



# Taleo Enterprise Edition

## Technical Requirements and Configuration Guidelines for Candidates

Software Version: 7.5

Document Version: 1.0

May 2007

## Information Confidentiality

It shall be agreed by the recipient of the document (hereafter referred to as “the other party”) that confidential information disclosed by Taleo through its documents shall be retained in confidence by the other party, and its respective employees, affiliates and/or subsidiaries, pursuant to the following terms and conditions:

### Confidential Information

For the purpose herein, the term “Confidential Information” shall mean the following:

- i. Any information, know-how, data, process, technique, design, drawing, program, formula or test data, work in process, business plan, sales, suppliers, customer, employee, investor or business information contained in a document, whether in written, graphic, or electronic form; or
- ii. Any document, diagram, or drawing which is either conspicuously marked as “Confidential”, known or reasonably known by the other party to be confidential, or is of a proprietary nature, and is learned or disclosed in the course of discussions, demonstrations, or other collaboration undertaken between the parties.

## Table of Contents

1	Introduction.....	4
1.1	Recommended/Supported Environments.....	4
2	System Requirements .....	6
3	Internet Connection .....	6
4	Career Section Content and Browser Settings .....	6
4.1	Cookie Policy Configuration .....	6
4.2	Enabling Javascript .....	8
5	SSL Security.....	9
5.1	Browser Settings for SSL .....	9
5.2	Encryption Packs.....	10
6	Software Interference .....	11
6.1	Recommendations .....	11
6.2	Anti-Virus or Firewalls.....	12
6.3	Software Examples and Screenshots.....	12
6.4	Browser Features .....	13
6.4.1	Internet Explorer Pop-up Blocker .....	13
6.4.2	Internet Explorer Discuss Feature .....	14
7	Reference/Additional Information .....	15
8	Questions .....	15

# 1 Introduction

This document presents technical requirements and configuration guidelines for candidates using Taleo Enterprise Edition 7.5. This information is intended to help Career Section users (candidates) have the best experience using Taleo.

The intended audiences for this document are Taleo clients or prospective clients and their team members who will be or are supporting and maintaining their Taleo implementation.

A candidate-ready version of this information is available on the Taleo Candidate Support Portal (<http://www.taleo.com/support>).

## 1.1 Recommended/Supported Environments

The following table describes the supported operating system and browser environments for the Career Section.

Environment (Operating System and Browser)	Internet Explorer (IE)				AOL			Netscape	Safari	Firefox
	7.0	6.0	5.5	5.0	9.0	8.0	7.0	7.x	1.x	1.0, 1.5
Windows XP	❖❖❖	❖❖❖	■	■	❖	❖	❖	❖❖	■	❖❖❖
Windows 2000	❖❖ <sup>1</sup>	❖❖ <sup>2</sup>	❖	❖	❖	❖	❖	❖	■	❖
Windows NT4 <sup>3</sup> , ME, 98	❖	❖	❖	❖	❖	❖	❖	❖	■	❖
Windows 95	❖	❖	❖	❖	■	■	❖	❖	■	❖
Mac OS 9.x	■	■	■	●	■	■	■	❖	❖	❖
Mac OS X	■	■	■	●	■	■	■	❖	❖	❖

❖❖❖ **Recommended Environment:** These environments are used during the development process and are tested throughout the quality control process.

❖❖ **Supported Environment:** Compatibility tests on these environments are performed at the end of the quality control process.

❖ **Limited-Support Environment:** Basic compatibility (spot) tests are performed at the end of the quality control process.

● **Not Supported:** Not supported; however, see NOTE below.  
 ■ **Not Available:** Not available from browser manufacturer.

<sup>1</sup> Supported Environment however only basic compatibility (spot) tests are performed at the end of the quality control process.

<sup>2</sup> Supported Environment however only basic compatibility (spot) tests are performed at the end of the quality control process.

<sup>3</sup> Windows NT 4.0 Workstation.

**NOTE:**

- The application may work on other environments not listed above. Such environments, however, are not officially supported.
- The Career Section does not include specialized content. Support is generally not required for plug-ins, applets or cookies. Support for cookies are required for certain features, for example the “kiosk” security feature. See Section 4 for instructions on enabling cookie support.
- The only mandatory requirement for the Career Section is the support of JavaScript. See Section 4 for instructions on enabling JavaScript support.

## 2 System Requirements

System requirements are the same as those defined by the manufacturer of the (supported) browser the candidate is using. Refer to the website of the browser manufacturer for details.

- Microsoft Internet Explorer  
<http://www.microsoft.com/windows/ie/default.mspx>
- AOL  
[http://www.aol.com/aol\\_downloads.adp](http://www.aol.com/aol_downloads.adp)
- Netscape  
<http://browser.netscape.com>
- Firefox  
<http://www.mozilla.com/firefox/>
- Safari  
<http://www.apple.com/safari/>

## 3 Internet Connection

An internet connection is required to use Taleo. The minimum recommended bandwidth for Career Section users (candidates) is 56Kbps.

## 4 Career Section Content and Browser Settings

The Taleo Career Section consists of web pages that contain HTML, images and CSS code or files. Pop-up windows may be used for certain features. Applets or components that require plug-ins are not used.

The support of Cookies is optional. However, the support and activation of JavaScript is mandatory.

However, certain features – for security or user experience enhancement – may be enabled at the client company’s discretion and do require cookie. If such features are used on a Career Section, the following setting changes may be required.

### 4.1 Cookie Policy Configuration

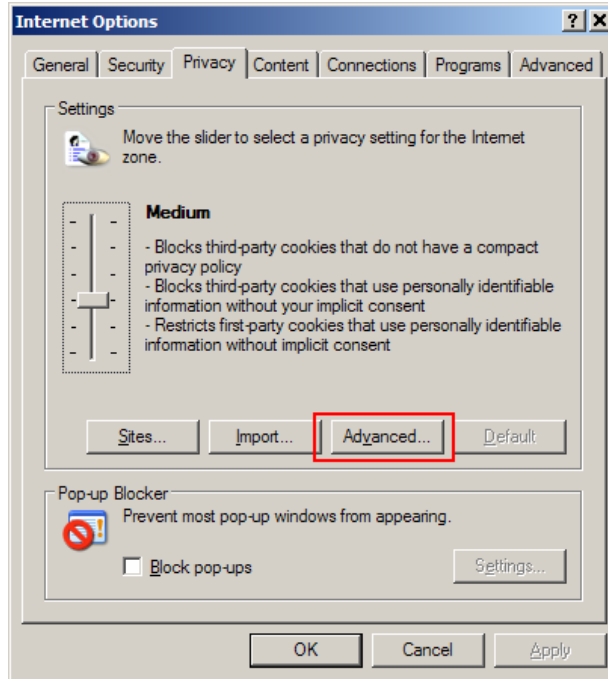
The default Privacy setting for IE 6.0 is **Medium**, and that setting is normally sufficient to ensure the proper handling of cookies used by the Taleo application. However, since Taleo Career Section pages are often served on a client company’s website within frames, there may be some cases where the additional configuration may be needed.

If candidates are experiencing issues on a Taleo Career Section, they may want to check the cookie policy on their browser.

Instructions for IE 6.0 are detailed below. For instructions for other browser manufacturers, see the websites listed in Section 2.

Note that cookies from the Taleo application are session cookies. They are not re-used and are deleted from the user’s computer after the session is closed.

1. Go to **Tools > Internet Options > Privacy**.
2. Click **Advanced**.

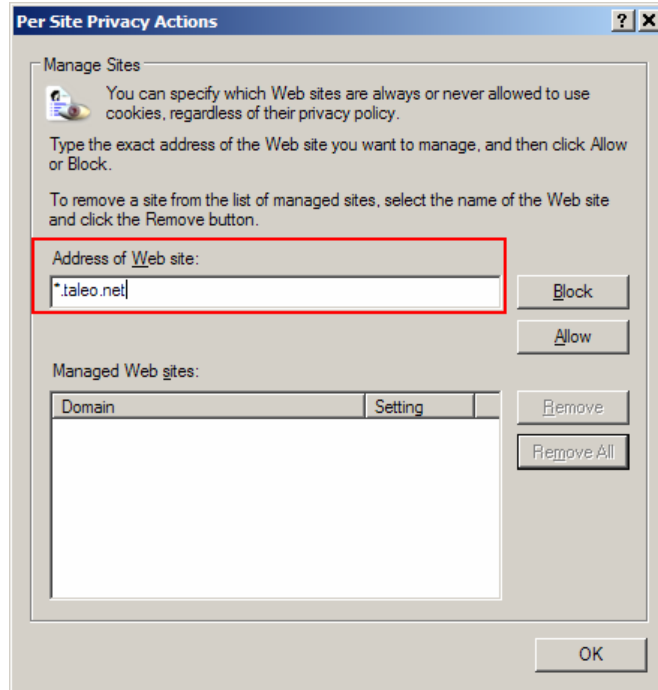


3. In the **Advanced Privacy Settings** window, make sure that **Override automatic cookie handling** is not selected. Then click **OK**.



4. On the **Privacy** tab, click on the **Sites** button.

5. In the **Per Site Privacy Actions** window, add "taleo.net" (without quotes) in the **Address of Web site** field. Click **Allow** then click **OK**.



## 4.2 Enabling Javascript

Instructions for IE 6.0 are detailed below. For instructions for other browser manufacturers, see the websites listed in Section 2.

1. In the browser menu, go to **Tools > Internet Options**.
2. On the **Security** tab, click **Internet**.
3. Click **Default Level**, then click **OK**.

If issues are occurring (application is not functioning as expected), additionally try the following:

1. In the browser menu, go to **Tools > Internet Options**.
2. On the **Security** tab, click **Internet**, then click **Custom Level**.
3. Under **Active scripting**, click **Enable** or **Prompt**.
4. Click **OK**, then click **Yes**.
5. Click **OK**.

## 5 SSL Security

It is a best practice and very strongly recommended to use Secure Sockets Layer (SSL) for data security when confidential information is transferred over the internet. SSL creates a secure connection between a client and a server, over which any amount of data can be sent securely

Taleo clients can decide how much, if any, SSL they would like to use. For example, you may decide that SSL is not required in an external career section but is a requirement in an internal career section.

For candidates, SSL can be enabled or disabled on a per-Career Section basis via settings in the Administrator WebTop.

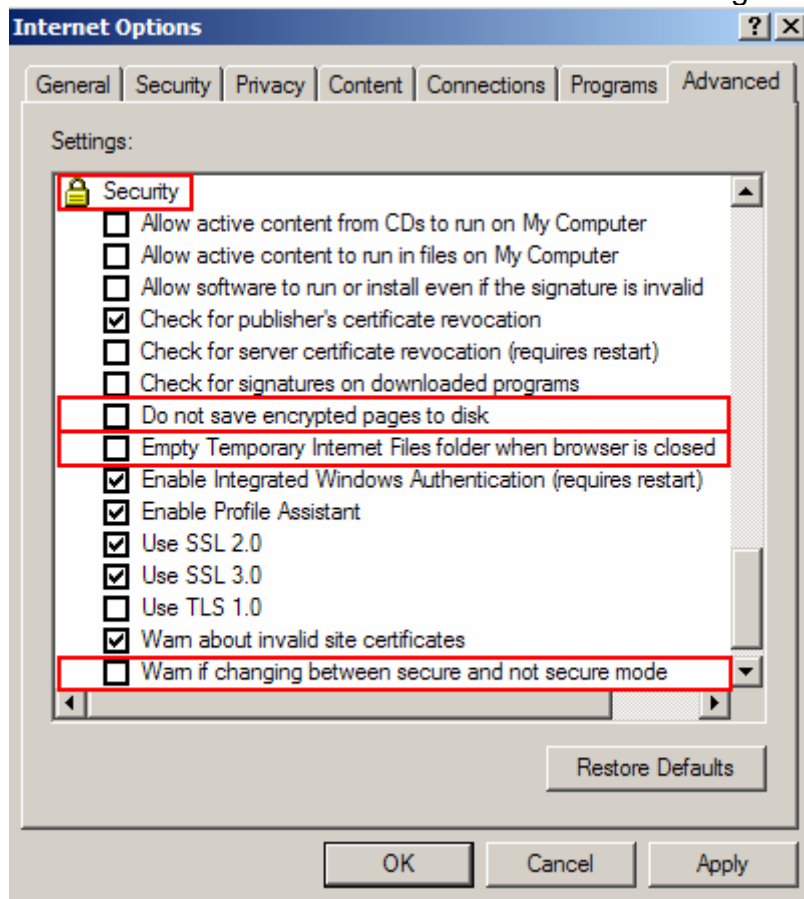
Taleo Web servers use 128-bit encryption for security. For more information about SSL, see: <http://webopedia.internet.com/TERM/S/SSL.html>

### 5.1 Browser Settings for SSL

Users should review the following browser settings if they are experiencing any issues using a Taleo Career Section where SSL is enabled.

1. Go to **Tools > Internet Options > Advanced** Tab.
2. Scroll down to **Security** settings.
3. The following settings should NOT be checked:
  - a. "Do not save encrypted pages to disk"
  - b. "Empty Temporary Internet Files folder when browser is closed"
4. Additionally, if desired, clear the setting "Warn if changing between secure and not secure mode." (By manufacturer default this setting is normally checked. Clearing it will prevent potentially annoying warning messages from being displayed whenever you navigate from SSL-enabled to non-SSL pages and vice versa.)

5. This screenshot illustrates the recommended settings:



6. After making any setting changes, close (exit) your browser and re-open it to activate the changes.

## 5.2 Encryption Packs

There are known issues between older browser versions and their inability to process transactions via SSL.

If candidates are experiencing issues when accessing Career Sections pages that have SSL enabled, they should make sure they are using the latest Internet browsers available, with the latest service packs installed, especially encryption packs.

See the link below for information about Internet Explorer Encryption Packs. For browsers other than IE, consult the help pages on the site of the respective browser manufacturer.

Internet Explorer High Encryption Pack:

<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.mspx>

## 6 Software Interference

Certain software programs have been found to interfere with the Taleo Application. Candidates may be affected if such software is installed.

Here are some examples of problems that may occur:

- Nothing happens or an error occurs when users perform an action that would normally open a sub-window (select template, select approvers, print, etc.).
- Users get the Login page, frequently and randomly, even though they have been active in the application.
- Users are prompted to log in whenever they try to perform an action.

These programs are often browser “add-on” software that a user has downloaded and installed. Such software may include functions such as pop-up blocking; quick access to news, sports, and weather headlines; instant form completion; instant access to favorite sites; faster searches; fun “accessories” (icons, cursor decorators); etc.

The Taleo application includes functionality that may open pop-up windows (for example, a calendar date selector); thus, the pop-up blockers can interfere with the use of the application.

Some add-on programs automatically retrieve or send data in the background (often without the user’s knowledge) and can interfere by taking up computer resources.

Additionally, security software may interfere with the application. This section describes general recommendations and examples of software that may interfere with the application.

### 6.1 Recommendations

We recommend that Taleo users do one of the following to minimize the risk of software interference:

1. Do not install browser “add-on” software
2. Uninstall browser “add-on” software.
3. Configure the software to add rules that allow pop-ups from the “taleo.net” domain or to allow security exceptions for pages within the “taleo.net” domain.
4. Turn off interfering software or disable its pop-up blocking feature while you are using the Taleo application.

## 6.2 Anti-Virus or Firewalls

Anti-virus or firewall software are important and recommended for security, but such applications may interfere in some cases with the proper functioning of the application.

If a candidate is experiencing issues using Taleo, and anti-virus software, a firewall, or other security software or measure is in place, temporarily disable the anti-virus or security software and test if the problems still occur.

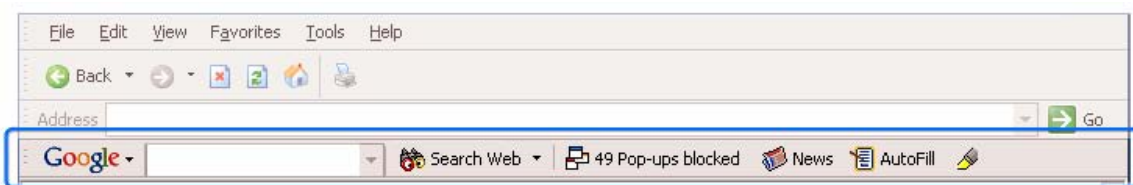
The feasibility of this test may depend on your case, but this test is necessary to rule out or rule in such software interference a possible cause. You may need to consult with your local IT or Network teams to perform such testing.

## 6.3 Software Examples and Screenshots

Here are some examples of third-party software that have been found to interfere with the Taleo application; screenshots of some of the toolbars are below:

- Smiley Central (<http://www.funwebproducts.com>)
- Google Toolbar (<http://toolbar.google.com/>)
- Alexa Toolbar (<http://www.alexa.com>)
- Yahoo Companion (<http://companion.yahoo.com/>)
- Web Search Toolbar (<http://www.websearch.com/>)
- MySearch (<http://www.mysearch.com>)
- Webshot

### Google Toolbar



### Alexa Toolbar



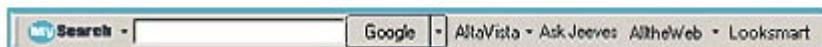
### Yahoo Companion



### WebSearch Toolbar



### MySearch Toolbar



## 6.4 Browser Features

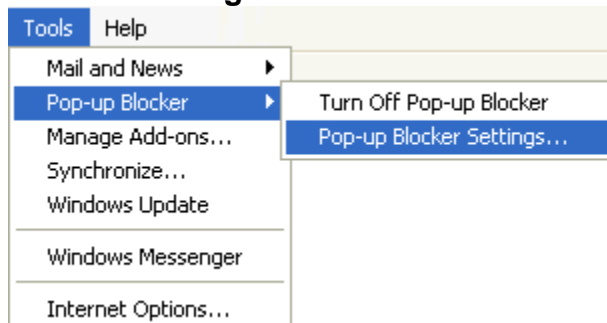
### 6.4.1 Internet Explorer Pop-up Blocker

Pop-up blocking features were introduced in Internet Explorer 6.0 with Windows XP SP2 (released August 2004).

The default settings for this pop-up blocker feature may interfere with the proper use of the Taleo application. Therefore, Taleo recommends that this feature be disabled when using the Taleo application.

To change Pop-up Blocker settings:

1. Open Internet Explorer.
2. On the **Tools** menu, select **Pop-up Blocker**, then click **Pop-up Blocker Settings**.



3. If you want to see pop-up windows from a specific Web site, type the address (or URL) of the site in the **Address of Web site to allow** box (for example: "taleo.net"), then click **Add**.

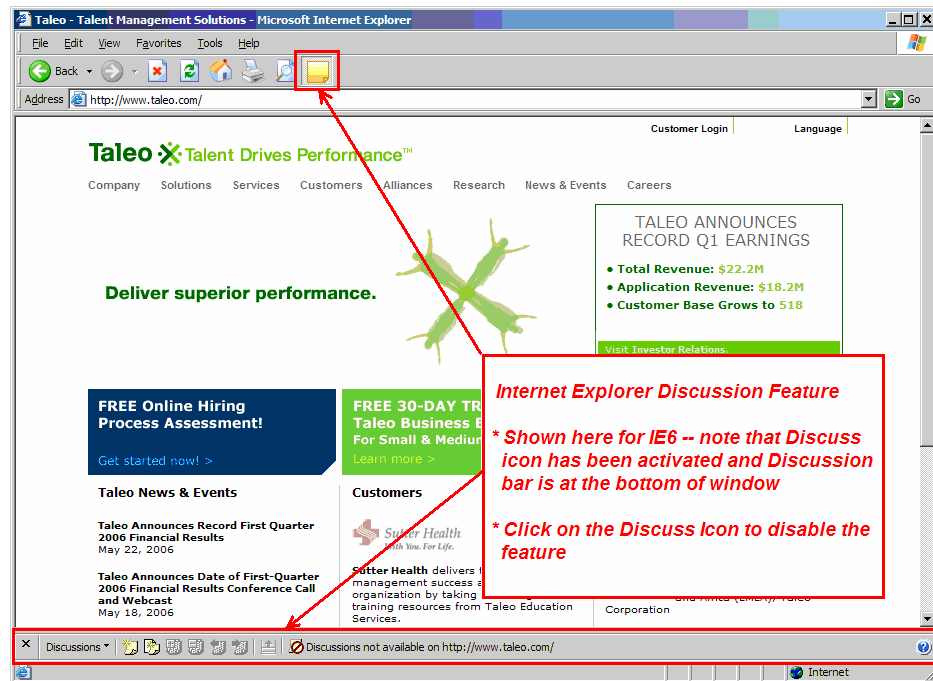
Tip: To temporarily allow a site to display pop-ups, click the Information Bar when it notifies you that a pop-up has been blocked. Then click **Temporarily Allow Pop-ups**.

### 6.4.2 Internet Explorer Discuss Feature

When the Internet Explorer Discuss feature is enabled, problems have occurred with the Taleo application.

If a user is experiencing problems with the application, check to see if this feature is enabled. If so, disable it by clicking the Discuss icon.

The following screenshot illustrates how to determine if the feature is enabled:



## 7 Reference/Additional Information

Contact Taleo Support for the following related documents:

- Taleo Technical Requirements and Configuration Guidelines for WebTop Users
- Taleo Technical Requirements and Configuration Guidelines for Network Administrators
- Taleo Technical Requirements - Summary and Checklist
- Taleo Troubleshooting Guide for WebTop Users
- Taleo White Paper: Using SSL with Taleo: Enhancing Security, Performance and Reliability

Informative articles on the Microsoft KnowledgeBase:

- Description of Cookies  
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;260971>
  - Internet Explorer High Encryption Packs  
<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.msp>
  - Block Pop-up Windows with Internet Explorer  
[http://www.microsoft.com/windowsxp/using/web/sp2\\_popupblocker.msp](http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.msp)
-