



riskonnect®

**End User System Requirements 19.1
ClearSight and Enterprise**

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Riskconnect, Inc.
1701 Barrett Lakes Blvd, Suite 500
Kennesaw, GA 30144
Phone (770) 790-4700

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1 Overview

1.1 What has changed in this version?

Current Version	Page	Previous Version
<p>Operating Systems and Browser Requirements</p> <p>ClearSight changed to yellow for Internet Explorer 11 Windows Windows 7 and 10 (64 bit)</p> <p>Changed Firefox from 66 to 68.</p> <p>Changed Google Chrome from 75 to 76.</p>	6	<p>ClearSight was Green</p> <p>Firefox 66</p> <p>Google Chrome 75</p>
<p>Added NOTE that Business Objects Applet Mode is not compatible with certain browsers.</p>	6	<p>Business Objects Applet mode will not launch in Chrome version 45 and Firefox version 52 onwards due to removal of NPAPI support. Use the DHTML (“Web”) viewer instead.</p>
<p>Requirements for Apple Mac OS</p> <p>Enterprise changed to red.</p> <p>Footnote added.</p>	7	<p>Enterprise was Yellow</p>
<p>Requirements for Mobile Devices</p> <p>Safari iOS 11 changes to iOS 12.x.</p>	8	<p>Safari was iOS 11</p>
<p>Third Party Applications</p> <p>Office Adobe Reader 2018.x (DC) changed to 2019.x (DC)</p>	9	<p>Adobe Reader 2018.x (DC)</p>
<p>RAM Requirements section added</p>	10	
<p>Updated screenshots</p>	14-22	
<p>Added Nexus Tablet and Nexus phone to System Requirements and Settings.</p>	23	

1.2 Introduction

Prior to accessing Riskconnect ClearSight 19.1, Riskconnect ClearSight 19.1 Apps, and/or Riskconnect Enterprise 19.1 (including Riskconnect Enterprise App from My Apps in Riskconnect ClearSight 19.1), user workstation browser settings must be verified and configured. Enterprise Business Objects users who want to use the applet mode will also need to upgrade the Java version to JRE 1.8_151-b12 on their workstation and set memory parameters (optional).

1.2.1 End User Workstation Components

For Riskconnect ClearSight and Riskconnect ClearSight Apps, Enterprise, STARS Discovery, and STARS Intake.

This document lists operating systems, browsers, and other components required for use of the 19.1 Release Version of the following Riskconnect ClearSight products:

- **Riskconnect ClearSight**
Includes Community, Insights, App Center, and Riskconnect ClearSight Apps developed for desktop, laptop, and mobile device internet browsers. Clients can register for an account and log in to Riskconnect ClearSight at <https://my.riskconnectclearsight.com>.
- **Riskconnect Enterprise**
Includes the Riskconnect ClearSight Enterprise App which can be accessed through internet browsers on clients' desktop or laptop.
- **STARS Discovery**
Designed for the Apple™ iPad/iPhone and can be downloaded from the App Store.
- **STARS Intake**
Designed for mobile devices with iOS and Android systems. The App is available for download from the Apple® App Store™ or from the Google® Play Store™.

Riskconnect ClearSight reserves the right to amend this document based on testing performed during development of this release and all future releases.

Blue shading indicates a change from the previous version.

NOTE: Prior to accessing Riskconnect ClearSight 19.1, Riskconnect ClearSight Apps, and/or Riskconnect Enterprise 19.1 (including Riskconnect Enterprise App from My Apps), the End User System Requirements' prerequisites (such as browser settings) must be verified and configured.

2 Riskconnect ClearSight and Riskconnect Enterprise Apps

2.1 Operating Systems and Browser Requirements

2.1.1 Requirements for Laptop and Desktop Devices

Browser	Operating System	Windows		
		ClearSight ¹	Enterprise	Enterprise Admin
Microsoft Edge (Windows 10 only)	Windows 10 (64 bit) only	✓	✗	✗
	Windows 10 (32 bit)	✓	✗	✗
Internet Explorer © 11 ⁴	Windows 7 and 10 (64 bit)	✓	✓	✓
	Windows 8 (64 & 32 bit)	✓	✓	✓
	Windows 7 and 10 (32 bit)	✓	✓	✓
Mozilla © Firefox © 68 and higher ^{2,3}	Windows 7 and 10 (64 bit)	✓	✗	✗
	Windows 8 (64 & 32 bit)	✓	✗	✗
	Windows 7 and 10 (32 bit)	✓	✗	✗
Mozilla © Firefox © 60.x (ESR)	Windows 7 and 10 (64 bit)	✓	✗	✗
	Windows 8 (64 & 32 bit)	✓	✗	✗
	Windows 7 and 10 (32 bit)	✓	✗	✗
Google Chrome © 76	Windows 7 and 10 (64 bit)	✓	✗	✗
	Windows 8 (64 & 32 bit)	✓	✗	✗
	Windows 7 and 10 (32 bit)	✓	✗	✗

NOTE: Business Objects Applet mode will not launch in Chrome version 45, Firefox version 52, Microsoft Edge, and Safari 12 onwards due to removal of NPAPI support. Use the DHTML (“Web”) viewer instead.

Legend:

Key	Description
✓	Tested and Certified with the Riskconnect ClearSight product.
⚠	Riskconnect ClearSight or third-party is not certified by Riskconnect ClearSight. Issues or conflicts are not anticipated if using this software/version; however, compatibility cannot be guaranteed.
✗	Third-party software is not supported by the licensor or is not compatible with the Riskconnect ClearSight products.

Footnotes for Windows table above: Blue shading indicates a change from the previous version.

- All ClearSight**
Includes all Riskconnect ClearSight Apps (with the exception of the Riskconnect ClearSight, Riskconnect Enterprise App). Riskconnect ClearSight Apps are opened within Riskconnect ClearSight and do not require installation on your computer or mobile device.
- Firefox 68 or higher ClearSight**
Updated the version to the latest version tested during development of 19.1. We tested 19.1 on 68 for part of the release and did not find issues; however, if clients are using a version less than 68 and find issues they should upgrade to at least Firefox 68.
- Firefox 60 and 62.x (ESR) Riskconnect Enterprise**
Updated the version to the latest version tested during development of 19.1.
- Internet Explorer 11 ClearSight Apps**
Though we test Riskconnect ClearSight on Internet Explorer 11 (IE11), it is marked as yellow because users may face performance issues not experienced with other browsers when using Riskconnect ClearSight. As a result, we strongly recommend using other browsers when utilizing Riskconnect ClearSight Apps. **NOTE:** Internet Explorer 11 will move to unsupported in the next release.
- Chrome 76 or higher ClearSight**
Updated the version to the latest version tested during development of 19.1. We tested 19.1 on 76 for part of the release and did not find issues; however, if clients are using a version less than 76 and find issues they should upgrade to at least Chrome 76.

2.2 Requirements for Apple Mac OS

Macintosh				
Browser	Operating System	ClearSight ¹	Enterprise	Enterprise Admin
Safari®	Mac OS High Sierra ¹	⚠	✗	✗

Legend:

Key	Description
✓	Tested and Certified with the Riskconnect ClearSight product listed.

Key	Description
✓	Riskconnect ClearSight or third-party is not certified by Riskconnect ClearSight. Issues or conflicts are not anticipated if using this software/version; however, compatibility cannot be guaranteed.
✗	Third-party software is not supported by the licensor or is not compatible with the Riskconnect ClearSight products.

Footnotes for Apple Mac OS table above: Blue shading indicates a change from the previous version.

1 **Mac OS High Sierra**

Mojave comes with Safari 12.1.2 which does not support Silverlight.

(1) Mojave comes with Safari 12.1.2 which does not support Silverlight.

2.3 Requirements for Mobile Devices

Mobile Platform				
Browser	Operating System	ClearSight ¹	Enterprise	Enterprise Admin
Safari ®	iOS 12.x (Apple iPad ® and iPhone)	✓	✗	✗
Safari ®	iOS 9.x+ (Apple iPad ® and iPhone)	✓	✗	✗
Chrome	Android™ 5 and higher (Android™ phone and tablet)	✓	✗	✗

Legend:

Key	Description
✓	Tested and Certified with the Riskconnect ClearSight product listed.
✓	Riskconnect ClearSight or third-party is not certified by Riskconnect ClearSight. Issues or conflicts are not anticipated if using this software/version; however, compatibility cannot be guaranteed.
✗	Third-party software is not supported by the licensor or is not compatible with the Riskconnect ClearSight products.

Footnotes for Mobile Device table above: Blue shading indicates a change from the previous version.

1 **Riskconnect Enterprise**

Any browser that does not support Silverlight cannot be compatible with Riskconnect Enterprise. This change has been occurring since 2015.

2.4 Third Party Applications

Applications	Required	Version/Year	Compatible	Version/Year
Office	--	2016	✓	
	--	2010+	✓	
	--	365	✓	
Office Adobe Reader	✓	2019.x (DC)	--	
	✓	15.0	--	
	✗	11.0 ¹	--	
JRE	✓	1.8		
	✓	1.7 ²	--	
Silverlight ³	✓	5.1.x	--	

Legend:

Key	Description
✓	Tested and Certified with the Riskconnect ClearSight product listed.
✓	Riskconnect ClearSight or third-party is not certified by Riskconnect ClearSight. Issues or conflicts are not anticipated if using this software/version; however, compatibility cannot be guaranteed.
✗	Third-party software is not supported by the licensor or is not compatible with the Riskconnect ClearSight products.

Footnotes for Third Party Applications table above: Blue shading indicates a change from the previous version.

- Adobe 11**
Removed support as the vendor is no longer supporting.
- JRE 1.7**
Upgrade Java versions earlier than 1.8 by installing Java Runtime Environment (JRE)8 code line (32-Bit Setup).
- Silverlight is only needed for Enterprise, not Discovery, Intake, and ClearSight.

2.5 RAM Requirements

RAM	ClearSight and Enterprise
8GB or higher	✔
Less than 8GB	✔

Legend:

Key	Description
✔	Tested and Certified with the Riskconnect ClearSight product.
✔	Riskconnect ClearSight or third-party is not certified by Riskconnect ClearSight. Issues or conflicts are not anticipated if using this configuration; however, compatibility cannot be guaranteed.
✘	Configuration is not supported by the licensor or is not compatible with the Riskconnect ClearSight products.

2.6 Network Requirements

Recommended Internet Connectivity Specifications:

Speed	Size Requirement
Internet Down Speed	4Mb/s
Internet Up Speed	2Mb/s

NOTE: To handle video or multimedia, Riskconnect ClearSight suggests a minimum Internet connection speed of 4Mbps down and 2Mbps up* from the end-user's workstation (cable internet-class speeds or better).

For most images, PDF, and other document files, Riskconnect ClearSight suggests a minimum Internet connection speed of 1.5Mbps down and .75Mbps (or 750kbps) up* (good DSL-class speeds or better).

Internet Connectivity Speeds may be tested using various publicly-available Internet speed-testing websites such as speedtest.net to either Chicago, USA or to London, UK depending on the client's hosted geography.

***Connectivity speeds are historically measured in bps or bits per second.**

2.7 Browser Security Settings

Riskconnect Enterprise and Riskconnect ClearSight Windows and Mac OS.

Internet Explorer	
Action	Purpose
Add Enterprise as a Trusted site	Needed to ensure that DLLs needed for the system will run correctly. This is a Trusted site for MSC. **Please see Trusted Sites below.
Allow Pop-ups and enable cookies	Function should already be default for IE; however, certify that Cookies and Website Data are set to Always Allow . For proper display, Apple devices should also be configured to allow cookies when using the Intake app (The app currently displays a blank screen when cookies are not allowed on the device).
Allow Pop-ups in new window	In Internet Options , click on the General tab. Select the Settings option. Ensure Pop-ups are allowed in a new window is selected under Tabs .
Using custom level for Internet and Trusted sites	Apply custom-level settings changes to both Internet zone and Trusted Sites zone regardless of Internet Explorer version. Settings are required for both zones across all Internet Explorer versions.
Turn on HTTP1.1	Enterprise and Riskconnect ClearSight will not work unless this function is enabled. The login functionality will not work without this step.
Empty the Temporary Internet Files folder when browser is closed	If a user is unable to change this option due to an IT restriction and the box remains checked, the initial Enterprise load time for the respective session will be noticeable. However, its execution is not significantly affected. Set to trust actions such as allow mobile browsers and popups including cookies and JavaScript.
Internet Explorer as the default browser (Enterprise Admin Only)	If IE is not the default browser, Enterprise Admin will not work.
Allow websites to open windows without address and status bars	This setting will launch dialog boxes and popup windows without an address bar. This addresses both security and aesthetic requirements.
Enable TLS 1.2	If this feature is not enabled, a 404 error is displayed when attempting to connect.
Delete Browsing history	Allows files that have not changed to be cached locally.

Safari	
Action	Purpose
Display Mixed content setting should be enabled	Our application may contain both secure and non-secure information. This setting is needed to avoid messages stating: Only secure content is displayed.
Enable the plugin Microsoft Script Run-time (Optional)	Browser requirement to display Enterprise System configuration page.
Run Silverlight in unsafe-mode (Enterprise and Enterprise Admin Only)	Set to trust actions such as allow mobile browsers and pop-ups including cookies and JavaScript.
Enable TLS 1.2	If this feature is not enabled, a 404 error is displayed when attempting to connect.
Allow Cookies and Website data	Switch privacy to always allow cookies and website data.
Delete browser History is turned off to avoid deleting the necessary cookies	The failure to turn off this action will cause users to redo two-factor authentication each time they login.
Allow Pop-ups and enable cookies	Function should already be default for IE; however, certify that Cookies and Website Data are set to Always Allow . For proper display, Apple devices should also be configured to allow cookies when using the Intake app (The app currently displays a blank screen when cookies are not allowed on the device).

Firefox	
Action	Purpose
TLS 1.2 Settings	Default for Firefox, select preferences if necessary; type or paste TLS and wait for list to refresh.
Retaining Cookies	If this is not set to yes, then two factor authentication will send an email asking if this is a trusted computer.

Chrome	
Action	Purpose
Use TLS 1.2	Change Proxy Settings to TLS 1.2.

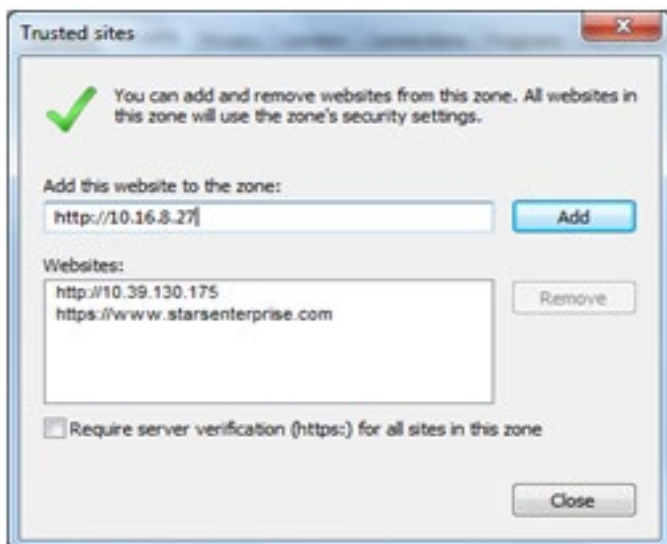
2.8 Mobile Devices

Safari	
Action	Purpose
Allow Pop-ups and enable cookies	Set Cookies and Website Data are set to Always Allow . For proper display, Apple devices should also be configured to allow cookies when using the Intake app (The app currently displays a blank screen when cookies are not allowed on the device).
Allow JavaScript to run	Application will not run if this option is not selected.

Chrome	
Action	Purpose
Allow Pop-ups and enable cookies	Function should already be default for Chrome; however, certify that Cookies and Website Data is set to Always Allow .

2.9 Trusted Sites

List of Sites to be added:



IP address format: <http://99.99.0.999> (example: 10.15.2.474)

NOTE: If the address is http, uncheck the **Require server verification (https:) for all site in this zone** checkbox. Otherwise, leave it checked.

US ASP hosted clients	UK ASP hosted clients	Locally-hosted clients
https://www.csstars.com/Enterprise/	https://www.csstars.eu/Enterprise/	http://yourinternalsitename/stars
https://reporting.csstars.com	https://reporting.csstars.eu	
https://uat.csstars.com/Enterprise/	https://uat.csstars.eu/	
https://test-reporting.csstars.com	https://uatreporting.csstars.eu	
https://my.riskconnectclearsight.com	https://my.riskconnectclearsight.com	

2.10 Security – Trusted Sites (Riskconnect ClearSight/Data Discovery)

The following URL should be added to the list of trusted sites for accessing Data Discovery in Riskconnect ClearSight Apps using Internet Explorer.

Data Discovery (in Riskconnect ClearSight Apps):

<https://prod-datadiscovery.csstars.com/>

2.11 Business Intelligence (BI) Java Upgrades and Memory Parameter Settings

Prior to using Business Objects in Riskconnect Enterprise, the Riskconnect Enterprise App via My Apps in Riskconnect ClearSight, or the BI Reports Management App (accessible via My Apps in Riskconnect ClearSight), the version of Java™ installed on client workstations should be verified and upgraded, if necessary. Following upgrade, Java memory parameters should also be set. Refer to this document for assistance.

2.11.1 Internet Explorer 11 Limitations

Internet Explorer 11 does not allow content to load in iframe. Therefore, BI Reports that load in iframe do not load in this version of the Internet Explorer browser.

Internet Explorer 11.1 or higher is required for the BI widget to work if using the Windows 7 OS. If using the Windows 10 OS, BI report will work in Internet Explorer 11.

2.11.2 Upgrade Java Version JRE 1.7.x and 1.8.x

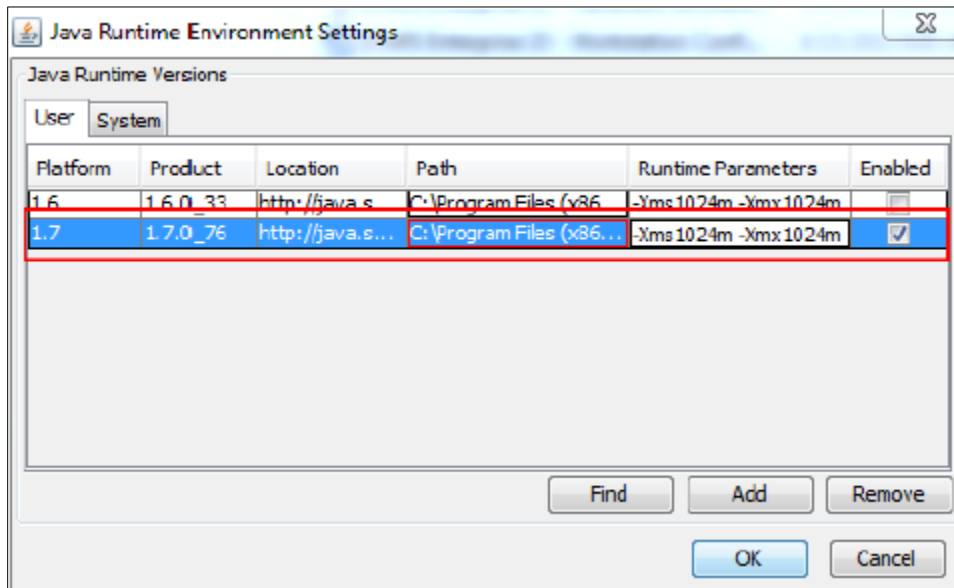
Versions 1.7.x and 1.8.x are supported; however, using the latest version is recommended (for example, Java 1.8.0 JRE 151-b12). Upgrade Java versions earlier than 1.8 by installing Java Runtime Environment (JRE) 8 code line (32-Bit Setup). This can be found at:

<http://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8-2177648.html#printOnly=1>

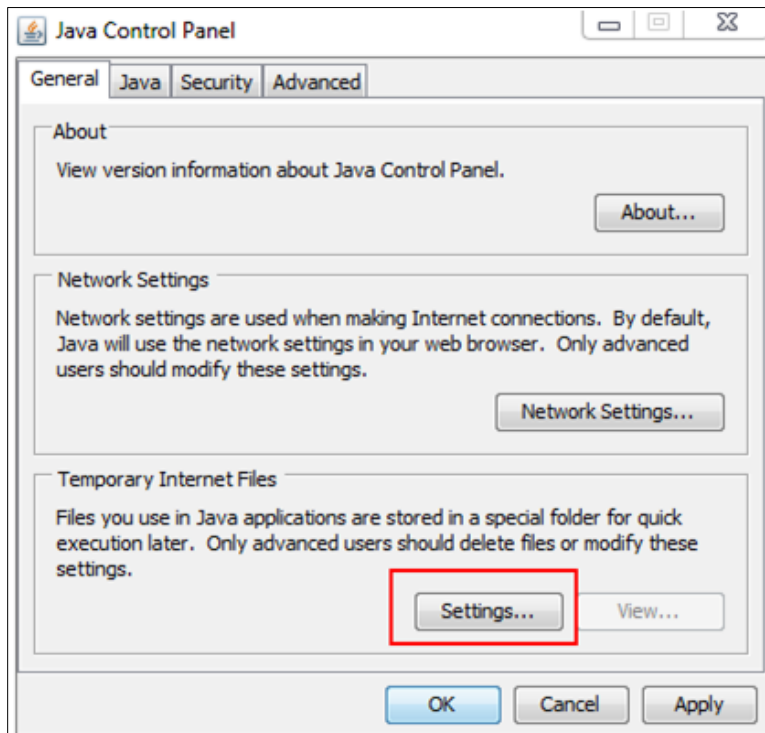
2.12 Set Java Memory Parameters

Once the installation of Java is complete or if Java version is already version 1.8, you will need to set memory parameters and enable protections.

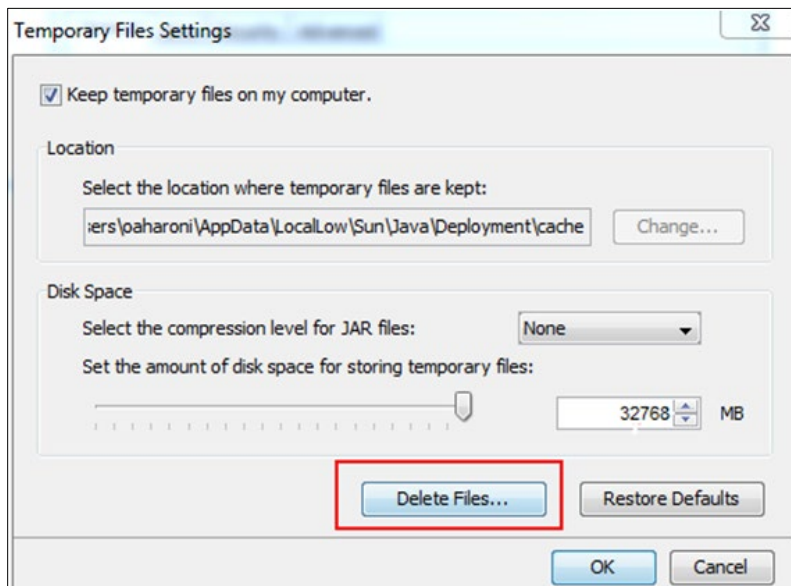
1. From the **Start** button on the taskbar, click **Control Panel** and open Java.
2. From the **Java** tab of the Java Control Panel, click **View**.
3. Enter the following into the **Runtime Parameters** field: -Xms1024m -Xmx1024m (see screenshot below).



4. Click **OK**.
5. To clear the Java cache, from the **General** tab, click **Settings...** under **Temporary Internet Files** as shown in the screenshot below.

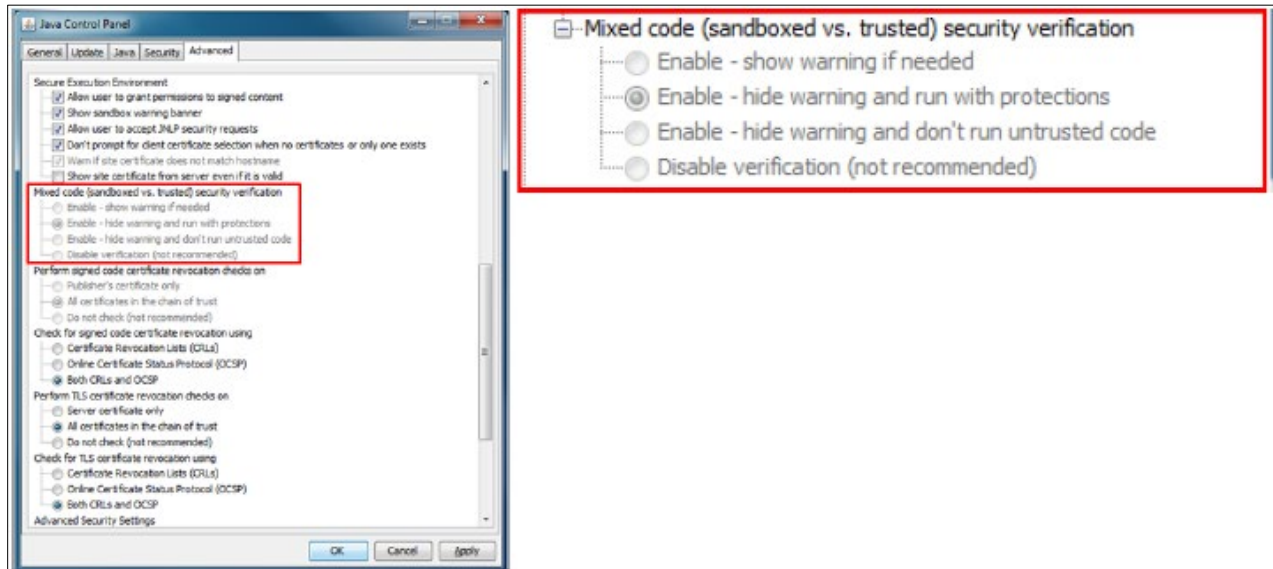


6. Click the **Delete Files** button as shown in the screenshot below.



7. Click **OK** to confirm deletion of temporary files.
8. Click **OK** to close the **Temporary File Settings** window.
9. In the **Java Control Panel** window, click the **Advanced** tab.

10. Under **Mixed code**, confirm that **Enable - hide warning and run with protections** is selected as shown in the screenshot below and click **OK**.



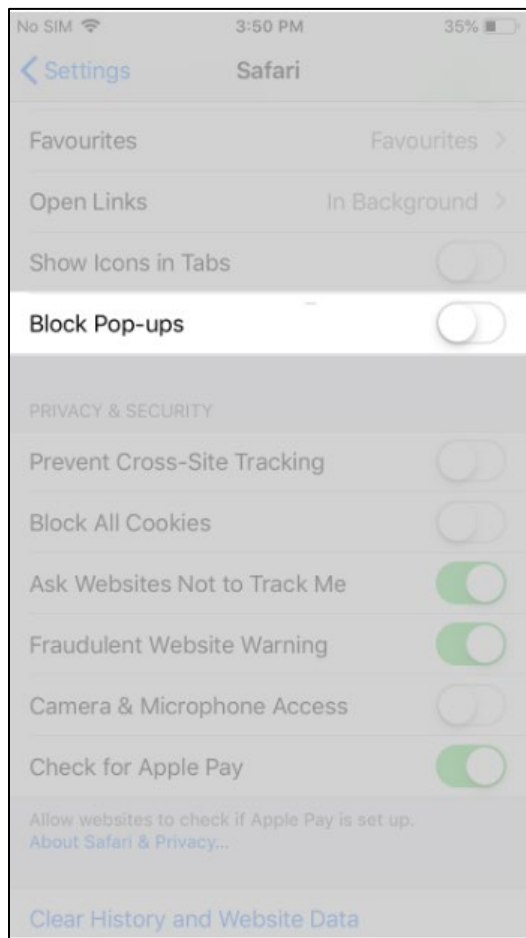
2.13 Mobile Device Browser Settings – Safari

2.13.1 Allow Pop-ups

Refer to the Requirements for Apple MAC OS table above to see the list of the Safari® versions compatible with the Riskconnect ClearSight 19.1 and Riskconnect Enterprise 19.1.

The Riskconnect ClearSight apps at times may open content in a new window. To allow the application to work in its full capacity, the Safari settings on your device must permit popups to open.

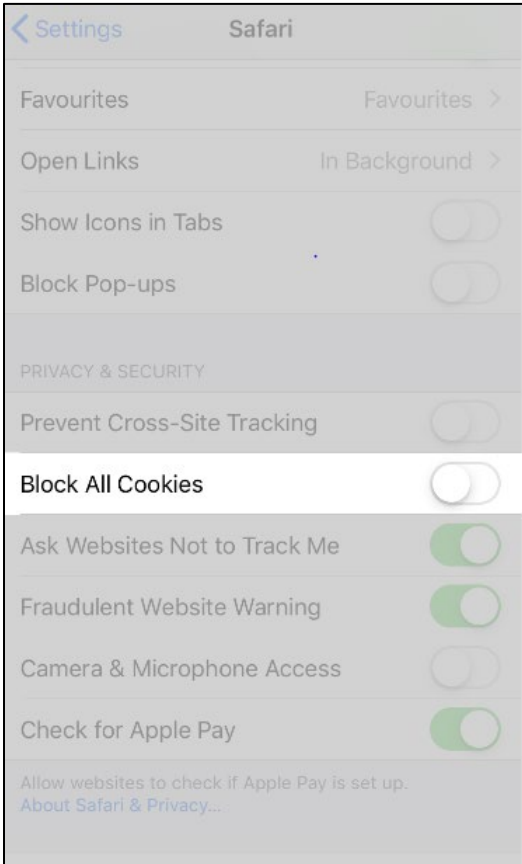
1. Go to **Settings** and click **Safari**.
2. In the **General** section, turn off **Block Pop-ups** as shown in the screenshot below.



2.14 Enable Cookies

Riskonnect ClearSight uses cookies and the applications **will not** function without them. Specific cookies are used to identify who you are to the servers responding to the current information being requested.

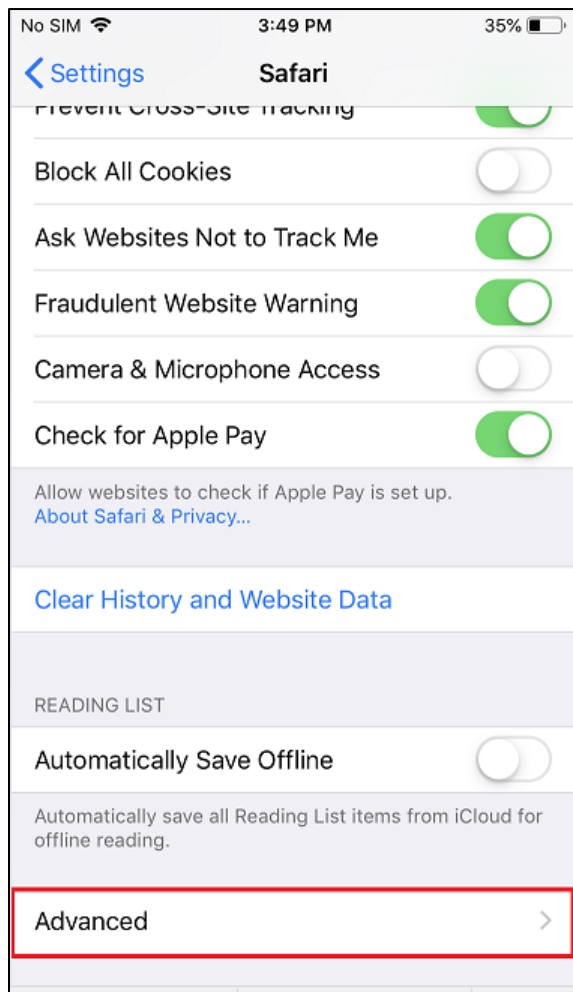
In the **Privacy & Security** section, disable **Block All Cookies**.



2.15 Allow JavaScript to Run

Riskconnect ClearSight applications rely on JavaScript to provide a rich experience and improve performance while using the applications on mobile networks. The applications **will not** work **without JavaScript**.

1. Go to **Settings** and click **Safari**.
2. Scroll to the bottom of the screen and click **Advanced** as shown in the screenshot below.



3. On the **Advanced** screen, click **JavaScript** as shown in the screenshot below.

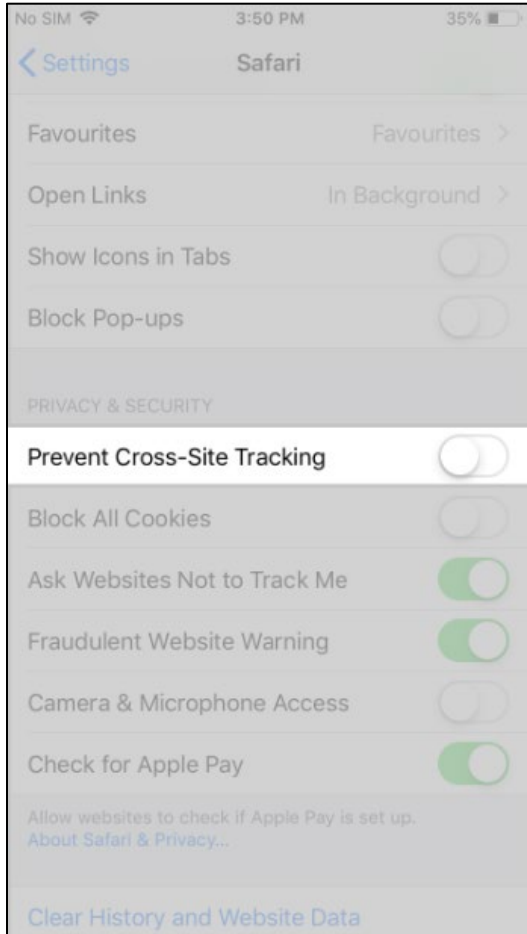


2.16 Prevent Cross-Site Tracking

This setting allows the user's privacy to be protected by making it difficult for companies to track user's browsing habits across different websites. With this option enabled, it prevents advertisers from gathering data about what users have been browsing and suppress the flow of advertisement content delivered.

1. Go to **Settings** and click **Safari**.
2. Scroll down to the **Privacy & Security** section.

3. Disable **Prevent Cross-Site Tracking**.



3 Mobile Apps STARS Discovery & STARS Intake

3.1 STARS Discovery & STARS Intake Mobile Apps

3.1.1 Device Compatibility and Limitations

STARS Discovery was developed for use with the Apple® iPad® and is available from the Apple® App Store™. The application is compatible with Riskconnect Enterprise **19.1** using the software listed above. Other versions of Riskconnect Enterprise, Professional Edition (PE), and Audit are not compatible with STARS Discovery.

STARS Intake is available from the Apple® App Store™ or the Google® Play Store™. It is compatible with Riskconnect ClearSight **19.1** and Riskconnect Enterprise **19.1** using the software listed above. Other versions of Riskconnect Enterprise, Professional Edition (PE), and Audit are not compatible with STARS Intake.

3.1.2 System Requirements and Settings

Operating System	Stars Discovery	Stars Intake
iOS 12 or higher (Apple iPad®)	✓	✓
iOS 12 or higher (Apple iPhone®)	N/A	✓
Nexus Tablet (Lollipop)	✓	✓
Nexus Phone (Marshmallow)	✓	✓
Android™ 9 (Pie) or higher (Android™ phone)	N/A	✓

Legend:

Key	Description
✓	Tested and Certified with the Riskconnect ClearSight product listed.
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