

Harmony Computer Configuration Requirements

Introduction

This document provides basic steps that will assist you with accessing Harmony for APS, Harmony for Waivers, and Harmony for IEB applications, previewing and editing Word Merge documents, previewing reports, printing reports or downloading files using Harmony application.

Hardware/Software Minimum Requirements

Any computers that are used to access Harmony applications must meet the minimum system requirements outlined below:

Harmony Certified System Requirements	
Operating System:	Windows 7 / Windows 8.1 / Windows 10
Browser:	<u>Certified:</u> Internet Explorer 11 <i>Note: If using Harmony versions 8.1.1 or later, Internet Explorer Compatibility View settings should be disabled. For versions prior to 8.1.1, Internet Explorer Compatibility View is required.</i>
Processor:	2.0 GHZ processor or better
RAM:	2 GB (minimum) 4 GB (recommended)
Screen Resolution	Minimum: 1024x768 (1280x1024 is ideal)
Internet Access:*	40-45 Kbps (kilobytes per second recommended for each concurrent user)
Maximum Latency	100ms or less
Microsoft	<u>Certified:</u> Microsoft Office 2003, 2007, and 2013, InfoPath 2003 and 2007 <u>Supported:</u> Microsoft Office 2007, 2010, and 2013, InfoPath 2010 Note that Microsoft Office 2013 is only Supported for Windows 10 at this time.
*Harmony does not support dial-up access	

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While it is possible that Harmony products will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected.

NOTE: For customer using Harmony for APS, the Investigations Chapter can be accessed via the Safari browser using an iPad and iPhone, allowing highly mobile investigators the flexibility to manage their cases in the field. Some functions within an Investigation are not available at this time and the list includes: executing Word merge documents, printing and saving reports, adding attachments to notes.

Supported Operating System and Browser Combinations

The following table illustrates the Operating System and Internet Explorer browser combinations that are supported and certified for use with Harmony applications. For optimal use, a certified combination is recommended.

Operating System and Browser Matrix			
Operating system ¹	IE Browser Version	Certified ²	Supported ³
Windows 7 SP1	Internet Explorer 8 – 32 bit	No	No
	Internet Explorer 9 – 32 bit	No	No
	Internet Explorer 9 – 64 bit	No	No
	Internet Explorer 10 – 32 bit	No	No
	Internet Explorer 10 – 64 bit	No	No
	Internet Explorer 11 – 32 bit	Yes	Yes
	Internet Explorer 11 – 64 bit	Yes	Yes
Windows 8.1	Internet Explorer 10 – 32 bit	No	No
	Internet Explorer 10 – 64 bit	No	No
	Internet Explorer 11 – 32 bit ⁴	Yes	Yes

¹Operating System: It is recommended that users are up to date with the latest service packs and Harmony will always test on the latest platforms. If an issue is identified with a particular service pack or update, we will notify the user community upon identification of the issue. **Harmony does not support Windows Vista because Vista does not support Transport Layer Security (TLS) 1.1 or TLS 1.2**

² Certified: Harmony will address identified issues with this platform combination if the problem is related to a Harmony application. If the issue is related to a documented browser or operating system issue, Harmony may not be able to resolve the problem until a third party fix is issued.

³ Supported: Harmony will make best efforts to ensure that combination works. However, for issues reported with the OS and Browser combinations that are not Certified, the resolution may be to use a Certified combination.

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Operating System and Browser Matrix			
Operating system ¹	IE Browser Version	Certified ²	Supported ³
	Internet Explorer 11 – 64 bit ⁵	Yes	Yes
Windows 10	Internet Explorer 11 – 64 bit	Yes	Yes
	Microsoft Edge – 64 bit	No	No

Notes:

- Browser versions not listed with an operating system above are not supported by Microsoft.
- As of January 12, 2016, Microsoft has ended support for all Internet Explorer versions except for Internet Explorer 11. Older versions of Internet Explorer may still continue to function but they will no longer receive updates from Microsoft. If a problem with a Harmony application is reported on an unsupported version of Internet Explorer, Harmony will make a best effort to address the issue but if the problem is related to a documented browser or operating system issue, Harmony will recommend upgrading to Internet Explorer 11. Internet Explorer end of support link: <https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support>

Confirming Your Configuration

Please follow the steps below to confirm your Internet Browser version, Operating System version, RAM, and Processor speed:

Verify Internet Browser Version

1. Click this link or copy and paste it into your Internet Explorer Browser:

<http://www.whatismybrowser.com/>

Note your version under the section called "YOUR WEB BROWSER IS". Internet Explorer version 11 is displayed in the example below:

⁴ Harmony only supports Internet Explorer 11 on Windows 8.1 in "Desktop Mode". "Metro Mode" is not supported.

⁵ Harmony only supports Internet Explorer 11 on Windows 8.1 in "Desktop Mode". "Metro Mode" is not supported.