RiskConsole United States Technical Requirements

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Note: There are two versions of RiskConsole: RiskConsole UX (R163), which is the new user interface released in September 2014; and RiskConsole Traditional UI. This document covers the technical requirements for both versions, beginning with the elements that both versions have primarily in common (such as network and email requirements), followed by elements that differ (such as supported browsers and operating systems). Those requirements unique to RiskConsole UX are referenced in blue.

The recommended minimum hardware and software specifications for RiskConsole United States are described below. Other configurations may be supported. Contact Support for more information.

Note: Ventiv reserves the right to change supported browsers and operating systems to reflect the current versions supplied or previous versions supported by Microsoft, Google, and Apple.

Display

Minimum Specifications	Additional Details
Display	
1024x768 or higher 16-bit color or better	1440 x 900 or higher is recommended for properly displaying console pages, dashboards, and objects with large grids.

Network

Minimum Specifications	Additional Details
Internet Connection	
Network User: 1 mbps of Internet Bandwidth per active concurrent user (network and remote users)	**Preferred:** Bandwidth requirements are dependent on usage patterns of the user population. 1 mbps may need to be increased based on network activity and usage.
Remote User: Appropriate Internet Service Provider (ISP) Account	A Tier 1 ISP that provides Broadband (DSL, Cable) or ISDN for remote users is recommended.
Firewall/Proxy Configuration	

Firewall that allows the following:
  ▪ HTTP (port 80 open)
  ▪ HTTPS (port 443 open)
    ○ 173.0.72.6
    ○ 173.0.72.18
  ▪ SFTP (port 22 open)
    ○ 173.0.72.91
	Optimal performance can be achieved by excluding www.riskconsole.com and ftp.riskconsole.com from proxy cache settings.
	
	File transfers should use SFTP over port 22.

Proxy allows file downloads	Required for viewing attachments, downloading query or report CSV files, and downloading spreadsheets (spreadsheet update).
Proxy devices should exclude HTTPS traffic for www.riskconsole.com from caching	

Email

Minimum Specifications	Additional Details
Internet Email	
Each user requires an internet email address supporting either text or HTML format. It is recommended that a TLS protocol be established between your organization and Ventiv Technology. See your Account Manager for details.	Needed for receiving temporary password allocations, alerts on completion of processes (i.e. report generation), manual emails from records, or automatically generated workflow emails (i.e. triggered when a record is saved).
Optional: Support Excel, CSV, HTML, and PDF attachments	Recommended for viewing report data (Excel, CSV or HTML), records (HTML), or reports (PDF) attached to emails.
Optional: Support loading of external images in email	Recommended for view report alerts (Red, Yellow, or Green).
Internet Email SPAM Filters	

Add the following entries to any SPAM filtering software or server:
  ▪ *@ventivtech.com
  ▪ *@riskconsole.com
  ▪ *@services.riskconsole.com
  ▪ 173.0.72.4
  ▪ 173.0.72.34
	Prevents email messages from being delayed or discarded before client delivery.

Software

Minimum Specifications	Additional Details
Software	
Adobe Flash 9.0 or greater	Adobe Flash is required for the optional Bulk Upload feature to function in RiskConsole.
Adobe Reader 8.0 or greater	For viewing reports.
Microsoft Office 2003, 2007, 2010, 2013* *Microsoft Office 2013 is supported only in RiskConsole UX.	For spreadsheet update and Word mail-merge templates. Word documents and Excel spreadsheets must be saved in Word/Excel 97-2003 to be compatible with the RiskConsole mail merge, spreadsheet update, and spreadsheet import functions. **Note**: Only the versions listed are supported. Functionality can vary for other Office Suites and versions. Ventiv's support of Microsoft Office 2003 ended as of April 8, 2014.

Browsers and Operating Systems

Browser Settings that RiskConsole UX and RiskConsole Traditional UI Share
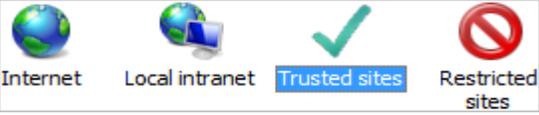
Browser settings vary between browsers and also vary depending upon whether you are using RiskConsole UX or RiskConsole Traditional UI. This section begins with the settings common to both versions. The remaining settings are divided into RiskConsole UX and RiskConsole Traditional UI sections.

Minimum Specifications
Browser Encryption
SSLv3 or TLS 128 bit encryption or higher
Browser View Options
Text Size: Medium **Encoding:** Unicode (UTF-8) or Western European
Browser Settings: Pop-Up Blocker
▪ Add **bi.riskconsole.com** and **www.riskconsole.com** to the list of sites allowed to have pop-ups for any pop-up blocker software used in any of the supported browsers. If using Internet Explorer, also add these to the list of Trusted Sites. ▪ Use cookie settings other than Block All or High Privacy. ▪ For more information about Business Intelligence (Cognos 10) minimum requirements, click here.

Internet Explorer Settings that RiskConsole UX and RiskConsole Traditional UI Share

If using Internet Explorer on either version of RiskConsole, use the following settings (accessed through Tools > Internet Options).

Note: If you are using RiskConsole UX with Google Chrome or Apple Safari, you do not need to configure additional browser settings.

Required Browser Settings for RiskConsole and Business Intelligence – Internet Explorer

Security Tab > Custom Level Settings (continued):

Miscellaneous:

Allow META REFRESH
- ◯ Disable
- ◉ Enable

Allow script-initiated windows without size or position constr
- ◯ Disable
- ◉ Enable

Scripting:

Active scripting
- ◯ Disable
- ◉ Enable
- ◯ Prompt

Allow Programmatic clipboard access
- ◯ Disable
- ◉ Enable
- ◯ Prompt

Advanced Settings Tab:

HTTP 1.1 Settings:
- ☑ Use HTTP 1.1
- ☑ Use HTTP 1.1 through proxy connections

Multimedia Settings:
- ☑ Show pictures

Security:
- ☐ Do not save encrypted pages to disk
- ☑ Empty Temporary Internet Files folder when browser is closed
- ☑ Use SSL 3.0

Requirements that Differ Between RiskConsole UX and Traditional UI

Several of the technical requirements for operating systems and supported browsers differ between RiskConsole UX and RiskConsole Traditional UI, as detailed in the following sections.

Note: Both RiskConsole UX and RiskConsole Traditional UI can be used on Windows 7 or Windows 8. For more information about system requirements, click the following links:

- For Windows 7, visit: http://windows.microsoft.com/en-us/windows7/products/system-requirements.
- For Windows 8, visit: http://windows.microsoft.com/en-us/windows-8/system-requirements.

Operating System – RiskConsole UX

Minimum	Additional Details
PC Operating System	
Windows 7 or Windows 8 Macintosh OS X 10.9.2 or above (Mavericks)	• Internet Explorer 10 and 11 and Google Chrome are recommended browsers and are supported only on Windows 7 and 8 • RAM minimum 4GB

Supported Browsers for RiskConsole UX

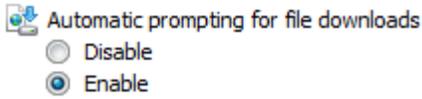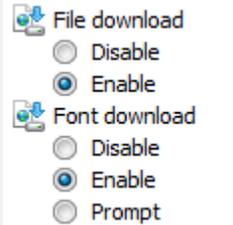| Minimum	Additional Details
Supported Browsers	
Internet Explorer 9, 10, or 11 Google Chrome Safari for Mac v7 **Note:** Only the versions listed are supported. Functionality can vary for other browsers and versions.	• Google Chrome is the preferred browser. • IE 9 is supported but not recommended. • IE 9, 10, 11 are not supported in compatibility mode. • RiskConsole UX has been tested and is supported only on the most recent stable version of Google Chrome. • RiskConsole UX has been tested and is supported only on Safari for Mac version 7.0.3. • RiskConsole UX is not supported on Safari for Windows or Safari for iOS.

Operating System – RiskConsole Traditional UI

Minimum	Additional Details
PC Operating System	
Windows XP*, Windows Vista, Windows 7, or Windows 8	*For Windows XP, SP3 must be installed to enable download of Excel files. For Windows XP, the Internet Explorer version must be IE-7 or greater. IE-6 is not supported. **Note:** Ventiv's XP support ended as of April 8, 2014. IE-10 is supported in Compatibility mode. **Note:** Mac users may use 3rd party software to run Windows. However, this environment is neither tested nor supported for RiskConsole Traditional UI at this time.
▪ For Windows XP system requirements, please visit: http://support.microsoft.com/kb/314865. ▪ For Windows Vista system requirements, please visit: http://support.microsoft.com/kb/919183	

Supported Browsers and Settings Specific to RiskConsole Traditional UI

In addition to the browser settings listed in the [Internet Explorer Settings that RiskConsole UX and RiskConsole Traditional UI Share](#) section, RiskConsole Traditional UI requires the following settings.

Minimum Specifications	Additional Details
Browser	
Internet Explorer 7, 8, or 9. **Note:** Only the versions listed are supported. Functionality can vary for other browsers and versions.	**Note:** IE 9 is the preferred browser. IE-10 is supported in Compatibility mode. IE-11 is currently being tested in Compatibility mode. Classic Record Detail is not supported in Internet Explorer 9.
Additional Settings for RiskConsole and Business Intelligence - Unique to IE/RiskConsole Traditional UI	

Security Tab > Custom Level Settings:
Downloads (IE7 and IE8 only):
 	
Automatic prompting for file downloads
  ○ Disable
  ◉ Enable
	Security Tab > Custom Level Settings:
	  Downloads (all browser versions):
	
	File download
	  ○ Disable
	  ◉ Enable
	Font download
	  ○ Disable
	  ◉ Enable
	  ○ Prompt

Required Settings for RiskConsole Mobile	
Requirements: **Operating System:** iOS 6.x **Device**: iPhone 3GS or higher; iPad 2 or higher; iPod Touch 4th Generation **Browser:** Safari **Settings: Accept Cookies** should be set to **Always** or **From visited**; Private Browsing set to Off **Note**: RiskConsole Mobile may run on Android devices, but has not been tested on that operating system.	
Required Settings for the Page Layout Tool	
Internet Explorer 7, 8, or 9. IE-10 is supported in Compatibility mode.	**Note:** The multi-select feature in the Page Layout Tool requires IE9 or greater. All other features in the Page Layout Tool are supported in IE7, 8, or 9.