

Concur Travel & Expense

**Supported Configurations
Client Version**

Last Revised: November 13 2015

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Supported Configurations

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 – users of older browser versions may not experience full functionality with these browsers.
- 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.

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.

Older and Out-of-Date Browsers

Older browsers and operating systems are known to generate JavaScript errors or affect the application's response rate. They also do not take advantage of the latest technologies used by Concur and the industry. For the most responsive, reliable, and secure user experience with our products, Concur recommends that users implement the most recent technology that is compliant with manufacturer's distribution and support policies.

As a reference, below is a list of browsers and operating systems *retired* by Microsoft:

Browser (<i>Retired</i>)	Desktop Operating System (<i>Retired</i>)
Internet Explorer® 7.0 SP1	Windows XP Pro SP1 Windows 2000 SP3, SP4
Internet Explorer® 6.0 SP1	Windows XP Pro SP1 Windows 2000 SP3, SP4
Internet Explorer 5.0, 5.5	Windows XP Pro SP1 Windows 2000 SP3, SP4

Section 4: Client Browsers

Table 1 lists the supported browser and operating system configurations for Concur products.

Table 1: Supported Browsers

Browser	Desktop Operating System
Firefox 39.0** 40.0** 41.0**	Windows 8.1 Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.4 or later
Google Chrome 43.0** 44.0** 45.0**	Windows 8.1 Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.x or later
Microsoft Edge**	Windows 10
Internet Explorer 11.0***	Windows 10 Windows 8.1 Windows 8 Windows 7 (SP1)
Internet Explorer 10.0***	Windows 7 (SP1) Windows 8
Internet Explorer 9.0  See <i>Microsoft IE v.8 and v.9 Browser Support Ends</i> below.	Windows 7 (SP1) Windows Vista (SP2)
Internet Explorer 8.0  See <i>Microsoft IE v.8 and v.9 Browser Support Ends</i> below.	Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3)
Safari 8.0**	Mac OS X version 10.8 or later
Safari 7.0**	Mac OS X version 10.8 or later
Safari 6.0**	Mac OS X version 10.8 or later
Safari 5.1**	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 10.2.1) is supported for Internet Explorer 10 and 11 in Compatibility Mode.

Microsoft IE v.8 and v.9 Browser Support Ends February 12, 2016

Support for Microsoft Internet Explorer (IE) versions 8 and 9 browsers under Concur products will end February 12, 2016. Clients using either IE v.8 or IE v.9 are *strongly* advised to update to the latest IE browser version (v.11.0) before that date, or to install and work with another supported browser.

BACKGROUND

Microsoft is ending support on January 12, 2016 for IE 8 and IE 9 in accordance with their Product Lifecycle program (view at <https://support.microsoft.com/en-us/gp/microsoft-internet-explorer>). Concur will continue support for one month beyond that date (February 12, 2016) to ensure clients can complete transition to a newer supported browser in a timely manner.

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*

Browser Settings	
Setting	Comments

Browser Settings	
Setting	Comments
Check for newer versions of stored pages	For optimal performance, select Automatically in the Settings dialog box. NOTE: To apply this setting, click the General tab in the Internet Options dialog box. In the Temporary Internet files area, click Settings to display the Settings dialog box.
Security Settings	Verify that all security zones are set to the Default Levels .
Disable Script Debugging	Concur recommends selecting this check box to disable script debugging. The Disable Script Debugging check box is located on the Advanced tab of the Internet Options 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 Advanced tab of the Internet Options dialog box.
Enable Cookies	For optimal performance, verify that the value for this setting is set to Medium . The Enable Cookies setting is located on the Privacy tab of the Internet Options 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 9.0 and above (prior versions are no longer supported by Adobe).

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) 8.0, 9.0, 10.0, and 11.0.

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

Section 10: Concur for Mobile

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

Device	Operating System
RIM BlackBerry NOTE: 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 6.0 or greater – users will be able to upgrade to Concur version 9.18 Version 8.0 or greater – users will be able to upgrade to the current version
Apple iPad	Version 6.0 or greater – users will be able to upgrade to Concur version 9.18 Version 8.0 or greater – users will be able to upgrade to the current version
Google Android	Version 2.2 or greater – users can continue to use Concur version 9.16 Version 4.1 or greater – users will be able to upgrade to the current version
Amazon Fire	Version 4.2 or greater
Windows Mobile	Version 7.1 or greater– users can continue to use Concur version 1.2 Version 8.0 or greater – users will be able to upgrade to the current version

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
*.akamaihd.net
*.amazonses.com
*.appdynamics.com
*.eum-appdynamics.com
*.google-analytics.com
*.googleapis.com
*.googletagmanager.com
*.gstatic.com
*.partner.googleadservices.com
*.securepubads.g.doubleclick.net
*.stats.g.doubleclick.net
*.tpc.google syndication.com

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

For customers integrating Concur Messaging (Risk Management) services with Concur Solutions, the following domains are used:

Web Domain Name
*.contgo.com
*.concurmessaging.com (as of November of 2014)

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.

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

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
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: Supported Languages – By Product and Edition

Editions: Professional and Standard Products: Travel, Expense, and Invoice

Language support in Concur Travel & Expense							
Current as of January 1, 2015							
Tier 1 Language	STANDARD			PROFESSIONAL			
	Travel	Expense	Invoice	Travel	Request	Expense	Invoice
English (US/default)	✓	✓	✓	✓	✓	✓	✓
Chinese (simplified) *	*	✓	✓	*	✓	✓	✓
Chinese (traditional) *	*	✓	✓	*	✓	✓	✓
Dutch	✓	✓	✓	✓	✓	✓	✓
English (UK)	✓	✓	✓	✓	✓	✓	✓
French (Canadian)	✓	✓	✓	✓	✓	✓	✓
French (European)	✓	✓	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓	✓	✓
Hungarian	-	-	-	*	✓	✓	✓
Italian	✓	✓	✓	✓	✓	✓	✓
Japanese	✓	✓	✓	✓	✓	✓	✓
Portuguese (Brazilian)	-	-	-	✓	✓	✓	✓
Spanish (European)	✓	✓	✓	✓	✓	✓	✓
Spanish (Latin America)	✓	✓	✓	✓	✓	✓	✓
Swedish	✓	✓	✓	✓	✓	✓	✓
	* NOT supported in Travel module			* NOT supported in Travel module			
2015 roadmap - planned additions							
Add support for all listed languages for all products by end of 2015							
2016 Roadmap - planned additions							
Czech							
Danish							
Finnish							
Korean							
Norwegian							
Polish							
Russian							

Editions: Small Business Edition Product: Expense

English (US) and English (UK)

Product: Concurforce

English (US) only

Concur for Mobile

Concur for Mobile is available worldwide and supports U.S. English, U.K. English, Canadian French, French, German, Italian, Spanish, Japanese, Chinese, Brazilian Portuguese, Dutch, Latin American Spanish, Swedish, and Russian.

Section 14: Bar Code Reader

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

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 15: 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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Concur Travel & Expense

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