

# Fourth Solution Minimum System Requirements

Version 5



## Fourth Core Modules

- Fourth Analytics
- Inventory ("r9")
- Labour Productivity ("TeamHours")
- Purchasing & Inventory ("Adaco")
- Purchase-to-Pay ("Trade Simple")
- Recipe and Menu Engineering ("StarChef")
- UK HR/Payroll ("People System")

## Windows Desktop environment

### Supported Browsers and Versions

Fourth tests and supports many of its core products in the following **Windows** browsers:

- *Microsoft Internet Explorer v11\**
- The most recent stable versions of the *Chrome* and *Firefox* browsers

Please note the following exceptions:

- The Fourth Inventory module ("r9") is **not** currently supported in the *Firefox* browser
- The Fourth Purchasing & Inventory module ("Adaco") can **only** function in *Microsoft Internet Explorer v11* and the most recent stable version of *Microsoft Edge*
- The following are **only** supported on *Microsoft Internet Explorer v11* running in compatibility mode:
  - Pension screens of the Payroll module ("People System")
  - the Fourth Purchase-to-Pay module ("Trade Simple")

\*Older versions of *Microsoft Internet Explorer* are known to have heightened security risks: We strongly advise you to upgrade this browser to the latest version.

NB: Fourth does **not** test or support its core solutions on **MacOS, Linux, iOS, Android**, or any other desktop or mobile operating systems. If you choose to use an unsupported operating system, browser, or version your ability to use the Fourth solution may be adversely affected.

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## Fourth Mobile Applications

- Counting application
- Employee Self Service ("ESS") application
- Engage/ Fourth application
- Menu Cycles application
- My Schedule application
- Ordering application
- Receiving application

## iOS environment

- iPhone and Tablets
  - With 64-bit processors (e.g. iPhone 5s, iPhone SE and more recent models)
  - Or on the iPad Mini and iPad (4G)
- iOS version 10 or higher
- The most recent stable version of:
  - the *Fourth iOS app*; or

- the *Safari* browser; or
- the *Chrome* browser

## Android environment

- Phones and Tablets
  - Minimum screen density: "hdpi"
  - Minimum screen size: "large"
- Android version "Lollipop" (5.0) or higher
- The most recent stable version of:
  - the *Fourth Android app*; or
  - the *Chrome* browser

Please note the following exceptions:

- The Menu Cycles application is currently **only** supported in the most recent stable version of the *Safari* or *Chrome* browsers on iOS or Android **tablets**
- The Ordering, Receiving, and Counting applications are **not** currently supported in the *Safari* or *Chrome* browsers on iOS or Android devices - please use the *Fourth iOS* or *Android app*

## Desktop environments

Fourth also supports many of its mobile applications, including Menu Cycles, in the following **desktop** environments:

- *Microsoft Internet Explorer v11* on **Windows** (except for the Counting and My Schedule applications); or
- The most recent stable version of:
  - the *Chrome* browser on **Windows**;
  - the *Firefox* browser on **Windows** (except for the Ordering, Receiving, and Counting applications); or
  - the *Safari* browser on **MacOS** (except for the Counting application)

NB: Fourth does **not** test or support its mobile solutions on any other desktop or mobile operating systems. If you choose to use an unsupported operating system, browser, or version your ability to use the Fourth solution may be adversely affected.

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## Network configuration

### Network communication requirements

Fourth's Software-as-a-Service (SaaS) solutions are intended to be easily consumable from a suitable client device with a supported web browser or appropriate mobile app, and public Internet access (i.e. HTTP, HTTPS). This should require little or no configuration for customers that allow this access by default. Customers utilising user devices located behind firewalls and/or proxy servers that restrict this access however must enable this communication to Fourth. Purchasing & Inventory ("Adaco") customers will additionally require access to TCP port 444.

Note that some non-application-orientated elements of the Fourth solution (such as integrations, data uploads/downloads, feeds etc.) may require additional connectivity above and beyond standard web connections. Fourth's customer services or implementation teams will be able to assist with this, as required.

NB: If your firewall, proxy, or Internet services load balance connectivity across multiple external IP addresses it is possible that some services may be negatively impacted. This is because some elements of Fourth services require a persistent client IP address for the length of the session. The Fourth customer services or implementation teams can discuss the needed configuration with the customer's technical team if this is the case.

### Network quality

As with any online service, the lower the client-to-Fourth network latency and the higher the network bandwidth, the better the Fourth solution will perform. Fourth continues to develop its software to operate optimally over all connectivity types but it is not possible to specify a maximum supported latency as this will very much depend on the available bandwidth, usage pattern, nature of transaction, and end user expectation.

Please speak with Fourth's customer services or implementation team for additional support.

Note: A good *quality* Internet connection is required. Fourth cannot assure service on a connection that is over-utilised and hence subject to significant loss or error.

## **Network bandwidth**

It is not possible for Fourth to state generic minimum or recommended bandwidth requirements, as every scenario will differ in terms of customer usage patterns, users, sites, process etc. Fourth services are however designed to deliver an interactive and rich media experience and hence broadband equivalent minimum speeds of 1Mbps downstream / 0.5Mbps upstream should be assumed for any user facing service. Requirements will obviously increase with the number of users and concurrent use at a location. The Fourth customer services and implementation teams have experience of many real world implementations and will be able to provide further assistance based on similar use-cases.