



ComplianceOne[®] manager

System Requirements

January 2018

This publication was written for ComplianceOne® manager

Publication Information / Version

ComplianceOne manager System Requirements
Software Version 2017.2
January 2018

Distributed Subject to Terms of a License or other Agreement

The contents of this publication, including its appendices, exhibits, and other attachments, as updated or revised, are highly confidential and proprietary to Wolters Kluwer Financial Services, Inc. or its subsidiaries or affiliates. This publication is distributed pursuant to a Non-Disclosure Agreement, Evaluation Agreement, License Agreement and/or other similar agreement(s) with Wolters Kluwer Financial Services, Inc. or its subsidiary or affiliate. Unless otherwise specifically provided in such agreement(s), the reproduction of this publication is strictly prohibited. Use and distribution of this publication are also subject to the responsibilities and obligations of such agreement(s), which require confidential treatment of this publication and its contents.

Information in this guide is subject to change without notice and does not represent a commitment on the part of Wolters Kluwer Financial Services, Inc.

Do Not Reproduce or Transmit

Unless otherwise specifically authorized in the agreement or license under which this publication has been provided, no part of this publication may be posted, played, transmitted, distributed, copied or reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or retaining on any information storage and retrieval system, without prior written permission from Wolters Kluwer Financial Services.

Requests for permission to reproduce content should be directed to Wolters Kluwer Financial Services, Inc., Corporate Legal Department, by telephone at 1.800.397.2341.

Not a Substitute for Legal Advice

This publication is intended to provide accurate and authoritative information about the subject matter covered based upon information available at the time of publication. Examples given in this publication are for illustrative purposes only.

Development of this publication and the software (including forms, disclosures, reports, and other documents generated by the software) or other products that it describes was based on Wolters Kluwer Financial Services' understanding of various laws, regulations and commentaries. Wolters Kluwer Financial Services cannot and does not guarantee that its understanding is correct.

This publication is not intended, and should not be used, as a substitute for legal, accounting, or other professional advice. Wolters Kluwer Financial Services is not engaged in providing legal, accounting or other professional services. If legal or other professional assistance is required, you should seek the services of a competent professional. We encourage you to seek the advice of your own attorney concerning all legal issues involving the use of this publication and any products described in this publication. If your interpretations or your counsel's interpretations are contrary to those expressed in this publication, you should of course, follow your/your counsel's interpretations.

The following notice is required by law:

**WOLTERS KLUWER FINANCIAL SERVICES PRODUCTS AND SERVICES ARE NOT A SUBSTITUTE FOR
THE ADVICE OF AN ATTORNEY.**

Warranty Disclaimer

Except only for the warranties (if any) expressly set forth in the agreement(s) under which this publication is provided (i.e., your agreement or license for the described product), this publication is provided "as is", and Wolters Kluwer Financial Services makes no warranty, express, implied, by description, by sample or otherwise, and in particular and without limitation, makes no implied warranties of merchantability or fitness for purpose. No modifications to this Warranty Disclaimer are authorized unless in writing and signed by the President or a Vice President of the Wolters Kluwer Financial Services entity licensing the product described in this publication.

Attributions and Acknowledgements

ComplianceOne is a registered trademark of Wolters Kluwer Financial Services, Inc. All other trademarks are the property of their respective owners.

Copyright Information

© 2013-2018 Wolters Kluwer Financial Services, Inc. St. Cloud, Minnesota

This publication is the confidential information of Wolters Kluwer Financial Services, Inc. Distribution of this publication is subject to restrictions in the license or agreement under which this publication is provided to authorized Wolters Kluwer Financial Services customers.

All rights reserved.

Content

Requirements	4
Hardware	4
Software	4
Required Software	4
Mobile Software	4
Configuration	5
Appendix A	6
Turn on Enterprise Mode and use a site list	6
Create a Site List on your computer	6
How to Contact Us	9

Requirements

- Use this information as a guide to identify the hardware and software components needed to run ComplianceOne manager from a Software as a Service (SaaS) environment. Requirements are for computer systems accessing the SaaS version of ComplianceOne manager only.

Hardware

Computer hardware that will support the browser and operating system needed to access ComplianceOne or ARTA Lending will suffice if you will be interfacing with either software. Consider all software that you anticipate using in selecting a suitable hardware platform. Minimum requirements include:

- Multicore Intel/AMD processor
- 2 GB RAM or greater

Software

Required Software

- Internet connectivity
- Microsoft Internet Explorer 11 in Enterprise Mode. Refer to Appendix A for configuring Internet Explorer 11 in Enterprise Mode.
- Internet Explorer Compatibility Mode must be disabled
- Adobe Flash Player (20.0.0.xxx or later recommended)
- Microsoft Excel (2010 or later recommended)
- Adobe Acrobat Reader (11 or later recommended)
- Pop up blockers need to be set to allow traffic from: <https://ComplianceOneMgr.WoltersKluwerFS.com>
- The Internet browser should be set to 100% zoom
- If deploying using Terminal Services, the system must be set so each user has their own unique browser sessions and cookies

Mobile Software

- Must be JavaScript enabled to be able to navigate and view the mobile/tablet sites properly
- The following mobile devices are supported
 - Tablets
 - iPad with mobile Safari or mobile Chrome
 - Phones
 - iPhone with mobile Safari or mobile Chrome
 - Android phone with mobile Chrome

Configuration

ComplianceOne manager users must allow access to the @sendgrid.net sender domain if ComplianceOne manager users send emails from ComplianceOne manager. Access to this domain will prevent emails originating from ComplianceOne manager from being returned undeliverable due to the possibility of this domain occurring in your infrastructure's spam filtering/firewall blocking bounce list.

You can set up one IP address for SendGrid. A dedicated IP address (167.89.42.253) can now be whitelisted to allow ComplianceOne manager emails to come from the whitelisted address.

Appendix A

You must set Internet Explorer 11 to Enterprise Mode for ComplianceOne manager to work correctly. Enterprise Mode emulates Internet Explorer 8. Complete the following steps to use Enterprise Mode.

Turn on Enterprise Mode and use a site list

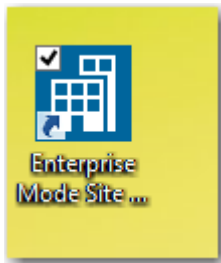
Browse to the below link for step by step instructions.

<https://msdn.microsoft.com/en-us/library/dn640699.aspx>

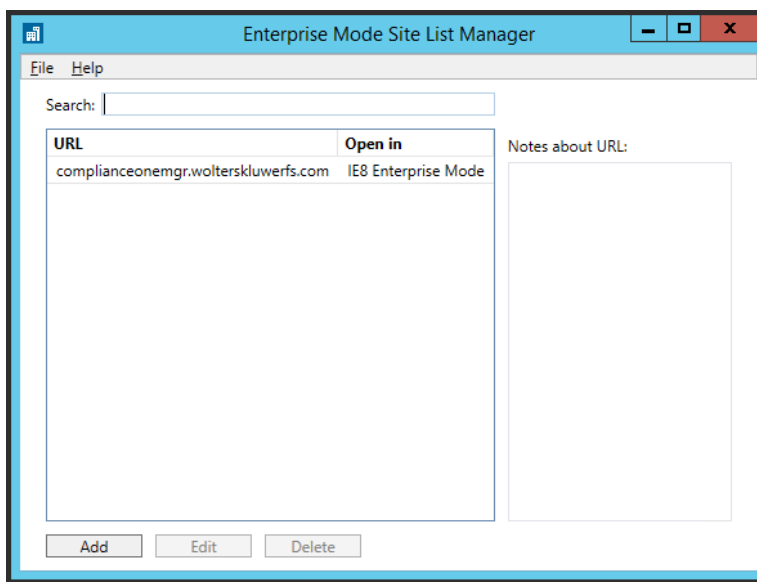
Note: We recommend using the local file option for the sitelist.xml.

Create a Site List on your computer

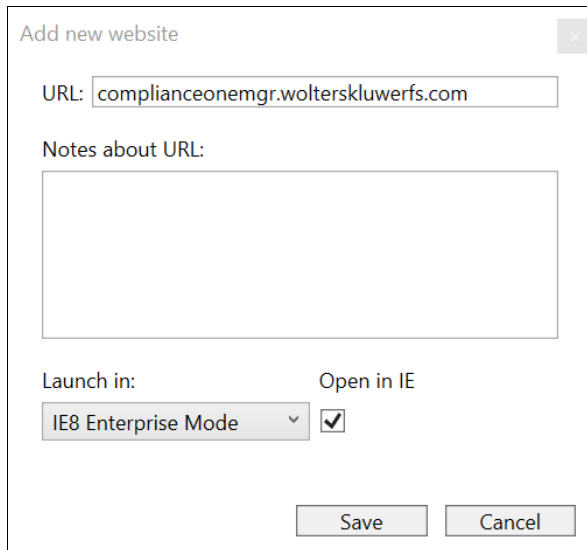
1. Download and install Enterprise Mode Site List Manager from: (<http://www.microsoft.com/en-us/download/details.aspx?id=42501>)
2. After installation, double-click on the icon.



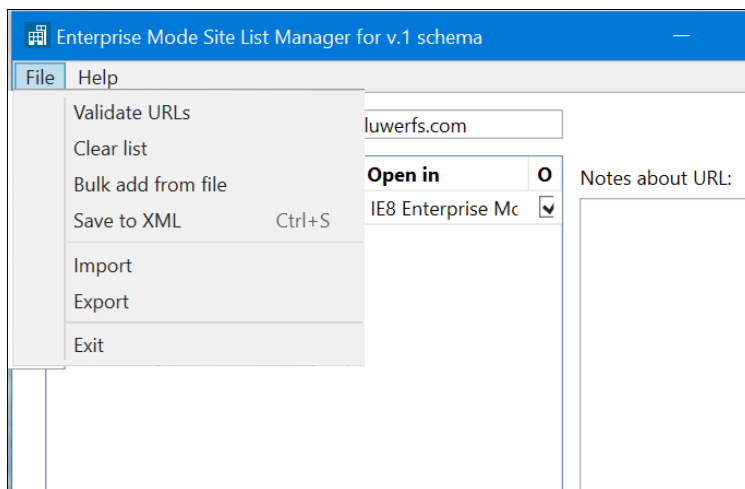
3. In the Search field, enter: **complianceonemgr.wolterskluwerfs.com**
4. Click the **Add** button.



5. Verify that IE8 Enterprise Mode is selected and click the **Save** button.



6. On Menu Bar, select **File** and select **Save to XML**.

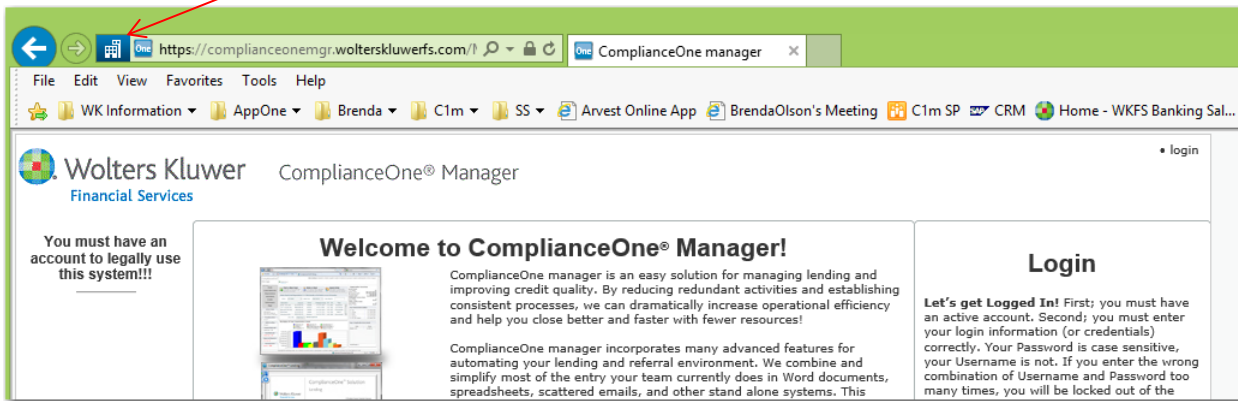


7. Browse to folder path where the sitelist.xml is to be stored and click the **Save** button.
8. Close the window.
9. Browse to the file path where your SiteList.xml resides. Open and verify the following information displays:

```
<rules version="X">
  <emie>
    <domain exclude="false">complianceonemgr.wolterskluwerfs.com</domain>
  </emie>
</rules>
```

Note: If your environment uses roaming profiles, you will need to delete the registry-key "CurrentVersion" below [HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\EnterpriseMode] to enable the functionality for roaming profiles.

10. Restart your system,
11. Navigate to ComplianceOne manager.
12. Verify the address bar includes the Enterprise Mode icon.



How to Contact Us

Software Notification Service Now Available

Customers who subscribe to the Software Notification Service will receive notifications for many of our software products when updates are made available on our Software Support website at: www.wolterskluwerFS.com/support

Support Web Site

Visit our Software Support web site for documentation, downloads, training, or support Information:
www.wolterskluwerFS.com/support

E-Mail

E-mail questions or issues to: ComplianceOneManagerSupport@wolterskluwer.com.

Phone

You can telephone our SupportLine technicians at 1.800.274.2711, Ext. 1123664 (Support). Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. To help us handle your question as quickly as possible, have these items available before you call:

- Product name and version number
- Customer number
- Operating system and version number; service pack numbers, if installed