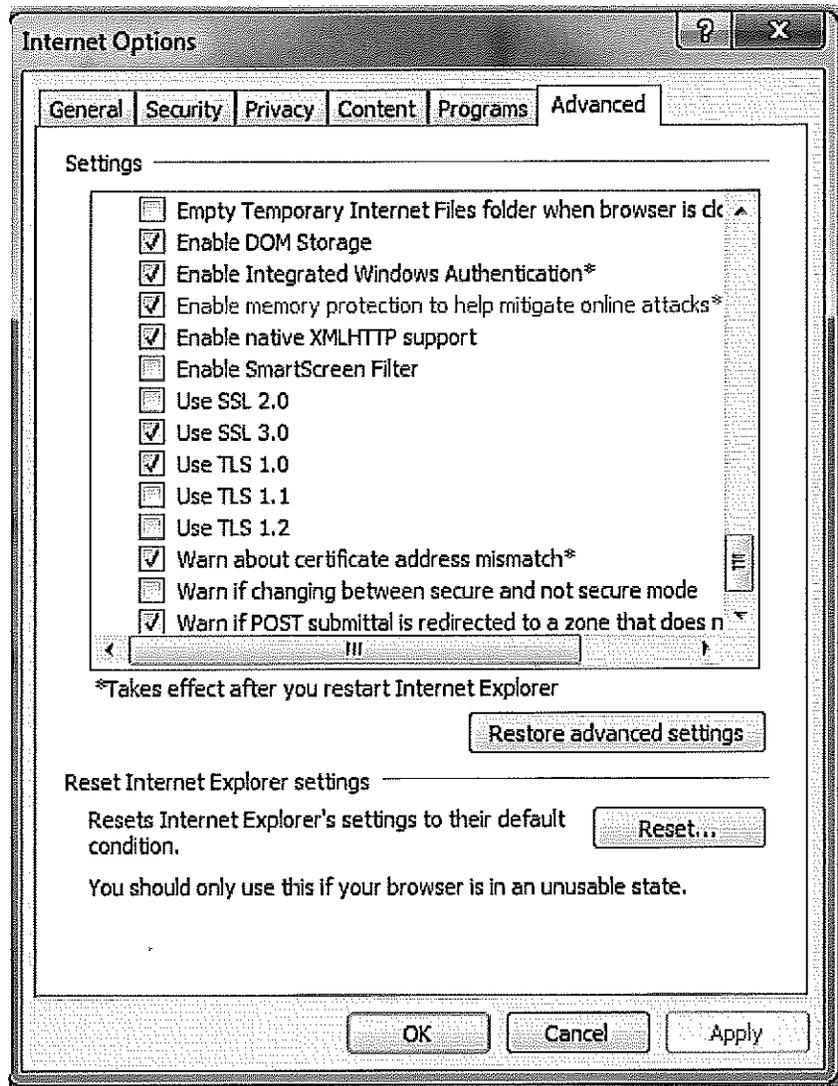
"Enable third-party browser extensions*" is very important and must be check marked. Below is what the Financials' section has check marked.



Continued below



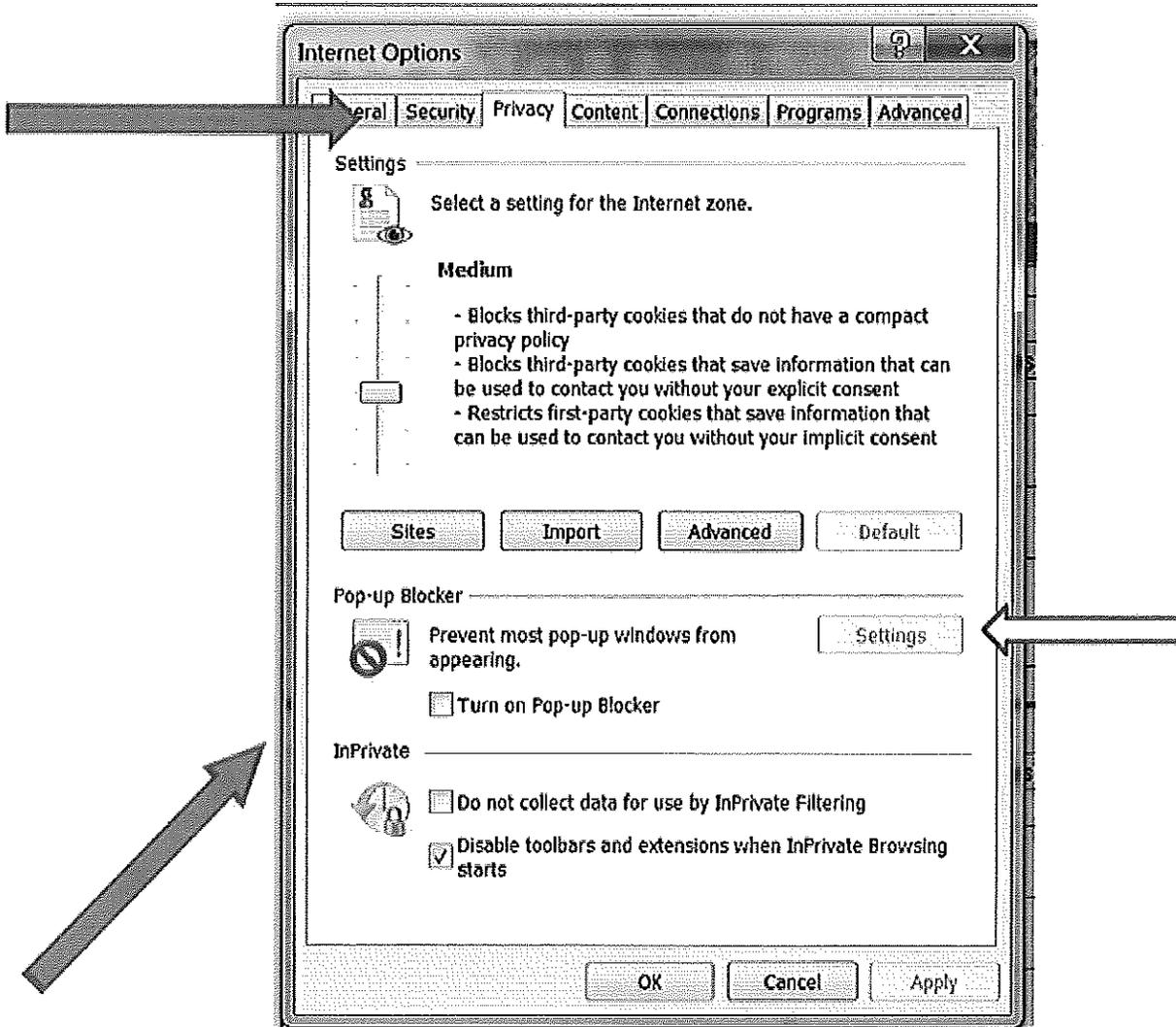




Known issues:

POP-UP Blockers

Occasionally, certain applications on your computer will require you to turn on Pop-Up blocker. This will interfere with some PeopleSoft applications. A user had complained that they could not see their Voucher Payment Screen. Once the Pop-Up blocker was turned off the Partner was able to view their Payment History correctly. You have two choices to turn off the Pop-up blocker. Under Internet Options (step 2), you can go to the Privacy tab and un-check "Turn on Pop-up Blocker" (See blue arrows below):



If your site requires you to have Pop-Up blocker turned on, you will need to click on settings (yellow arrow above), type in the web address you want to unblock, and then click on add. When done, click ok and close out the window.

Printing Issues:

Case History: When the user prints the direct deposit payments in PeopleSoft the font is very small compared to what it used to be. It is also spitting out blank pages.

Solution: The default for printing from the browser is "Fit to Page". The user needs to change it to 100%.

Spinning Wheel Issue:

Issue Identified:

1. Vendor information and chart field information is inputted on the Invoice Information tab with no issues. When the remit to for the first payee is entered on the Payments tab, user tabs out of the field and the system (spin wheel) will try and locate the remit to ID on the vendor file. This process will not automatically return the results of the remit to name (payee name). Results are returned within approximately 2 or more minutes.
2. Same as above with the exception of entering second, third, fourth, etc. payee. No specific number of payees entered return results any faster.

Solution Provided:

1. It is best practice to do one payee on one voucher. This would allow a user to complete a voucher and get the members paid in a timely and effective manner. It may also cut down on the performance issue.
2. In the future, a voucher upload will be available after testing is completed.