Functional Screen Information Access (FSIA) and Program Participation System (PPS) System Requirements

1. Workstation Requirements

This section outlines the hardware, software, and network requirements for agency users and State staff to access agency-based and internal State systems.

1.1. Hardware Requirements

Hardware Attribute	Requirement(s)
Memory and Disk	**Recommended:** • 3 GB RAM. Additional RAM may be required if multiple browser windows, browser tabs or other applications will be open simultaneously. • Defragmented hard disk free of errors. • 1 GB free space on hard drive.
Processor (Speed)	**Recommended:** • Processor based on the Intel Sandy Bridge/Ivy Bridge microarchitecture with at least 2.0GHz clock speed, or equivalent.
Monitor	• Applications are tested and validated with 1280 x 1024 monitor resolution, with default recommended font size. Higher resolutions may work but are the responsibility of the user.

1.2. FSIA Requirements

Browser & Operating System Compatibility

The FSIA application has been specifically tested for compatibility with Microsoft Windows 10 (Mozilla Firefox 60, Chrome 71, Microsoft Edge 41) and iOS 12 for iPad 9.7 (Safari); however, we cannot guarantee that the application will support all legacy or alternative platforms and browsers. **FSIA no longer supports Microsoft Internet Explorer.**

Software Attribute	Requirement(s)
Operating System	**Recommended:** • Microsoft Windows 10 or current versions supported by Microsoft. • Apple iOS 12 for iPad
Browser	**Recommended: Versions below or newer** • Google Chrome version 71, Microsoft Edge Version 41, Mozilla Firefox Version 60 • Safari on iOS 12 for Apple iPad only
PDFs (for reports)	**Recommended:** • Chrome, Microsoft Edge, and Mozilla Firefox natively support viewing PDF images.

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Software Attribute	Requirement(s)
	• All other browsers require Adobe Acrobat Reader Plug-in version DC or current versions supported by Adobe (for viewing and printing paper forms)
Workstation Software	• MS Office 2010 • Adobe Acrobat Reader DC or current versions supported by Adobe

FSIA no longer supports Microsoft Internet Explorer.

1.3. PPS Requirements

Browser & Operating System Compatibility

The PPS application is not supported on Apple devices.

Software Attribute	Requirement(s)
Operating System	**Required:** • Windows 10 or current versions supported by Microsoft.
Browser	**Required:** • Microsoft Edge running Internet Explorer Compatibility Mode (IE Version 8 Enterprise), see instructions on Pages 8-15 • Internet Explorer Running Compatibility mode or IE Enterprise Version 8 but not both, see instructions on Pages 4-7 **(not supported after 04/30/22)**
PDFs (for reports)	**Recommended:** • Adobe Acrobat Reader Plug-in version DC or current versions supported by Adobe (for viewing and printing paper forms)
Workstation Software	• MS Office 2010 • Adobe Acrobat Reader DC or current versions supported by Adobe

1.4. Network Requirements

Network Attribute	Requirement(s)
Internet Connection	**Recommended:** • Internet Service Provider (ISP) connectivity with T1 speed or greater (1.5 Mbps)—for best performance • User's internal network connectivity is the responsibility of the user's organization. • Connections should be sufficiently robust and free of errors. • Circuit bandwidth must be sufficient to accommodate the busiest periods and have sufficient reserve to handle brief spikes in traffic. • If users encounter application slowness, it is strongly recommended they consult with their IT staff on the status of their network before opening problem tickets with the state help desk. • It is critical that IT staff perform real-time monitoring of bandwidth utilization on the circuit connecting users to systems as well as response times to select internet sites. The IT staff can continuously monitor response times to state servers from the user's site to provide support to users experiencing slowness.
Network Equipment	• User's internal network connectivity is the responsibility of the user's organization. Connections should be sufficiently robust and free of errors. If all applications are slow, users should consult with their IT staff on possible internal network problems before contacting the state help desk.
Network Router	• This is the responsibility of user's agency.
Network Switch	• This is the responsibility of user's agency.
Network Shaping	• This is the responsibility of the user's agency unless BCN is used.

2. Workstation Setup, Configuration, and Troubleshooting

This section outlines the actions and steps for agency and state users to take when reviewing, setting up, and troubleshooting workstation software and configuration.

2.1. Review Antivirus Software Settings

Antivirus software and firewalls are in place to prevent users' computers from malicious attacks. While antivirus software is great for protecting users and their workstations, this software can block certain software components and settings unknowingly.

Step(s):

1. Please verify and make sure all the Department of Health Services (DHS), Department of Workforce Development (DWD), and Client Assistance for Reemployment and Economic Support (CARES) Worker Web (CWW) applications along with their related domains and websites are not blocked by the antivirus software or at the firewall level.
2. Please work with your IT staff for further questions on how to verify this within your antivirus software package.

2.2. Review Windows Updates

Windows Update is a service provided by Microsoft to provide workstations with Microsoft operating system and related software updates over an internet connection. Many come with critical updates to protect against vulnerabilities to malware and security exploits. It's important to make sure that updates do not adversely affect software and/or settings needed to access Wisconsin CARES-related systems.

Step(s):

1. Please make sure the windows updates are not impacting or changing the recommended browser version and settings.
2. Clean up the contents of temporary folders. The temporary folder may vary based on user settings, but can be generally found in this location: **C:\Users\[YourUsername]\AppData\Local\Temp.**

2.3 (PPS ONLY)
Enable IE Mode in Microsoft Edge on a non-Active Directory joined Windows 10 machine

The SOS Help Desk strongly recommends these settings are configured by your agency's IT Staff.

Create the IE Mode file that will include the sites to use. Copy this text and paste it into an editor like Notepad and save it as an .XML file where it will be accessible to any person logging into the computer. In this case, we're using C:\Temp\pps.xml

```
<site-list version="1">
  <created-by>
   <tool>EMIESiteListManager</tool>
   <version>10.0.14357.1004</version>
   <date-created>09/20/2020 19:16:42</date-created>
  </created-by>
   <site url="pps.wisconsin.gov">
   <compat-mode>IE8Enterprise</compat-mode>
   <open-in>IE11</open-in>
</site>
<site url="wamsprd.wisconsin.gov">
   <open-in>none</open-in>
</site>
</site-list>
```

Run the local Group Policy editor by going to the Start Menu and typing GPEDIT.MSC in the search box. Click on "Run as administrator" in the right column. If you do not have administrative rights to Windows, you will need to find someone who does.
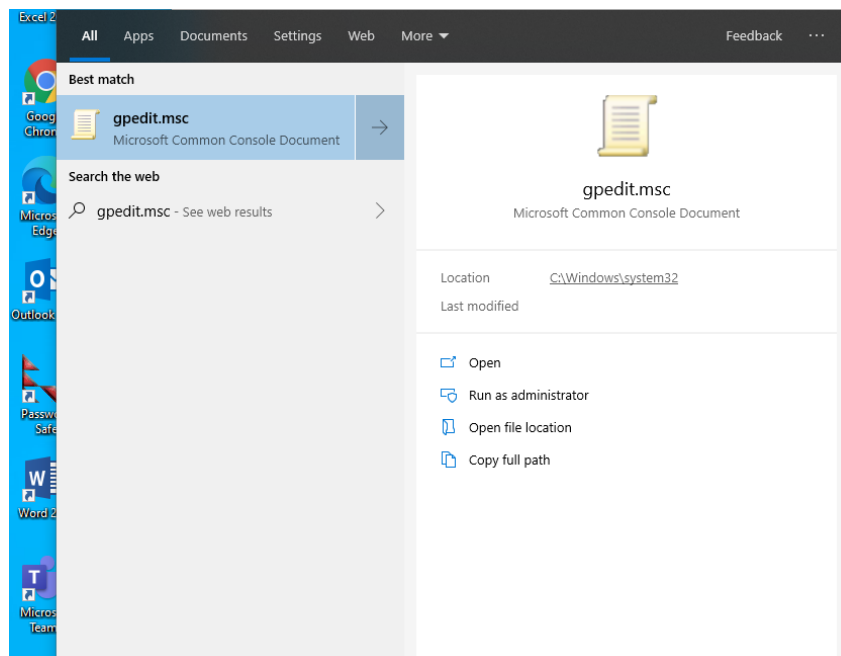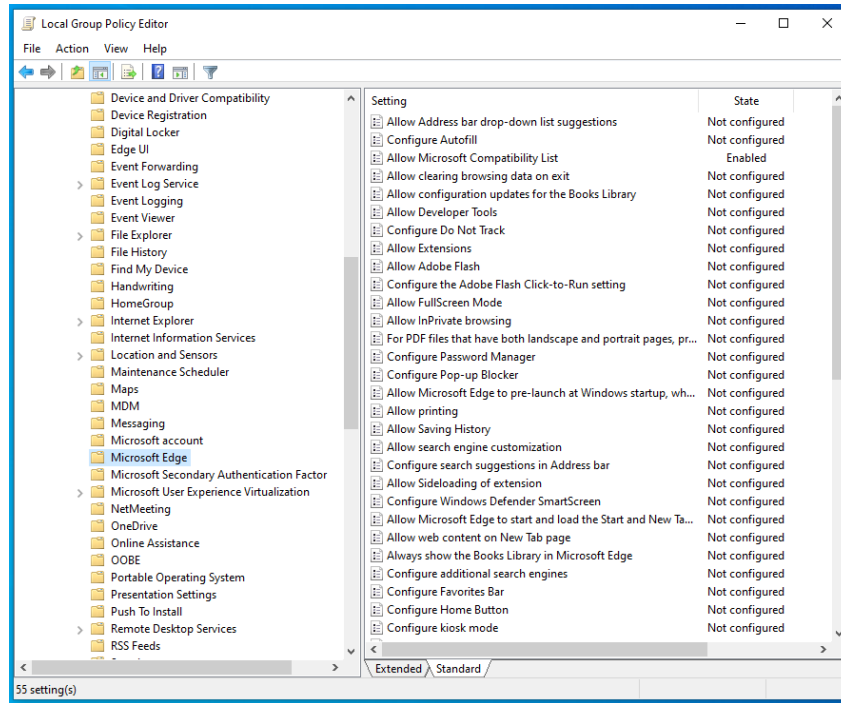
This will bring up the "Local Group Policy Editor" window. Double click on folder "Administrative Templates" under "Computer Configuration."
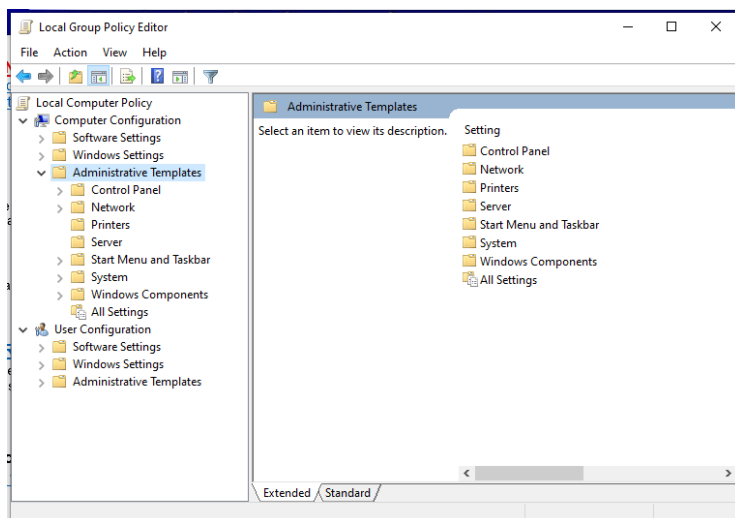

Under "Administrative Templates", double click on "Windows Components."
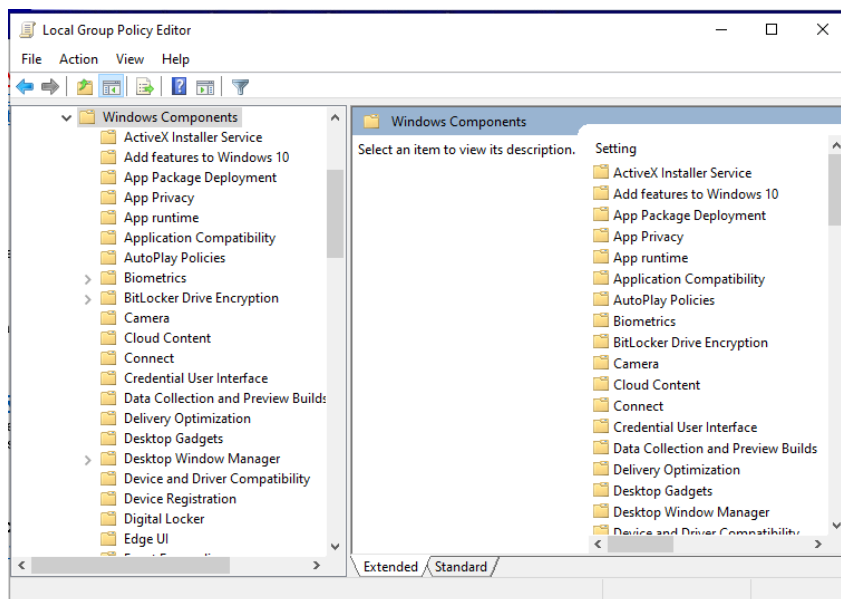
Scroll down and click on "Microsoft Edge". You should see several settings in the right side of the window:

In the right part of the window, you can click on the header "Setting" to sort the settings alphabetically. Look for the setting "Configure the Enterprise Mode Site List" and double-click on it. You should now see this:
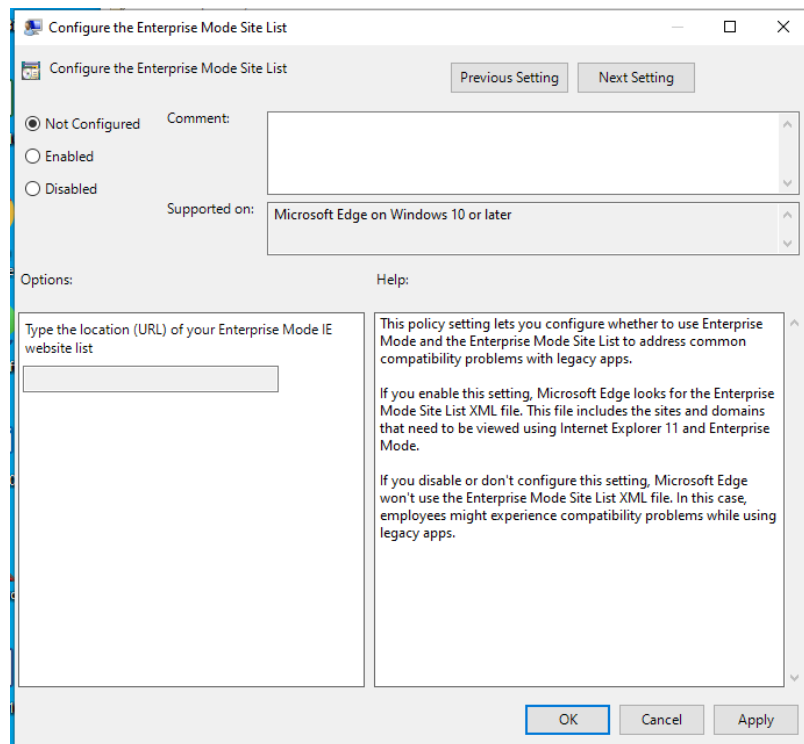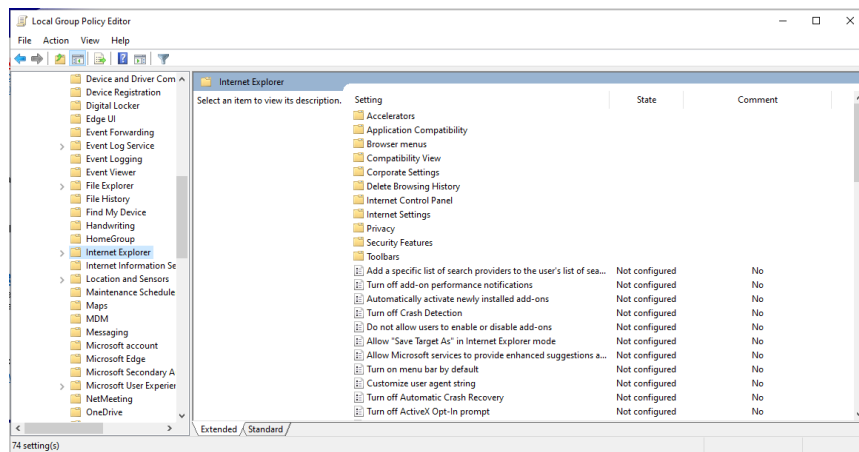
Click on "Enabled" at the top right and in the box after "Type the location (URL) of your Enterprise Mode IE website list," type the path and name of the IE Mode XML file you created above. In our example, it is C:\Temp\pps.xml.
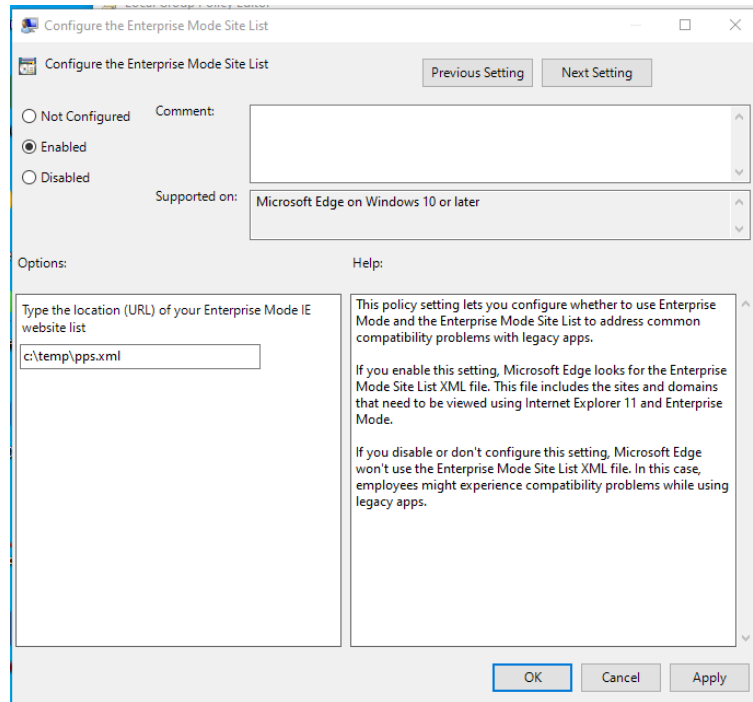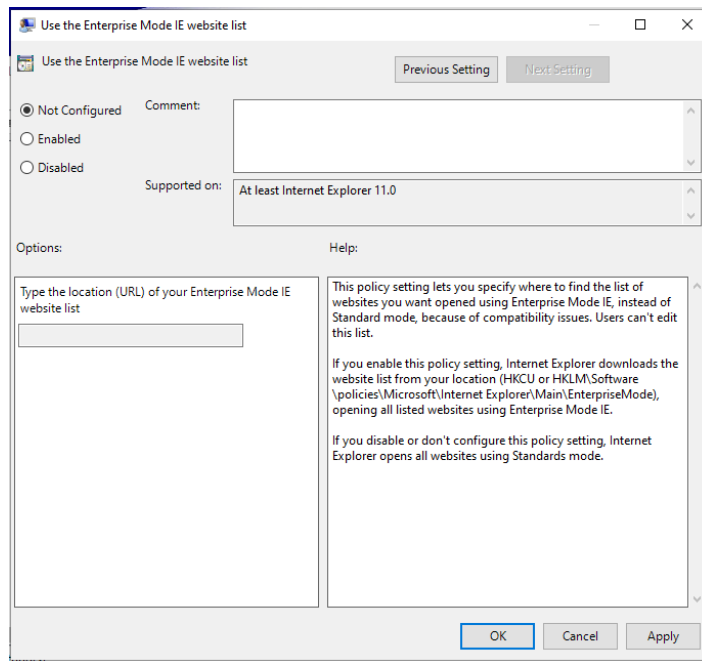

When finished, click the "Apply" button and then "OK."

Now scroll up to "Internet Explorer" in the left column and click on it. You should see several settings again:
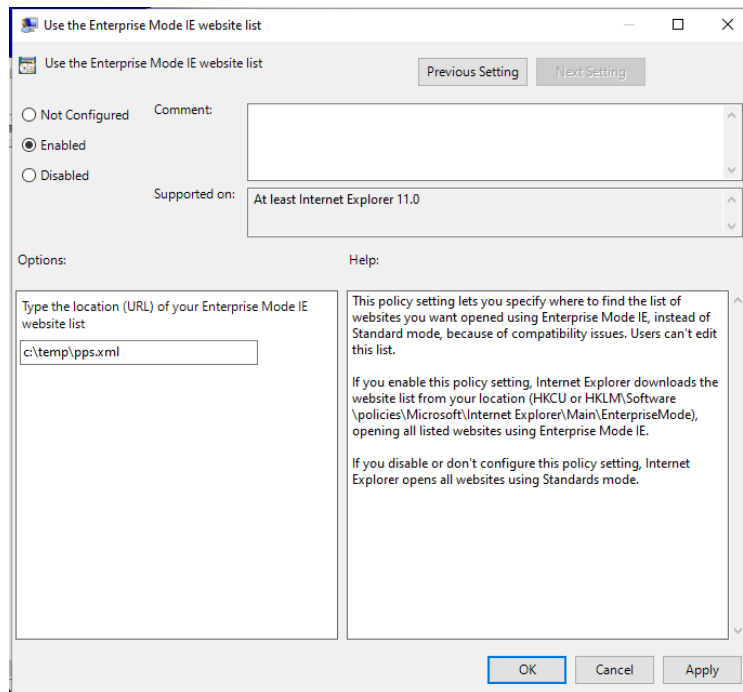
Again, click on the "Settings" header to sort the list alphabetically. Scroll in the right column down to "Use the Enterprise Mode IE website list" and double click on it. You should now see this window:

Click "Enabled" at the top left and type in the path and file name of the IE Mode XML file. In this example, it was C:\temp\pps.xml.

It should now look like this:

When done click the "Apply" button and "OK".

Close the "Local Group Policy Editor" window.

Open Edge. Make sure you have the current version of Edge loaded. In the line where you would normally type a site name, type **edge://settings** and hit Enter.

In the left column, click "Default browser."

For "Allow sites to be reloaded in Internet Explorer mode", click the drop down next to it and select "Allow."

Now click the "Restart" button that just appeared below the drop down.

To confirm it's picking up the file, type **edge://compat** and then Enter in the address line. You should see a screen that looks like this:
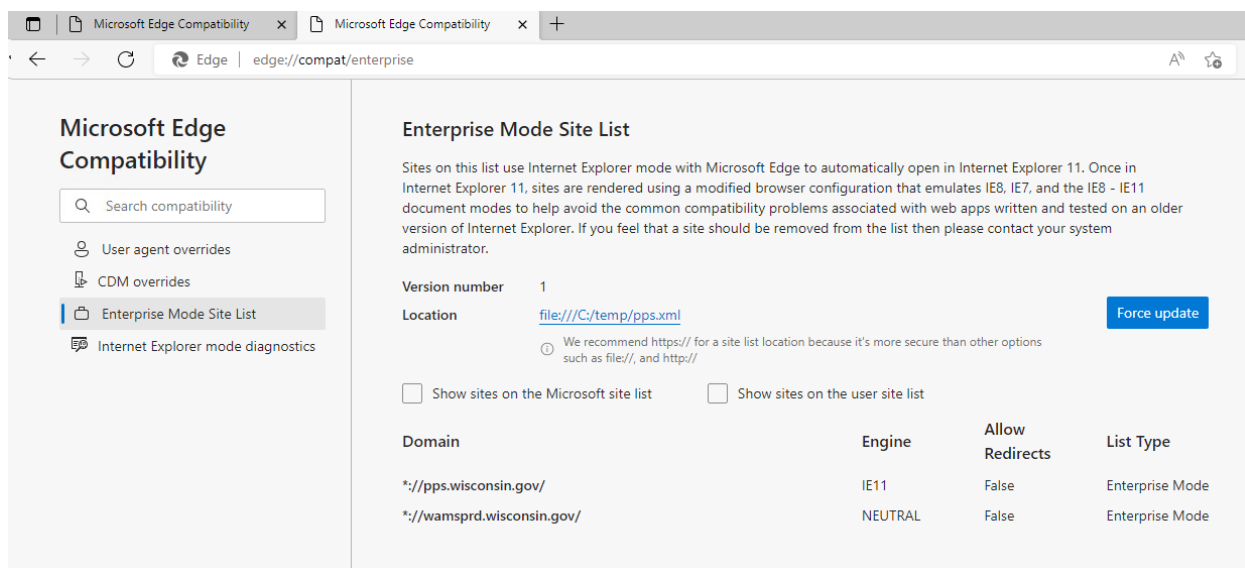
If you don't see your file listed under "Location", click on "Force update."

Another good way to determine if IE Mode is working, is to look for the blue "e" next to the site in the address bar that you have added to the IE Mode list:
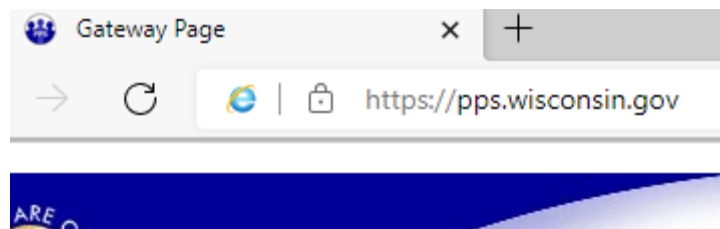
More information on the format of the XML files can be found here:

https://technet.microsoft.com/en-us/library/dn640689.aspx

More information on IE Mode settings in Group Policies:

Enterprise Mode and the Enterprise Mode Site List (Internet Explorer 11 for IT Pros) - Internet Explorer | Microsoft Docs

Configure IE mode Policies | Microsoft Docs