Oracle Taleo Enterprise

Technical Configuration and Software
Performance Guide

Feature Pack 14B

Part Number: E58531-01

November 07, 2014

ORACLE®

TALEO

Platform Configuration Guide

Part Number: E58531-01

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Date	Modification	Revised Topic
November 07, 2014	Initial Publication	

Hardware Configuration

Taleo Enterprise Hardware Configuration

Hardware configuration is for optimal performance. Response time may be adversely impacted when using a system not meeting these recommendations.

	Performance, Learn, and Recruiting Center* - Minimum Requirements
Display	1024 X 768 or higher resolution.
Memory - Performance	256 MB of memory available after the operating system and other applications have been loaded.
Memory - Learn	256 MB of memory available after the operating system and other applications have been loaded.
Memory - Recruiting Center	350 MB of memory available after the operating system and other applications have been loaded.

*Processor clock speed can make a difference in performance. For best results, we recommend a processor with a clock speed of at least 1.5 GHz where possible.

All Other Taleo Enterprise Products, including the Career Section
The configurations for all other Taleo Enterprise products are the same as those defined for the browser software being used. Refer to the web site of the browser manufacturer for details.

Internet Bandwidth

Taleo Enterprise Internet Bandwidth

All Taleo Performance Modules and Recruiting Center
• T1/DSL with at least 1 Mbps recommended for optimal performance. Connections at 384 kbps (e.g. satellite) and other slower speeds may work but will deliver sub-optimal user experience and response times in certain areas of the application.

Taleo Analytics and Taleo Reporting
• T1/DSL with at least 1 Mbps recommended for optimal performance.

All Other Taleo Enterprise Products
• Connections at 384 kbps (e.g. satellite) recommended for optimal performance. • Connections at 128 kbps (e.g. dial-up) and other slower speeds may work but will deliver sub-optimal user experience and response times in certain areas of the application.

Operating Systems and Browsers

Support Policy

For each Upgrade and Update to the Software, Taleo will set forth the browser, operating system, and (if applicable) Adobe Flash Player support in the documentation. Taleo will continue to support the operating system and Adobe Flash Player (if applicable) combination set forth in the documentation until:

- Any of the third-party providers ceases commercial support for its version of its browser, operating system or Flash Player. In such case, Taleo shall provide Customer with an alternate Upgrade or Update to the Software and shall work with Customer to migrate Customer's instance of the Software to the newer Upgrade or Update; or
- Taleo ceases support for a combination, provided however that:

  - For Microsoft browsers, Taleo informs Customer by written notice not less than 12 months prior to the end of support date. OR
  - For non-Microsoft browsers, Taleo continues to support at least one version of that browser, usually a newer one, at its discretion OR Taleo informs Customer by written notice not less than 12 months prior to the end of support date.

Taleo introduces support for new versions of browsers and operating systems based on market analysis. The timing of introduction of such support may vary in accordance with marketplace acceptance of newer technologies; however, Taleo will endeavor to inform its customers of any plans to support new browsers and operating systems. Customers should also be prepared to upgrade in order to take advantage of support for newer platforms.

Any reference to the family name or major version number of the browser or operating system (e.g. Windows XP) shall include all commercially available and supported service packs / minor version numbers (e.g. Windows XP SP2, Windows XP SP3), unless otherwise specified.

If an operating system or browser combination is not listed in this documentation, then Taleo does not support it.

Taleo Enterprise Operating Systems and Browsers

Supported operation systems and browsers (and similar information) for Taleo Enterprise products is found in this section.

Supported Operating Systems and Browsers for Taleo Enterprise Products*		
	Window's OS	**Mac OS X**
IE 11 (64 bit)	Certified	Not Supported
IE 11 (32 bit)	Certified	Not Supported
IE 10 (64 bit)	Certified	Not Supported
IE 10 (32 bit)	Certified	Not Supported
IE 9 (64 bit)	Supported	Not Supported
IE 9 (32 bit)	Supported	Not Supported
IE 8 (64 bit)	Supported	Not Supported
IE 8 (32 bit)	Supported	Not Supported
IE 7 (64 bit)	Supported	Not Supported
IE 7 (32 bit)	Supported	Not Supported
Safari 7.x	Not Supported	Certified
Safari 6.x	Not Supported	Supported
Firefox 24 ESR	Certified	Not Supported
Firefox 17 ESR	Supported	Not Supported
Chrome 37	Certified	Not Supported

* Exceptions to the browser matrix are listed below:

- Firefox 32+ on Windows operating systems is supported for Career Section only.
- Chrome 37+ on Windows operating systems is supported for Career Section only.
- SmartOrg and Configuration are only supported on Internet Explorer browsers, all versions.
- The Taleo Assessment Authoring Center is only supported on Internet Explorer browsers, all versions except IE10 and IE11.
- Taleo Compensation does not support IE10, IE11 or Chrome.
- Check Taleo Learn documentation for supported browser information.
- Taleo Business Objects Reporting support is dependent on SAP BusinessObjects SP6 support.
- Oracle Business Intelligence support is dependent on Oracle Business Intelligence 11.1.7.0 support.
- The Taleo Reporting and Analytics metrics configurator is only supported on Internet Explorer browsers, all versions except IE10 and IE11.
- Windows Metro mode is not supported; desktop mode is supported.
- To make sure that you're protected by the latest security updates, Google Chrome automatically updates whenever it detects that a new version of the browser is available. The update process happens automatically

in the background. Due to this automatic update process we certify the most up to date version available during testing.

The PDF Form feature in Career Section is incompatible with Internet Explorer browsers running in Compatibility Mode, for both the Configuration Module and Career Section. Note that Compatibility Mode on Internet Explorer is outside of the technical requirements for the Taleo System.

Taleo Connect and Taleo Passport Requirements

	Windows 7 (64-bit)	Windows 7 (32-bit)	Windows Vista	Windows XP	Windows 2003 Server	JRE/JDK 1.5 (32-bit)	Unix/Linux
Supported Operating Systems for Taleo Connect Client							
TCC Development Environment	Supported	Supported	Supported	Supported	Supported	Supported	Not Available
TCC Runtime Environment	Supported	Supported	Supported	Supported	Supported	Not Available	Supported

Taleo Response Center Requirements

See the "Supported Operating Systems and Browsers for Taleo Enterprise Product" table.

Mobile functions have been tested on iPhone and Android .

Supported Operating Systems and Browsers for Taleo Response Center Mobile		
	iPhone	**Android**
Android 2.3.3, 4.1, 4.4	Not Available	Supported
IOS 7	Supported	Not Available

Taleo Career Section Mobile

Mobile functions have been tested on iPhone, iPad and Android in the mobile browsers specified.

The transitions tab is supported for iPad only.

Supported Operating Systems and Browsers for Taleo Career Section Mobile			
	iPhone	**iPad**	**Android**
Android 2.3.3, 4.1, 4.4	Not Available	Not Available	Supported
IOS 7	Supported	Supported	Not Available

Evaluation Management Interview Coordination Integrations

The following Microsoft Exchange Server versions are supported for integration with Evaluation Management interview coordination capabilities:

- Exchange2007_SP1
- Exchange2010
- Exchange2010_SP1
- Exchange2010_SP2

Taleo Remote Manager

See the "Supported Operating Systems and Browsers for Taleo Enterprise Product" table.

The Taleo Remote Manager supports the iPad on IOS 7.

Certified, Supported, and Not Supported

Certified: Applies to Browsers/OS versions that are considered mainstream by Taleo. This typically includes current and possibly other recent versions which are likely to be used by a majority of Taleo users. Taleo Development typically uses these environments and full quality assurance (QA) is performed for every feature pack.   Customers can file Business Stands and High issues. It is a best practice to use certified browsers.

Supported: Applies to previously certified older Browsers/OS versions that are still supported by their vendors and are still used by a significant number of Taleo users. Taleo Development typically has at least one instance of each environment for support purposes and spot quality assurance checks are performed on these versions every feature pack. Customers can file Business Stands and High issues.

Not Supported: Applies to previously supported Browsers/OS versions that have been de-supported by their vendors and/or and those never supported or not yet supported by Taleo. While a combination may appear to work, it is not officially supported or certified by Taleo. Taleo will not be able to respond to support incidents entered on non-supported versions.

Third Party Support

To determine if an operating system or browser is still supported by a third party, or if a set of technologies such as browser/os combinations are supported by a third party you may find that information on the third parties website or Wikipedia.

End of Life Announcements

Vendor End of Life Announcements

Taleo does not support any software, browser or operating system no longer supported by the vendor.

For more information on End of Life announcements, please visit respective vendors web site.

Taleo End of Life Announcements

Support for Adobe Flash Player 10 will be discontinued in the 14B release.

Internet and Browser Settings

Browser Settings

Magnification

The magnification level of your Internet browser must be set to 100%.

Using a setting other than 100% might produce less than optimal results depending on the Taleo product you are using and the action you are performing. For this reason, 100% is the only recommended magnification level.

Configuring Cookie Policy for Internet Explorer

Prerequisite

The default *Privacy* setting for Internet Explorer is **Medium**. This setting is normally sufficient to ensure the proper handling of cookies used by Taleo Enterprise.

Internet Explorer > Tools > Internet Options > Privacy

Steps

1. In the Privacy tab, click Advanced.
2. In the Advanced Privacy Settings window, clear the *Override automatic cookie handling* option.
3. Click OK.
4. In the Privacy tab, click Sites.
5. In the Per Site Privacy Actions window, add "taleo.net" (without quotes) in the Address of Web site field.
6. Click Allow.
7. Click Done.

Enabling JavaScript

JavaScript is required for the proper function and use of Taleo Enterprise.

Prerequisite

Internet Explorer > Tools > Internet Options

Steps

1. In the Security tab, click the Internet icon.
2. Click Default Level.
3. Click OK.

Troubleshooting JavaScript

Allows users to have the application work properly after enabling JavaScript.

Prerequisite

Enabling JavaScript must have been performed.

Internet Explorer > Tools > Internet Options > Security tab

Steps

1. In the Security tab, click the Internet icon.
2. Click Custom Level.
3. Under Active Scripting, under the Scripting section, click Enable or Prompt.
4. Click OK.
5. Click Yes.
6. Click OK.

Result

Application should run as expected.

Cached Application Files for Taleo Enterprise

Taleo Enterprise makes use of "web 2.0" principles, with more intelligence on the client side as well as the server.

For certain kinds of transactions, simpler messages may be sent from the server to the client-side browser, and more processing may take place on the browser computer. To support this, several application files are downloaded to the client computer once, the first time the Taleo web site is accessed and then used automatically each time the Taleo application is used. (Note that some or all of these files may need to be re-downloaded after a new software release is applied to the server.) These files include Adobe Flash, and associated "SWF" files. All together, these files may total several megabytes.

Because these cached (locally saved) application files are downloaded just once after a new software release, this process is closer to an "installation" than to day-to-day operation – even though the user does not need to take any extra steps. When evaluating performance, it is always recommended to step through the test one time first, to ensure that all cache files are downloaded, and then to repeat the test for checking performance.

Note that web browsers are configured by default to cache such files on the local machine, to save time for future sessions. But occasionally someone changes these settings. If you are experiencing long waits each time you access Taleo Enterprise, confirm that your browser is set to cache web files.

Setting Browser to Cache Web Files

Prerequisite

Internet Explorer > *Tools* > *Internet Options* > *Advanced*

Steps

1. Deselect **Empty Temporary Internet Files Folder When Browser Is Closed**.
2. Deselect *Do not save encrypted files to disk*.
3. Click *OK*.
4. Restart browser.

Optimizing Cache Settings

Many browsers retain Web site files in the "cache" for a certain period of time. This saves browsing time by accessing the file directly from your computer's hard drive rather than gathering it from the Internet, thereby increasing overall performance.

Prerequisite

Internet Explorer > *Tools* > *Internet Options* > *General tab*

Steps

1. For Internet Explorer 7 or 8, click Settings under the Browsing History section.
2. In the Temporary Internet and History Settings window, select Automatically, for the *Check for newer version of stored pages* option.
3. For the *Disk space to use* setting, select a value greater than100 MB but less than 500 MB. Setting the cache size higher than 500 MB might actually reduce performance.
4. Click OK.
5. In the Internet Options window, click OK.

Configuring the Printer

Allows users to configure the browser for faster printing results.

Prerequisite

Internet Explorer > Tools > Internet Options > Advanced

Steps

1. Scroll down to the Printing settings.
2. Select Print background colors and images.
3. Click OK.

Hypertext Transfer Protocol 1.1

HTTP 1.1

HTTP (Hypertext Transfer Protocol) is the underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted and what actions Web servers and browsers should take in response to various commands. HTTP 1.1 is the current specification for HTTP. Features of the protocol greatly improve network use and response times. Thus for a Web-based application such as Taleo Enterprise, the use of HTTP 1.1 is required for optimal performance.

Because the pages of Taleo Enterprise products contain many elements, using HTTP 1.1 is required for best performance. HTTP 1.1 enhances application performance by:

- Encouraging multiple transfers of objects, such as embedded images in a single TCP connection. It uses persistent connections which leaves the TCP connection open between consecutive operations.
- Enabling compression of data files.

For a common Web operation (such as revisiting a page cached locally), HTTP 1.1, with buffered pipelining implementation, uses less than 1/10 of the total number of packets versus the same operation under HTTP 1.0. Executing functions using a single TCP connection results in fewer packets and overall increase in speed.

Background and Benefits

HTTP (Hypertext Transfer Protocol) is the underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted and what actions Web servers and browsers should take in response to various commands.

HTTP 1.1 is the current specification for HTTP. Features of the protocol greatly improve network use and response times. Thus for a Web-based application such as Taleo Enterprise, the use of HTTP 1.1 is required for optimal performance.

HTTP requests and responses can thus be pipelined on a connection. Pipelining allows a client to make multiple requests without waiting for each response, allowing a single TCP connection to be used much more efficiently, with much lower elapsed time. By reducing the number of packets caused by TCP opens, and by allowing TCP sufficient time to determine the congestion state of the network, network congestion is reduced

Support for GZIP-Encoding is an additional feature of HTTP 1.1 GZIP-Encoding entails compressing data that is transferred during an Internet transaction. Taleo Web servers are configured to compress files for transfer. Modern browsers in general have built-in support to uncompress files once received.

The direct result of this compression is bandwidth conservation during data transfer, which translates into shorter response times. While most image formats (GIF, JPEG, MPEG) are pre-compressed, many other data types (HTML for one) used on the Web are not.

If the user's browser does not have GZIP capability, or is not configured to use it, content will not be compressed, resulting in longer data transfer times.

GZIP-Encoding and Keep-Alive are sure ways to ensure bandwidth optimization. Since HTTP 1.1 strictly defines the use of both of these features, it is by far the best means of avoiding potential issues in the future and improving performance. The majority of performance problems encountered by our clients are resolved when they upgrade to HTTP 1.1.

Testing for HTTP 1.1 Support

Allows users to verify if the Internet connection supports HTTP 1.1.

Steps

See *Running the Performance Monitor* for information regarding validating the request_protocol value is HTTP 1.1

Result

The following values should be displayed:

- Protocol = HTTP 1.1
- Keep-Alive Connection = yes
- GZIP Encoding = yes
- Deflate Encoding = yes

Next Step

If these values are not displayed, perform the Configuring HTTP 1.1for Internet Explorer procedure.

Configuring HTTP 1.1 For Internet Explorer

Prerequisite

Internet Explorer > *Tools* > *Internet Options* > *Advanced*

Steps

1. Scroll down to HTTP 1.1 settings.
2. Select the HTTP 1.1 check box.
3. Click OK.
4. Close your browser.
5. Repeat the Testing for HTTP 1.1 Support procedure.

Result

The following values should be displayed:

- Protocol = HTTP 1.1
- Keep-Alive Connection = yes
- GZIP Encoding = yes
- Deflate Encoding = yes

Next Step

If these values are still not displayed, perform the Enabling HTTP 1.1 Through Proxy Connection procedure.

Enabling HTTP 1.1 Through Proxy Connection

Allows users to enable HTTP 1.1 for Internet Explorer if the Configuring HTTP 1.1 procedure failed.

Prerequisite

User must have performed the Testing for HTTP 1.1 and the Configuring HTTP 1.1 procedures.

Internet Explorer > Tools > Internet Options > Advanced

Steps

1. Scroll down to HTTP 1.1 settings.
2. Select Use HTTP 1.1 through proxy connections check box.
3. Click OK.
4. Close your browser.
5. Repeat the Testing for HTTP 1.1 support procedure.

Result

The following values should be displayed:

-   Protocol = HTTP 1.1
-   Keep-Alive Connection = yes
-   GZIP Encoding = yes
-   Deflate Encoding = yes

Next Step

If the protocol still shows as HTTP 1.0 after these steps, it is possible that something on your network is forcing the use of HTTP 1.0. If you are having trouble enabling HTTP 1.1, please contact your local IT department or Taleo Support for further assistance.

SSL Security

Secure Sockets Layer (SSL)

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 the Configuration but is a requirement in the Recruiting Center.

For Configuration, SSL is enabled or disabled by submitting a request to Taleo Support. Note that SSL is enabled by default on the Configuration of all new Taleo zones.

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

Setting SSL Browser Settings

Allows users to troubleshoot issues occurring while using Taleo Enterprise when SSL is enabled.

Prerequisite

Internet Explorer > *Tools* > *Internet Options* > *Advanced*

Steps

1. In the Advanced tab, scroll down to the Security settings.
2. Select *Enable Integrated Windows Authentication(requires restart)*.
3. Select *Check for publisher's certificate revocation*.
4. Select *Enable Profile Assistant*.
5. Select *Use SSL 3.0*.
6. Select *Use SSL 2.0*.
7. Select *Warn about invalid site certificates*.
8. Clear all other options.
9. Close your browser.

Result

Issue should be resolved.

Third Party Software Compatibility

Third Party Software Compatibility

- Adobe Flash Player 11 is recommended for Recruiting Center, Taleo Performance, and Taleo Analytics Metrics Configurator. Adobe Flash Player 10 and Adobe Flash Player 13 are supported for these products.
- JRE/JDK 1.5 is required for Taleo Connect Client.
- JRE/JDK 1.5 or higher is highly recommended for authoring Business Objects reports and is required for authoring Business Objects dashboards.

Other third party software may be necessary to enable some features. If the software you are looking for is not listed below, then it is either not applicable or not supported by Taleo:

- Adobe Reader 9 and higher
- Adobe Acrobat 9 Pro and higher
- Versions of Excel supported vary by Reporting tool vendor

  - BO Reporting supports Excel 2003 and Excel 2007
  - OBI Reporting supports Excel 2003 and Excel 2007+
- OBI Reporting supports Powerpoint 2003 and Powerpoint 2007+
- Outlook 2003, 2007 and 2010

Specific Feature Requirements

Web Fill-Out Form Requirements

The "Fill Out Form" feature (also known as "Merge Form" or "PDF Form") allows users to print Portable Document Format (PDF) files that are pre-filled with candidate and/or requisition data.

To use this feature, the following software is required:

Action	Required Software
View or fill-in a PDF form	Adobe Reader 9
Author a PDF form	Adobe Acrobat Professional 9

Interview Scheduling Requirements

Interview Scheduling allows users to schedule interviews directly in the Recruiting Center as part of the candidate selection process. This feature generates iCalendar entities that can then be integrated with any mail system that supports this specification, including Microsoft Outlook. Each time an interview is scheduled, updated or canceled in the Recruiting Center, an email message is sent to the attendees so that the interview can be put into their calendars.

Users with the *Manage Interviews* user type permission can perform the following actions with the Interview Scheduling feature:

- Schedule an interview
- Update an interview
- Cancel an interview

Events occurring in Outlook calendar or any iCalendar system are not managed by the Recruiting Center. For example, if an interview meeting is modified in Outlook, the new information will not appear in the Recruiting Center.

Fonts Requirements

Taleo Enterprise products are displayed using fonts available on the user's computer. If the product is being viewed in a language which does not have an installed font, corrupted characters can appear. To resolve this issue please install the appropriate language pack for the language you wish to view.

Please find more information and instructions for

- Microsoft Windows language packs installation at:

http://technet.microsoft.com/en-us/library/cc766211(WS.10).aspx

- Apple OSX language packs installation at:

http://docs.info.apple.com/article.html?artnum=120063

Optimal Performance Recommendations

Basic Recommendations

General guidelines if your system is running slowly

- Customer networks are often a very significant contributor to the performance of SaaS applications including Taleo. All possible issues in the hardware and software of client computers need to be considered.
- Customers should confirm that their environment follows all of the requirements and recommendations in this guide.
- The Technical Readiness Assessment (TRA) is a great service from Taleo to help customers validate their environment and identify opportunities to improve. See your client executive about the TRA options available to you.
- Taleo's Performance Monitor Tool is available in every zone. For more information, see *Performance Monitor*.
- After all aspects of the network and client environment have been checked, if performance remains a concern, customers should identify the specific transactions that are most troublesome, including all details to repeat, as with any other reported incident. If the specific transactions exceed the standard expected response time (4 secs for most transactions, 10 secs or more for certain heavier transactions including signing in, searches and reports), then you should contact your client executive.

Software interference

To reduce the risk of software interference, we recommend that Taleo Enterprise users:

- Do not install browser "add-on" software.
- Uninstall any browser "add-on" software.
- 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.
- Turn off interfering software or disable its pop-up blocking feature while you are using Taleo Enterprise.
- For more information, see *Software Interference*.

Session Sharing

Session sharing is not a supported feature, as it may cause data to be lost.

Logging into more than one instance of the application in the same browser simultaneously, known as session sharing, is not supported in Taleo. When users log out of one open instance, the application will terminate all open sessions. Unexpected results may occur and the user will be directed back to the login screen. Any unsaved work will be lost.

Example:

A user opens a session of TE Recruiting to create a requisition. While creating the requisition the user realizes she would like to reuse text from another requisition. The user opens TE Recruiting in a separate tab, uses copy and paste to get the information she needs from the old requisition, and logs out within that tab. Upon returning to the new requisition, when the user tries to save she is logged out and may receive the following message: "You have been signed out. Click OK to return to the login page." The user can click the "OK" button to be returned to the login screen.

Routing and Data Center Proximity

Networking proximity can be evaluated using a simple tool like traceroute. A traceroute test from your site to the Taleo data center where your zone is hosted will indicate how many HOPS (nodes) you are from the data center as well as the latency between these HOPS. To reduce the number of HOPS, and to have redundant Internet feeds (having multiple Internet providers), many companies use the Border Gateway Protocol (BGP). This is the main routing protocol used across the Internet for routing between networks. This can help the router choose the best provider and provide redundancy over multiple links.If you do not have a BGP environment directly at the perimeter of your network, you can ask your Internet provider for its BGP peering matrix. It is recommended to choose your Internet provider based on the proximity of the BGP peering exchange.

Taleo's Internet Service Provider (ISP) is InterNap (http://www.internap.com). The best case scenario is to choose one of the following Internet providers which have direct connections to InterNap:

- MCI/Worldcom
- Sprint
- Savvis/C&W
- Global Crossing
- Level3/Genuity
- NTT/Verio
- AT&T

For more information about BGP, go to: http://www.cisco.com/pcgi-bin/Support/browsepsp_view.pl?p=Internetworking:BGP.

Congestion and Use Levels

It is very important to monitor your Internet bandwidth for congestion. Open source tools like MRTG and Criket, as well as commercial products like HP Openview and Tivoli, can provide various statistics on Internet usage and congestion. If you do not have access to your Internet router, ask your ISP to provide you with bandwidth-related graphs and statistics. If there appears to be a bottleneck at your Internet router, you may want to establish Quality of Services (QoS) policies in order to prioritize your ASP traffic, or increase your Internet bandwidth with your provider. You should also verify that you do not have any internal data collisions that could slow down the traffic on your network.

Firewalls and Antiviruses

Firewalls are necessary to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially Intranets. All packets entering or leaving the corporate network to the Internet pass through the firewall, which examines each packet and blocks those that do not meet the specified security criteria.

Firewalls have the following limitations, which should be evaluated and mitigated during your implementation of Taleo and/or if issues arise for end-users:

- The number of open sessions
- Insufficient bandwidth
- CPU and memory capacity

Additionally, you will want to ensure that HTTP 1.1 is used through the firewall. You might also want to consider configuring exceptions (white list) to allow Taleo traffic to pass through or bypass your firewalls.

If a candidate or back-end user 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.

This test is necessary to rule out or rule in such software interference as a possible cause. You might need to consult with your local IT or Network teams to perform such testing.

Performance may also be affected if your anti-virus software (e.g.: McAfee) scans the SWF and related large cache files used by Flex-based applications. As a best practice, we recommend adding .swf files coming from Taleo to an exclusion list in your anti-virus software.

Proxy Servers and Caching

A proxy server sits between a client application, such as a Web browser, and the Taleo site. The proxy server intercepts all requests to the Web server to see if it can fulfill the requests itself; if not, it forwards the request to the real server. Proxy servers thus aid network utilization by conserving bandwidth. Proxies can also provide a level of security by shielding internal addresses from the external world. The use of a proxy server should not, in theory, pose any problems to our clients. However, because proxy servers perform caching, and due to the dynamic nature of the application, use of proxies might cause issues when using Taleo Enterprise . If you are currently using a network proxy or other caching solution, and end-users are experiencing issues, we recommend setting up exceptions so that content from Taleo is not cached. Similar to firewalls, proxies have the following limitations, which should be evaluated and mitigated during your implementation of Taleo and/or if issues arise for end-users:

- The number of open sessions
- Insufficient bandwidth
- CPU and memory capacity

Additionally, you will want to:

- Ensure that HTTP 1.1 is used through the proxy.
- Consider configuring exceptions (white list) to allow Taleo traffic to pass through or bypass your proxy.

SSL and Performance

Enabling SSL on Taleo Enterprise can often help with performance, enhancing response times in addition to security. For more information, see the Taleo technical white paper *Using SSL with Taleo: Enhancing Security, Performance, and Reliability*.

The Career Sections only requires that the candidate's browser support 128-bit encryption level.

For companies wishing to use SSL for the Recruiting Center modules:

- Ensure that users' desktops are compliant with the recommendations outlined in this document.
- Ensure that all incoming and outgoing requests always follow the same network path within the user session. In other words, the session should not be load-balanced among two or more appliances, as required by the SSL standard specification.
- Test SSL activation in a staging zone prior to activation in production. This exercise will detect whether performance issues or abnormal application errors might result from incompatibility between the SSL security protocol, Taleo Enterprise, and the configuration of the corporate network.

Verifying if HTTP 1.1 is Used Through the Proxy

Most proxy servers require the activation of some Internet Explorer options to enable HTTP 1.1. All users accessing Taleo Enterprise products must select these options.

Prerequisite

Internet Explorers > Tools > Internet Options > Advanced

Steps

1. Select the Use HTTP 1.1 option.
2. Select the Use HTTO 1.1 through proxy connections option.
3. Click OK.

Software Interference

Software Interference

Some software programs have been found to interfere with Taleo Enterprise. Recruiting Center users might be affected if such software is installed.

Here are some examples of problems that might 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 might 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.

Taleo Enterprise includes functionality that might 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 might interfere with the application.

Examples of Interfering Software

Here are some examples of third-party software that have been found to interfere with Taleo Enterprise.

- 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

Internet Explorer Discuss Feature

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

If a user is experiencing problems with the application, check to see if the Discuss feature is enabled by noting the active Discussion icon on the button toolbar and also the discussion bar at the bottom of the browser window. If so, disable it by clicking the Discuss icon (the discussion bar will disappear).

Encryption Packs

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

If candidates or Recruiting Center users are experiencing issues when accessing Taleo 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 Internet Explorer, consult the help pages on the site of the respective browser manufacturer.

• Internet Explorer High Encryption Packs: http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.mspx

Pop-Up Blockers

Pop-Up Blockers

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 might interfere with the proper use of Taleo Enterprise. Therefore, Taleo recommends that this feature be disabled when using Taleo Enterprise.

Disabling the Pop-up Blocker

Allows users experiencing difficulties with Taleo Enterprise to disable the pop-up blocker feature.

Prerequisite

Internet Explorer > Tools > Pop-up Blocker > Pop-up Blocker Settings

Steps

1. In the Address of Web site to allow field of the Pop-up blocker Settings window, type the address or URL of the Taleo site you are using (for example: "taleo.net").
2. Click Add.

Result

Pop-up windows should be authorized to be displayed when accessing the specified Taleo address or URL.

Tool Bar

It is recommended to not use any tool bars because they may interfere with Taleo Enterprise.

Trusted Sites

Trusted Sites

It is recommended to add Taleo's URL to your browser's trusted sites list. This will prevent issues from occurring upon logging out or downloading files to MS Excel and PDF formats. The full URL or wildcard characters may be used, for example http://analyticsny.taleo.net or *.taleo.net.

Adding a Trusted Site

The following steps demonstrate how to add a trusted site to Internet Explorer.

Steps

1. In Internet Explorer, click Tools in the menu.
2. Click Internet Options.
3. Select the Security tab.
4. Select Trusted sites and click Sites.
5. Uncheck the box adjacent to "Require server verification (https:) for all sites in this zone".
6. Enter *.taleo.net in the field labeled "Add this Web site to the zone".
7. Click Add.
8. Click OK.
9. Click OK.

Result

Taleo's URL is now on your browser's trusted site list. This will prevent issues from occurring upon logging out or downloading files to MS Excel and PDF formats.

Adding Taleo Web Pages to Favorites

Allows users to add a Taleo Web page to the Internet Explorer favorites list.

Prerequisite

User must be using Internet Explorer.

Steps

1. Access the Taleo Web page to bookmark.
2. In Internet Explorer, select Add to Favorites from the Favorites menu.
3. In the Add a Favorite window, add the URL of the Taleo Web Page to bookmark.

   Nothing should follow the URL for your organization's zone. For example:

   • Correct URL: https://yourorganization.taleo.net
   • Incorrect URL: https://yourorganization.taleo.net/smartorg/smartorg/common/toc.jsf?lang=en

Result

User can access the Taleo Web page in a click.

Performance Monitor

Running the Performance Monitor

Prerequisite

You must have a Taleo account (Recruiting, Performance, Configuration).

You must be using Taleo Enterprise or higher.

The pull-down timer and Start Scheduling button are used for manual testing. These settings are not required for self-sevice purposes.

Steps

1. Go to https://ZONENAME.taleo.net/smartorg/performancemonitor/PerformanceMonitor.jsf?lang=en where ZONENAME is replaced by the name of your zone.
2. Login with your user credentials.
   The Performance Monitor will start automatically.
3. Double-click the green light.

Result

A text area appears with the results.

Performance Monitor Text Area Specifics

The following table describes the more important criteria in the text area after running the Performance Monitor.

Criterion	Typical Result	Description
browser_app_version	4.0 (compatible; MSIE 7.0; Windows NT 5.1; Trident/4.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.04506.648; MS-RTC LM 8; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729)	Shows the "user agent" information from the browser and shows unsupported third-party browser modifications, such as toolbars or other products, including spyware and other common modifications which often get installed without the user's knowledge.
browser_app_minor_version	SP3	Shows browser-level patches or SP releases. For example, with IE6, anyone who does not show SP3 in this column would not be supported.
browser_cookieenabled	true	We test to see that we can set and then modify session cookies, which are key to reliable use of the application.
browser_score	12918	This is a set of Flash and Javascript benchmarks to test overall system speed. For acceptable performance, the number should be above 10,000; below 8,000 is considered severely below par.

Criterion	Typical Result	Description
		To improve speed, check the following: • *CPU speed and amount of RAM* • Bus speed: an off-brand PC might have a narrow bus (CPU<-->RAM communication line) • Background scripts that run periodically (pushed out by CIT) • Do a regular scan for less legitimate software (viruses, Trojans) that could be taking up system resources
flash_version	Flash Player ActiveX (WIN 10,1,85,3)	Shows the version of the Flash player. We strongly recommend that you stay up-to-date to get the best performance.
network_multiple_connections_throughput	138	Shows the transactional latency. This number should be over 100; below 60 is considered severely below par.
network_single_connection_throughput	1593	Shows the gross bandwidth availability. This number should be above 384 kbps. Below 200kbps is considered severely below par. Above 1000 kbps is considered optimal performance, and while more continues to be better, the tangible improvement per unit kbps drops off pretty quickly above that.
request_protocol	HTTP/1.1	HTTP 1.1 is required. It's significantly more efficient than 1.0, enough so to be a tipping point issue in any circumstance where connectivity is not 100% perfect.
request_header_connection	Keep-Alive	If HTTP 1.1 is activated, Keep-Alive and GZIP/DEFLATE enabled is expected. Sometimes--possibly due to intermediary device interference or a software conflict--one or the other is not enabled, and further action is required in order to ensure that full HTTP 1.1 support is enabled.
request_header_accepted_encoding	gzip, deflate	If HTTP 1.1 is activated, Keep-Alive and GZIP/DEFLATE enabled is expected. Sometimes--possibly due to intermediary device interference or a software conflict--one or the other is not enabled, and further action is required in order to ensure that full HTTP 1.1 support is enabled.
request_scheme	HTTPS	It is a best practice to turn on SSL. SSL has security and performance benefits. Beyond that, in many

Criterion	Typical Result	Description
		regions. it is a legal liability to transmit PII (personally identifiable information such as a candidate's name, address and SSN) without encryption.

Network Administrator Guidelines

Emails

Emails are generated by the application and may be sent from the application to end users within your corporate network. These emails contain HTML content and might also include HTML attachments. Limiting HTML content within emails might be partially controlled by company settings. For emails that have HTML attachments, it is not possible to disable inclusion of such attachments. Configuration of the FROM and REPLY TO addresses for correspondence generated by the application is generally done during a new client's implementation phase and by submitting a request to Taleo Customer Support. The domain name @invalidemail.com in the *FromAddress* company setting should not be changed. This ensures that the email messages sent from a client's Taleo zone are not identified as spam by the recipient's spam filter. The @invalidemail.com domain name is registered as a valid email from the IP addresses of Taleo servers. If clients change the domain name to their own domain name such as @acme.com, some spam filters will detect that the domain name is not the one registered with the senders' IP and will block the email. Taleo clients who are determined to use their domain name in the *FromAddress* can add the IP addresses of Taleo servers to their mail server, which allows email messages to pass through the spam filters. Taleo clients can put the email addresses they want to use in the *ReplyAddress* setting.

File Attachments

Depending on the way your company decides to use Taleo Enterprise, users might upload or download file attachments. Your company has the ability to determine what file types may be attached within the application (configurable via the Configuration module). The application uses an anti-virus software to scan documents that are uploaded into the application. Your company has the ability to request virus-scanning to be enabled or disabled.

Taleo Domains

Sub-domains under the following domains are currently used, or might be used, within and by Taleo Enterprise:

- taleo.net: primarily used by Taleo Enterprise
- taleo.com: Taleo corporate domain

Your zone will have a URL in the form of "[ZoneName].taleo.net".

IP Addresses, Host Names and Mail Servers

Taleo maintains three data centers in the following locations:

- Chicago, IL, U.S.A,
- Amsterdam, Netherlands (AM)
- Slough, Poland (LD5)

Your company zone will be hosted in one of these data centers.

Zone host names are aliases for "VIP-[XX]-[NNN].taleo.net", where [XX] is either "CH" if hosted in Chicago, "AM" if hosted in Amsterdam, or "LD5 if hosted in Slough, and [NNN] is the last 3 digits of the IP address that the alias is pointing to. Here are the IP addresses, host names, and mail servers for our respective data centers.

IP Address Range		
Data Center	**Range (CIDR notation and mask)**	**Corresponding IP Address Range**
Amsterdam	94.103.22.0/23 (255.255.254.0)	94.103.23.1 – 94.103.24.254
Chicago	68.233.64.0/20 (255.255.240.0)	68.233.64.1 - 68.233.79.254
Slough	160.34.64.0/23 (255.255.254.0)	160.34.64.1 - 160.34.65-254

Zone host names follow the format "[zoneName].taleo.net" and will be an alias to one of the host names shown in the table below. The corresponding IP address will depend on the application version, type of zone and where the zone is hosted.

Application Web Servers				
Data Center	**Application Version**	**Zone Type**	**Host Name**	**IP Address**
Amsterdam	Recruiting Center Career Section Taleo Performance Taleo Onboarding	Production	vip-am-12.taleo.net	94.103.23.12
Amsterdam	Recruiting Center Career Section Taleo Performance Taleo Onboarding	Staging	vip-am-11.taleo.net	94.103.23.11
Amsterdam	Taleo Reporting and Taleo Analytics	Production	vip-am-17.taleo.net	94.103.23.17
Chicago	Recruiting Center Career Section Taleo Performance Taleo Onboarding	Staging and demo	VIP-CH-76-11.taleo.net	68.233.76.11
Chicago	Recruiting Center	Production	VIP-CH-76-12.taleo.net	68.233.76.12

Application Web Servers				
Data Center	**Application Version**	**Zone Type**	**Host Name**	**IP Address**
	Career Section Taleo Performance Taleo Onboarding			
Chicago	Taleo Reporting and Taleo Analytics	Production	VIP- CH-76-13.taleo.net	68.233.76.13

Application Email Mail Servers			
Data Center	**Application Version (Zone Type)**	**Host Name**	**IP Address**
Amsterdam	All	amrelay.taleo.net	94.103.23.14
Chicago	All	chrelay.taleo.net	68.233.76.14

VPN Configuration

Taleo provides IPSEC compliant VPN support for customers that require additional confidentiality above and beyond what can be provided by SSL.

Data Center	Application	Version (Zone Type)	Host Name	IP Address
Amsterdam	All	Production	Client Custom DNS	94.103.22.12
Amsterdam	All	Staging	Client Custom DNS	94.103.22.11
Chicago	All	Staging and Demo	Client Custom DNS	68.233.74.11
Chicago	All	Production	Client Custom DNS	68.233.74.12

Integration and Taleo Passport Services

Special configuration might be needed for services such as integration or Taleo Passport. Clients will work closely with Taleo's Technical Services team to implement these services. Determination and setup of special configurations to support such integration -- for example: port numbers, PGP, and IP addresses for secure access -- will be communicated and documented during the implementation. Taleo provides an ftp drop box for integration services.

Data Center	Application Version (Zone Type)	Host Name	IP Address
Amsterdam	TCC and Passport	amdropbox.taleo.net	94.103.23.16
Chicago	TCB, TCC, Passport, and custom WebMethods packages	chdropbox.taleo.net	68.233.76.16

My Oracle Support

My Oracle Support, or MOS, is Taleo Support's CRM system. Please visit the *My Oracle Support* website for more details.

Address for Resume Parsing via Email

The Resume Parsing option is used to extract key data elements from a candidate's resume and to use these data elements to automatically populate fields in the application.

Clients must use the following email address with the resume parsing via email feature: zonename@resumeparsing.taleo.net

where "zonename" represents the name of the client's zone.

Please note that the following email address format is no longer supported: resumeparsing@zonename.taleo.net

Ports

Taleo Enterprise uses standard ports 80 and 443. Port 443 is only used if SSL/HTTPS is enabled for your company's zone. Additional ports may be used if your company implements integration between Taleo and your internal HRIS systems, and/or your partners or other vendors.