Aberta Community and Social Services

## Recommended Workstation Requirements and Configuration - Mobius and Citizen Portal

Curam v7 / Projects and AMS

Version: 9.5.1 August 2, 2022



Classification: Protected A

# **Deliverable Information**

## **Revision History**

Version Number Revision Date					
4.0 FINAL	2012-09-17	Matt Meyer: Document use to exist as "Mobius Recommended Workstation Requirements and Configuration 2012-09- 17 v4.0 Final".	Yes		
		No Revision History maintained at this point.			
5.0 DRAFT	2013-05-24	<ul> <li>Robert Salloum:</li> <li>Created this document using the PMO document template and migrated the content from v4.0 FINAL.</li> <li>Started Revision History section</li> <li>Applied further changes to support Universal</li> </ul>	No		
		<ul> <li>Access and any updates from the IBM Cúram 6 Supported Prerequisites site.</li> <li>Sent to Danny Lee for further review and updates.</li> </ul>			
5.1 DRAFT	2014-10-03	<ul> <li>Greg Elborne:</li> <li>Updated content based on review of <u>IBM Cúram</u> <u>Social Program Management Version 6 Supported</u> <u>Prerequisites</u>. Prerequisites updated from Cúram v6.0.3 to v6.0.5.</li> </ul>	No		
6.0 Final	2014-10-29	Diogo Raposo: Document finalized per PMO standard.			
6.1	2015-03-12	Michael Wallach: Updated browser support as per 6.0.5.8	No		
6.2	2015-04-02	Michael Wallach: Updated minimum requirements for 6.0.5.8	No		
7.0 Final	2015-11-13	Michael Wallach Finalized document and updated chrome section.	No		
7.1 Draft	2017-09-18	Derek Thomas Revisions for Curam 7.x.	No		
7.2	2017-10-26	Derek Thomas: Added instructions for external (non-GoA) users to setup Chrome for MS Word Integration.	No		
7.3	2017-11-01	Derek Thomas:	No		

Version Number	Revision Date	Revision Date Author: Summary of Changes				
		Updated instructions for external users to setup Chrome for MS Word Integration. Replaced Human Services logo with Community and				
		Social Services. Inserted appendix for IE11 configuration.				
7.4	2017-11-04	Michael Wallach:	No			
		Removed comments and finalized formatting. Removed screenshot for evidence warning message that no longer appears Replaced MS Word control java applet popup with V7 version.				
7.5	2017-11-14	Derek Thomas: Updates from feedback.	No			
7.6	2017-11-17	Derek Thomas: Removed section on IE 11 Configuration. Additional updates based on feedback.	No			
7.7	2017-11-28	<ul> <li>Derek Thomas:</li> <li>Updates from walk-thru:</li> <li>Added Section 3.3 – Need Help.</li> <li>Added recommendation to use IE 11 for MS Word Integration.</li> <li>Updated Curam Word Integration Assistant instructions for Internal Users.</li> <li>Added recommendation for External Users to consult with their technical support team for installation of the Curam Word Integration Assistant.</li> </ul>	No			
7.8	2018-04-07	Additional minor updates based on feedback.  Updated screen shots for software center as software updated screen shots d	No			
8.0	2018-06-06	center was updated. Finalized doc	No			
9.0	2019-01-01	No changes required for R5.0.	No			
9.1	2022-07-06	Updated instructions for MS Word integration with Chrome. Added Appendix for MS Edge.	No			
9.2	2022-07-07	Feedback from Carla Wenger. Embed MSI and other files to simplify the installation of the Curam Word Integration Assistant.	No			

Version Number	Revision Date	Author: Summary of Changes	Approved?
9.3	2022-07-13	Added instructions to remove an older version of the Chrome extension.	No
9.4	2022-07-22	Feedback from business. Added screenshots (with annotations).	No
9.5	2022-07-28	Feedback from Business. Added a note on page 7 under chart.	No
9.5.1	2022-08-02	Created this version to post to the AB Works Online Policy manual web site. This version aligns with v9.5. For Chrome instructions users to contact <u>CSS.MobiusRequests@gov.ab.ca</u>	No

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# **1** Document Summary

### 1.1 Document Purpose

This document outlines the minimum and recommended workstation requirements, required software and their settings to run the Community and Social Services **Mobius** and **Citizen Portal** applications.

### 1.2 Audience

This document is intended for:

- Technical teams who support the Community and Social Services managed desktop to ensure the necessary requirements and configurations have been met
- Help Desk to be able to assist public users that are trying to run Citizen Portal over the internet from non-managed machines

## 2 **Project Team Recommendation**

Cúram Software provides generic recommendations to clients for end user machine specifications, as each Cúram client has unique requirements for software and hardware configurations. Based on the understanding of Community and Social Services' environments and existing/planned hardware and software preferences, and the IBM Cúram current prerequisite third party software list (as of Cúram v7.0.1.1), the Project Team recommends the following:

### 2.1 Workstation Recommendation

The following configuration is recommended for an optimal **Mobius** and **Citizen Portal** application experience, recognizing that the higher the caliber/capacity of the hardware, the more performance improvements are likely to be seen.

Windows PC		
Computer/Processor	Intel Core i5 or higher	
Operating System	Windows 7 (64-bit) or Windows 10	
Web Browser	Microsoft Internet Explorer 11 or Google Chrome	
Memory	4 GB of RAM or more	
Display	1366 x 768 or higher	
Peripherals	Mouse and Keyboard	
Internet Connection	High speed Internet connection (i.e. Cable, DSL or better)	

Note: Macs and tablets do not work.

# **3** Software Specifications

## 3.1 Required Software or plug-ins

Plug-in	Notes
Oracle Java Runtime Environment (JRE): • 8 and higher updates. (JRE 1.8 u111 tested.) • 7 and higher updates. (JRE 1.7 u80 tested.)	Required for Microsoft Word integration and for Online Help. Available as a free download from <u>http://www.oracle.com/technetwork/java/javase/downloads/index.html</u>
Microsoft Word 2007 - 2013	Required by Mobius to generate correspondences. Microsoft Word is bundled with Microsoft Office suite, and is not sold separately. Microsoft Word integration in the Cúram product is only supported with Microsoft Internet Explorer and Google Chrome. Google Chrome requires additional set-up – see <i>Appendix B – Chrome Integration with</i> <i>MS Word</i> .
Adobe Flash Player 23.0 and higher updates	Required for application pages which contain charts (e.g. bar-charts), and for using the IEG, Datastore, Dynamic Evidence, and CER Editors. Available as a free download from <u>Adobe Flash Player</u> .
Freedom Scientific JAWS screen reader – v17 and future fix packs	The combination of Internet Explorer 11 and <u>JAWS</u> 17 is the only certified screen reader and browser combination. Note: This is an optional plug-in.

## 3.2 Web Browser Support

Browser	Is Curam Supported		Tested by Project		Notes
	Mobius	Portal	Mobius	Portal	
Microsoft Internet Explorer 11	Yes	Yes	Yes	Yes	Microsoft is ending support for Internet Explorer in Q3 of 2022.
Microsoft Edge	No	Yes No No		No	Although not officially supported, running Edge in (Internet Explorer) compatibility mode appears to work. See Appendix C – Running Edge in IE Compatibility Mode.
Google Chrome (v53 and higher)	Yes	Yes	Yes	Yes	Chrome will work with the MS Word Applet if the Chrome Extension and the Curam Word Integration Assistant (MSI) are installed. See Appendix B – Chrome Integration with MS Word for more information. Google Chrome applies updates automatically. Cúram makes every effort to test and support updates as they are released. The most recently tested version
Mozilla Firefox (v49 + higher)	No	Yes	No	No	is Chrome 53 (by Curam). Firefox doesn't work with the customizations in Portal so it isn't supported for CCISD.
Apple Safari (v10.0 and higher)	No	Yes	No	No	Safari for Mac is the only supported version; not Safari for Windows.

### 3.3 Need Help?

If you have questions or are having trouble getting Mobius to work, please contact Mobius Support at: CSS.MobiusRequests@gov.ab.ca.

## 4 Appendix A – MS Word Applet

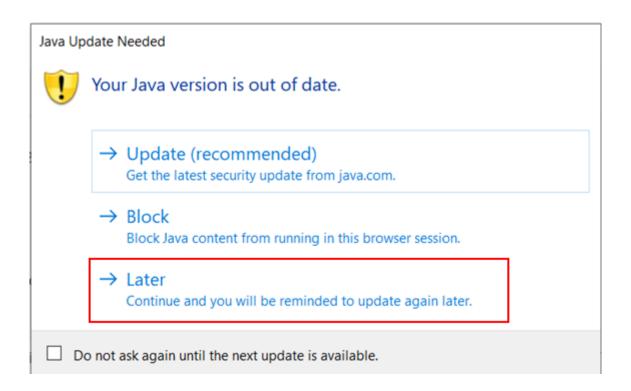
The screens below appear when the browser tries to run MS Word applet and asks the user's permission to run the applet.

Notes:

1. On granting permission to run it by clicking the 'Run' button and selecting 'Do not show this again for apps from the publisher and location above', the applet will run normally.

× Do you want to run this application?						
ſ	4	Name:	IBM Curam File Edit Bridge			
e e e e e e e e e e e e e e e e e e e	<u></u>	Publisher:	International Business Machines Corp			
		Location:	https://mobius-trn1.int.alberta.ca			
	This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.					
🗸 Do n	☑ Do not show this again for apps from the publisher and location above					
1	More Inform	nation	Run Cancel			

2. If the version of Java installed on your machine is not up to date, you will see the warning. Be sure to click the *Later* link.

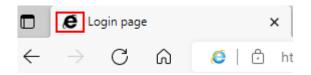


# **5** Appendix B – Chrome Integration with MS Word

**NOTE:** If you are a Mobius user who creates MS letters in Mobius, if you want to use Chrome browser to do this, please contact <u>CSS.MobiusRequests@gov.ab.ca</u>.

# 6 Appendix C – Running Edge in IE Compatibility Mode

To see if Edge is (already) running in IE Compatibility Mode, look for the IE icon in the tab title:



### If you do not see the IE icon:

1. Click on the menu ellipsis (top right corner).

	New tab	>	×	+			-		×
$\rightarrow$	C (	Q		î	ເ∕≞	Ē	Not syncing	2	

2. Click Settings.

	Ca C= G (№	t syncing 🔵	
	New tab	Ctrl+T	
	New window	Ctrl+N	
l	New InPrivate window	Ctrl+Shift+N	Ö
	Zoom —	100% +	2
হ⁄≡	Favorites	Ctrl+Shift+O	
Ē	Collections	Ctrl+Shift+Y	
5	History	Ctrl+H	
$\underline{\downarrow}$	Downloads	Ctrl+J	
B	Apps		>
¢	Extensions		
÷	Performance		
Ō	Print	Ctrl+P	
Ø	Web capture	Ctrl+Shift+S	
Ē			
	Share		
ථ	Share Find on page	Ctrl+F	
		<b>Ctrl+F</b> Ctrl+Shift+U	
	Find on page		
A	Find on page Read aloud		>
A	Find on page Read aloud Reload in Internet Explorer mode		>
A D	Find on page Read aloud Reload in Internet Explorer mode More tools		>
A 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Find on page Read aloud Reload in Internet Explorer mode More tools Settings		-

3. Select Default Browser.

Set	Settings					
Q	Search settings					
8	Profiles					
Ċ	Privacy, search, and services					
6	Appearance					
	Start, home, and new tabs					
Ċ	Share, copy and paste					
<b>₽</b>	Cookies and site permissions					
٦	Default browser					
$\underline{\downarrow}$	Downloads					
씅	Family					
Al	Languages					
Ø	Printers					
	System and performance					
U	Reset settings					
_	Phone and other devices					
Ŵ	Accessibility					
9	About Microsoft Edge					

4. Set *Allow sites to be reloaded in Internet Explorer mode* to *Allow.* 

Default browser	
Make Microsoft Edge your default browser	Make default
nternet Explorer compatibility	
Let Internet Explorer open sites in Microsoft Edge	Incompatible sites only (Recommended) $$
When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge	
Allow sites to be reloaded in Internet Explorer mode 🕐	Allow ~
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you c Explorer mode	an choose to reload it in Internet Default
	Allow
Internet Explorer mode pages	Don't allow
These pages will open in Internet Explorer mode for 30 days from the date you add the page Explorer mode list yet.	e. No pages have been added to the Ir.

5. Click the *Add* next to the *Internet Explorer mode pages*.

Default browser	
Make Microsoft Edge your default browser	Make default
Internet Explorer compatibility	
Let Internet Explorer open sites in Microsoft Edge 🧑	Incompatible sites only (Recommended) $$
When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge	
Allow sites to be reloaded in Internet Explorer mode ⑦	Allow 🗸
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you o Explorer mode	an choose to reload it in Internet
Internet Explorer mode pages	Add
These pages will open in Internet Explorer mode for 30 days from the date you add the pag Explorer mode list yet.	e. No pages have been added to the Internet

6. Enter the site web address (for **example**, <u>https://mobius-trn1.int.alberta.ca/Curam</u> for Mobius Training) into the *URL* textbox and click the *Add* button.

Add a page	×	
Enter a URL:		
https://mobius-trn1.int.alberta.ca/Curam		
Add	Cancel	

7. Note: The page entry for IE compatibility will expire automatically after 30 days.

Allow sites to be reloaded in Internet Explorer mode 🕐		Allov	$\sim$ v	
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode				
Internet Explorer mode pages Add				
These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.				
Page	Date added	Expires		
https://mobius-trn1.int.alberta.ca/Curam	7/22/2022	8/21/2022	⑩	