

# **Concur Travel & Expense**

**Supported Configurations  
Client Version**

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# Supported Configurations

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This section describes supported browsers, browser settings, available languages, and settings for Concur Travel & Expense.

## Section 1: About Concur Travel & Expense

Concur Travel & Expense and Concur Travel are Web browser-based services developed and operated by Concur. No other desktop or server technology is needed to deploy Concur Travel & Expense and Concur Travel; there is no software to install on client PCs. Concur Travel & Expense and Concur Travel are a pooled, multi-tenant server architecture that leverages the processing power of the entire server farm for all customers.

## Section 2: Read This First

While this entire document should be reviewed, the following changes are critical to using the Concur products:

### Browser Settings – General

Note the following general settings for your browser:

- Browser version should be the *latest* possible to take advantage of newer technologies. As an example, a minimum of Internet Explorer v. 9.x.
- The *Check for Newer Pages* setting should be set to *Automatically* (Tools > Internet Options > Settings).
- Minimum of 1024mb for *Disk Space to User* setting (Tools > Internet Options > Settings)

### Configuration – General

- The proxy setting should point to the closest geographical point to the user.
- DNS resolution ware should reside within the office or as close as geographically possible.

### Browser Versions – General

The use of older browsers, such as Internet Explorer v. 6.0 or v. 7.0, is supported, but expect a degradation of speed and overall performance. These browsers are not fully compatible with the newer technologies built into Concur products. It is strongly recommended that the business client upgrade to the latest browser for best overall experience with Concur products.

## Section 3: Technology Requirements

Concur Travel & Expense, a Web 2.0 application, was implemented using standard AJAX methods. AJAX (shorthand for asynchronous JavaScript and XML) is utilized on the client side so that the application can communicate with our servers in the background without interfering with the current state of the active page.

The use of asynchronous requests also allows our application's user interface (UI) to be more responsive to various input since only discrete sections of our pages need to be reloaded instead of the entire page. This reduces the number of connections to our servers since scripts and style sheets have to be requested only once.

For the most responsive, reliable, and secure user experience with our products, Concur recommends users implement the most recent technology that is compliant with manufacturer's distribution and support policies.

### A Note on Site Restrictions and Filtering

To increase speed Concur uses thousands of servers worldwide as caching agents. Since a "white list" of IP addresses cannot for security reasons be provided to either these servers or the client, the client is advised to use technologies that resolve site restriction and filtering as follows: If site restriction and filtering is required, use technologies that allow host name-based restrictions, and restrict only for standard host names Concur uses.

## Section 4: Client Browsers

Table 1 lists the supported browser and operating system configurations for Concur Travel & Expense\*.

**Table 1:** Supported Browsers

Browser	Desktop Operating System
Firefox 24.0** 25.0** 26.0**	Windows 8.1 Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.4 or later
Google Chrome 30.0** 31.0** 32.0**	Windows 8.1 Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.x or later
Internet Explorer 11.0***	Windows 8.1 Windows 7 (SP1) Windows 8

Browser	Desktop Operating System
Internet Explorer 10.0***	Windows 7 (SP1) Windows 8
Internet Explorer 9.0	Windows 7 (SP1) Windows Vista (SP2)
Internet Explorer 8.0	Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3)
Internet Explorer 7.0	Windows Vista (SP2) Windows XP Professional (SP3)
Safari 6.0**	Mac OS X version 10.8 or later
Safari 5.1**	Mac OS X version 10.5 or later
Safari 5.0.5**	Mac OS X version 10.5 or later
Safari 4.1.3**	Mac OS X version 10.5 or later

\* Other browser and operating system combinations *may* work with Concur Travel & Expense service - Concur Technologies is able to provide support only for the combinations listed above.

\*\* These browsers are not supported under Cognos (Cognos is the underlying application for Analysis / Intelligence, which is not available to Travel-only clients).

\*\*\* Business Intelligence (IBM Cognos 10.1.1) is supported only for Internet Explorer 10 under Microsoft Window 7.0 in Compatibility Mode, and is not yet supported for Internet Explorer 10 under Microsoft Window 8.0.

## Section 5: Disable Popup Blockers

If a user's browser supports popup blocking or if a third-party blocking application is used in conjunction with a browser for this purpose, it is critical that the blocking be disabled whenever working with the Concur application. Typically a browser or third-party application provides an option that allows the user to permit popup actions when the browser is "visiting" selected sites the user has specified.

With the number of popup blockers available, it is not possible to document how each may be disabled. The browser toolbar or the Windows Taskbar system tray at the rightmost corner of the screen are the typical locations to find options to work with disabling the popup blocker.

## Section 6: Recommended Client Browser Settings

Table 2 lists browser settings that Concur recommends to help ensure optimal performance.

**Table 2: Browser Settings**

<b>Browser Settings</b>	
Setting	Comments
Check for newer versions of stored pages	For optimal performance, select <b>Automatically</b> in the <b>Settings</b> dialog box. <b>NOTE:</b> To apply this setting, click the <b>General</b> tab in the <b>Internet Options</b> dialog box. In the <b>Temporary Internet files</b> area, click <b>Settings</b> to display the <b>Settings</b> dialog box.
Browser Cache Setting	For optimal performance, disable the <b>Never Check Server</b> setting. <b>NOTE:</b> This setting applies to Microsoft Internet Explorer 6.0.
Security Settings	Verify that all security zones are set to the <b>Default Levels</b> . In Microsoft Internet Explorer 6.0, the <b>Default Level</b> button is located on the <b>Security</b> tab of the <b>Internet Options</b> dialog box.
Disable Script Debugging	Concur recommends selecting this check box to disable script debugging. The <b>Disable Script Debugging</b> check box is located on the <b>Advanced</b> tab of the <b>Internet Options</b> dialog box.
Display a notification about every script error	Concur recommends selecting this check box to display a notification each time a script error occurs. This check box is located on the <b>Advanced</b> tab of the <b>Internet Options</b> dialog box.
Enable Cookies	For optimal performance, verify that the value for this setting is set to <b>Medium</b> . The Enable Cookies setting is located on the <b>Privacy</b> tab of the <b>Internet Options</b> dialog box.

## Section 7: Client Resolution

The minimum supported client resolution for Concur Travel & Expense is **1024 x 768**.

## Section 8: Adobe Reader

Concur Expense Service supports Adobe Reader versions 8.0 and above.

## Section 9: USB IC Card Reader

Users of the Japan Public Transportation feature will employ IC cards to transit the routes. Please note the following when using the IC card and its reader:

Sony PaSoRi, RC-S370, and RC-S380 are tested to work with Concur products in conjunction with Internet Explorer (32-bit) 7.0, 8.0, 9.0, and 10.0.

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**NOTE:** Internet Explorer must have the latest Active X control enabled. Your computer must also meet system requirements for installing the Active X control.

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## Section 10: Concur for Mobile

Concur for Mobile supports the following devices under the listed versions:

Device	Operating System
RIM BlackBerry <b>NOTE:</b> Please see open letter in Appendix	Version 4.6 or greater– users can continue to use Concur version 8.6.1 Version 5.0 or greater – users will be able to upgrade to the current version
Apple iPhone	Version 5.1 or greater – users will be able to upgrade to Concur version 9.8 Version 6.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 5.1 or greater – users will be able to upgrade to Concur version 9.8 Version 6.0 or greater – users will be able to upgrade to the current version
Google Android	Version 1.6 or greater – users can continue to use Concur version 7.2 Version 2.2 or greater – users will be able to upgrade to the current version
Windows Mobile	Version 7.1 or greater

## Section 11: Web Domain

Local and network web access policies can block sites that Concur solutions need and result in non-functioning features.

### How It Works

Concur uses third-party mapping solutions from Microsoft and Google to provide users interactive maps for locating hotels and calculating distances in mileage expenses. If access to these sites is blocked or restricted, then this functionality may not work correctly and the end user may be presented with an error message.

Similarly, additional services – such as TripIt and RideCharge integration – require those domains to also be accessible.

## Action

The following sites are Concur's web domains that the application may access depending on your configuration. These and other web domains should be added to the browser's Trusted Sites settings and to proxy and content inspection whitelists for full access to system functionality

Web Domain Name
*.concur.com
*.concursolutions.com
*.outtask.com

For customers integrating TripIt services with Concur Solutions, please see TripIt documentation for any specific requirements.

For customers integrating RideCharge with Concur solutions, the following domains are used:

Web Domain Name
*.ridecharge.com
*.riderway.com
*.taximagic.com

\* RideCharge is available only to customers in the U.S.

\*\* RideCharge will send and receive emails from employees booking taxis, SuperShuttle, etc. as part of the service.

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**NOTE:** As Concur adds additional third-party integrations via Concur Connect, this document will be updated with the new domains as required

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## Section 12: Email Notifications List and Descriptions

In order for users to receive all email notifications from Concur the company's email server must be configured to accept all in-coming messages from both the *@concur.com* and *@concursolutions.com* domains.

Type	Generated From
Confirmation	TravelWizard@concursolutions.com
Approval notification (to manager)	TravelWizard@concursolutions.com
Trip has been approved (to traveler)	ApprovalDaemon@concursolutions.com
Ticketed confirmation	TravelWizard@concursolutions.com

Type	Generated From
Trip on Hold notification	Travel@concursolutions.com
Orphan Trip Email - Unfinished Reservation	Travel@concursolutions.com
Reminder of upcoming travel	TravelWizard@concursolutions.com
Change in the status of your assistants	AssistantChange@concursolutions.com
Fare information	fareinfo@concursolutions.com
Travel profile update	cliqbook@concursolutions.com
Concur Travel acct information	cliqbook@concursolutions.com
Password reset request	DoNotReply@concursolutions.com
Password reset request	DoNotReply_AutomaticRequestPassword@concursolutions.com
Notifications	AutoNotification@concursolutions.com
Other email reminders	EmailReminderService@concursolutions.com
Concur Travel Support	support@concursolutions.com
Concur Online Travel Service email Customer Service – Support tickets	concur@mailwc.custhelp.com
Concur Service Alert Notification	community@concursolutions.com

## Section 13: Bar Code Reader

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**NOTE:** This section applies only to the Invoice and Expense products.

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The bar code reader should adhere to the following specifications:

- Ability to read 32-byte or longer codes
- Code 39/Code 39 Full ASCII compatible
- Employ a laser scanning head - this helps due to the size of the Concur barcode (around 4" wide)

## Section 14: Appendix

### A Letter to Our BlackBerry Customers

Dear valued customer,

We would like to thank you for being a key driver of our success and innovation here at Concur. Your honest, candid feedback over the

years has been critical to the evolution of our solutions and services. Over time, we have expanded our offerings to meet the needs and scale of your businesses by innovating around new solutions that further simplify business travel and expense, and made significant strides in transforming Concur to better serve you.

The decisions of where to invest Concur's development efforts are shaped by the current and future needs of our customers, the trends in the travel and expense industry, and emerging technology. Concur will continue to support the existing BlackBerry platforms that we support today. However, at this time, Concur will not support the BlackBerry 10. Concur will continue to monitor BlackBerry's mobile strategy and customer demand and in time, re-evaluate as appropriate.

We value your business and look forward to serving you by continually delivering new innovations and improvements to our solutions for years to come. As always, we are happy to address any questions you may have, please contact Concur Support.

Thank you,

*Concur Product Management*

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