



Certification guide Software requirements

Cegid Peoplenet

SaaS

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1. PURPOSE

The purpose of this document is to describe the technical requirements, both software and hardware, with which the Customer must comply, in order to access the Solution hosted by CEGID and to use it under optimal conditions. It does not cover the particular case of customers connecting with Citrix, TS, or any other desktop virtualization solution.

2. INTRODUCTION

The Customer acknowledges having read, the technical prerequisites necessary for the implementation of the Services on its Technical Infrastructure and for access to the Solution. It is also the Customer's responsibility to ensure that their Technical Infrastructure is fully compatible with the Solution.

The Customer agrees, as such, to bring and maintain it in accordance with the technical prerequisites. These prerequisites may change : to this end, CEGID agrees to inform the Client so that the latter complies with them within the allotted time.

As such, the Customer will be responsible for (i) acquiring the hardware equipment and taking out the telecommunications subscriptions necessary for access to the Services, (ii) obtaining licenses to use third-party software. All costs relating to (i) and (ii) (installation, maintenance, etc.) are the unique responsibility of the Customer.

The latter acknowledges being informed of the risks inherent in the use of electronic communication networks (and in particular the Internet), it being understood in this regard that CEGID cannot be held responsible for their reliability, their unavailability or the consequences likely to result. of any failure. As such, the Customer takes responsibility for the proper functioning of his Technical Infrastructure up to the last network equipment installed on it and administered by him.

For all purposes, and for obvious security reasons, the Customer agrees to keep his old system (s) until the acceptance of the implementation of the Services on his Technical Infrastructure.

3. CONNECT TO CEGID PEOPLENET

The Solution is hosted in the **CEGID production center**.

The Solution is accessible from any access point on the Internet network (Customer site (s), etc.), the Customer being unique responsible for the choice of his Internet access provider and his resulting Internet access. As such, the Customer must ensure with the latter the sizing (quality and guaranteed speed of its bandwidth) and the reliability of its link. The Customer is recommended to provide an emergency link.

The Solution will only be accessible to Authorized Users.

4. SOFTWARE REQUIREMENTS

Operating systems, networks, and other supporting software continue to evolve. To help you select the appropriate combination of software products with which to operate Cegid PeopleNet platform, we have defined the following support classifications:

- Certified
- Supported
- Not Certified/Not Supported

Certified

A certified or supported environment has been documented, installed, tested, and certified by Cegid. System functionality and performance standards are checked and validated. We fully support this environment and have a working relationship with the vendors involved.

Supported

In this certification level no certification process has been done in this environment, due to the fact that considering third-party vendor backward compatibility guarantee, Cegid PeopleNet products must work properly. Just in case an error will be detected, Cegid has the commitment to solve it following support policy. In minor third parties' environment version changes, Cegid doesn't have in all the cases the exact environment to reproduce errors.)

Not Certified/Not Supported

When a product is not certified it is not supported. This means that Cegid does not sell, install, or formally support your software running with products having this classification. If you upgrade any system component to an uncertified version and you have a problem with our software, Cegid may advise you to use an environment combination that is certified to operate Cegid PeopleNet applications.

The software prerequisites for each user station are as follows:

Software		Maintenance Level	Workstation Type	
			ESS/MSS /CSS	HR professional users
Operating System	Prior to Windows 8.1 (0)	Not supported		
	Windows 8.1 (All OS) Windows 10 (32Bits)	Supported	✓	✓ (1)
	Windows 10 (64 Bits)	Certified	✓	✓
	Windows 11 (64 Bits)	Certified	✓	✓
Browser	Firefox	Supported	✓	
	Chrome	Certified	✓	✓ (2)
	Internet Explorer 11 (3)	Not supported		
	Microsoft Edge Chromium	Certified	✓	✓ (4)
Single Sign-On	SAML 2.0 Integration protocol		✓	✓
Additional SW	MSOffice 2013 MSOffice 2016 MSOffice 2019 MSOffice 365	Supported Certified Certified Certified		✓
	Adobe Reader DC	Certified		✓
	Microsoft .Net Framework 4.8	Certified		✓
	Microsoft .Net Framework 4.5.2 and higher versions until 4.7.2	Supported		✓

(*) – Customer Self-service (Only available for some geographic area)

(0) Windows 7 support ended precisely on January 14, 2020. Windows Update technical support and software updates to protect your PC are no longer available.
As a result of this decision, from this version we are definitively closing Windows 7 support, including the Support with extension part.
For our customers with Windows 7 workstations, we recommend an update to a certified (or supported) version of Windows as described in the Certification Guide made available to you.
We take this opportunity to recall that Microsoft has indicated that standard support for Windows 8.1 ended on January 9, 2018, and extended support will end on January 10, 2023

- (1) On machines with W8.1 the following KBs of Microsoft must be installed: KB2919442 y KB2919355.
"Universal C Runtime in Windows" must also be updated as specified in KB2999226 (<https://support.microsoft.com/en-us/kb/2999226>)
- (2) A plugin is needed for Chrome
Extension enables ClickOnce apps in Chrome:

Component Meta4 ClickOnce <https://chrome.google.com/webstore/detail/jkncabbipkgbconhaaibapbhokpbgkdc/>

- (3) **Microsoft has announced the end of support for the IE 11 browser. As a result, we stop supporting this browser. We strongly recommend using another browser.**
- (4) It doesn't apply to CSS.

TLS PROTOCOLS SUPPORTED

TLS is a protocol that ensures the confidentiality of exchanges between communication applications and users on the Internet. TLS ensures that no third party can intercept or falsify a communication. It is this protocol that is implemented when connecting to a website in https for example.

This protocol is available in several versions that evolve over time according to technological advances with the aim of reinforcing the solidity and confidentiality of exchanges.

As Cegid no longer ensures the compatibility of its solutions with TLS 1.0 and TLS 1.1 versions (which have potential security flaws), some websites or applications are no longer accessible using old browsers or operating systems. The attempt results in a connection error.

Only the TLS 1.2 protocol and above allows a Cegid service to be used. You therefore need to have a browser AND an operating system that supports it.

Refer to the software prerequisites for TLS 1.2 compatible versions.

5. HARDWARE REQUIREMENTS

Minimum requirements for PeopleNet application, excluding O.S. and any other application executing simultaneously:

Client Type	Processor (x86)(*)	Memory(*)	HD
ESS/MSS users	800 MHz or higher	250 MB Recommended	
RichWeb	1 GHz or higher	800 MB Recommended	1 GB (600MB by Profil user)
Development clients	1 GHz or higher	800 MB Recommended	1 GB

(*)These figures exclude system requirements and any other application running simultaneously

Example

+ System requirements recommended for Windows 10

1GHz CPU / 1 GB of RAM (*)

+ System requirements for running Rich Web or Development Clients on a W10 PC would be:

2 GHz CPU / 2 GB of RAM

+ But usually the PC will also have running other applications such as an e-mail client, an Office suite, an Antivirus... that will require some more RAM Memory, so 3-4 GB may be a more realistic setup for working with PeopleNet in a common environment.

(*) If the operating system version is 64 bits, the recommended system RAM is at least 2 GB. Actual requirements will vary based on your system configuration and the applications and features you choose to install.

Monitor:

- Minimal configuration of displaying : 1280 x 1024 pixels.
- Display DPI setting -> Normal size (96 DPI).
- Color property -> At least 16 bits color depth.
- Font size : Normal

Printer:

PCL colour printers must support PCL 5c extension or PCL 6. The number of pages printed per minute is determined according to the volume of payrolls to be printed.

It is specified that in the context of outsourcing the printing of pay slips, the Client must still have a printer with the same characteristics, for example for control printouts.

6. BANDWIDTH

- The performance of our application is directly related to the available bandwidth. As a result of it, sometimes we recommend isolating HR Professional user workstations using methods such as QoS to avoid that they are affected by a heavy use of Internet.
- You obtain optimized user experience with latency times below 150ms between the user workstation and our data center.

Available Network Bandwidth (Mbs)	Number of Concurrent Remote Users
1,5	3-6
3	8-12
6	18-24

7. DELIVERY OF THE SOLUTION FOR HR PROFESSIONAL USERS

The deployment of the Solution at the Customer is carried out only with Internet.

The Solution works with user rights on the workstation.

In the case of the use of roaming profiles, the initial installation must be carried out with administrator rights.

Windows options

The following rights must be granted as follows :

- Read/Write/Execute on the %APPDATA% folder
- Read/Write/Execute on the file %TEMP
- Read/Write/Execute on the user's "Temporary Internet Files" folder

The Windows installation service must be active.

Antivirus settings must be compatible with the above-mentioned settings and rights.

Browser options

- Certificate revocation

If this policy is enabled the following conditions must be complied:

The security certificate must be valid for the secure connections from the client to the server.

The Certificate Revocation List (CRL) must be available in the web server.

If some of these two conditions are not met, the policy must be disabled in Microsoft Internet Explorer.

- Time stamp certificate validation policy

If this policy is enabled, it is necessary to have internet access permission in order to validate the certificate time stamp with the certificate authority.

- Turn-off pop-up blocker for CEGID PeopleNet sites.

In case of working with several platforms, it is possible that need to access the same cookie, they must be found in the same security zone of browser.

8. EMPLOYEE SELF SERVICE /MANAGER SELF SERVICE (ESS/MSS)

The ESS/ MSS Portal site must be referenced in the trusted sites of the Internet browser of each workstation.

It is recommended to the Client to disable all advertising page blocking software on the workstations concerned for the proper functioning of the Solution.

9. USE OF THE MOBILE APPLICATION

Mobiles

Platforms	Notes
ANDROID	6.0 or higher. Some Android highly customized ROMs may have compatibility issues with the application.
IOS	iPhone 6s with iOS 13.2 or higher.

Minimum device resolution HVGA (320x568 points) or higher.

To be able to work with all the application features, is mandatory to have installed in the device apps to handle MS Word, MS Excel and pdf files.

- Cegid HR Insights is not supported in Mobiles device.

Tablets

IMPORTANT: The use of tablets is only considered for the ESS / MSS.

The use of tablets is not supported for:

- "Meta4 new" mobile App
- RichWeb client
- Other product like Cegid HR Insights

Platforms	Notes
ANDROID	6.0 or higher.
IOS	iPad with iOS 13.2 or higher.

In the functional module Time and Activities Management, GTA, need screen resolutions higher than 1024x768 for a correct visualization of the pages.