

Fourth Solutions Minimum Requirements

v5.6.0 - October 2020



Fourth Core Modules

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

Windows Desktop environment

Supported Browsers and Versions

Fourth tests and supports the majority of its core modules in the following browsers on **Windows**:

- *Microsoft Internet Explorer v11** and
- The most recent stable version of *Chrome*.

Please note the following exceptions:

- The following are **also** supported in the most recent stable version of *Firefox* on **Windows**:
 - Fourth Analytics
 - Fourth Engage/Fourth app
 - The Fourth Labour Productivity module ("TeamHours")
 - The Fourth Recipe and Menu Engineering module ("StarChef"), and
 - The Fourth HR/Payroll module ("People System"), excluding the Pension & Benefits screens.
- The following are **also** supported in the most recent stable version of *Microsoft Edge* on **Windows**:
 - Fourth Analytics
 - Fourth Engage/Fourth app
 - The Fourth Purchasing & Inventory module ("Adaco")
 - The Fourth Recipe and Menu Engineering module ("StarChef"), and
 - The Fourth HR/Payroll module ("People System"), excluding the Pension & Benefits screens.
- Fourth Engage/Fourth app is **also** supported in the most recent stable version of:
 - *Microsoft Edge* on **Windows**, and
 - *Safari* and *Chrome* on **MacOS** (v10.12 and above).
 - On mobile devices, it is supported in the most recent stable versions of *Safari* and *Chrome* on **iOS**** and **Android**** and in the *Fourth Android app* and *Fourth iOS app*.
- Fourth Analytics:
 - All features are **also** supported in the most recent stable versions of:
 - *Microsoft Edge* on **Windows**, and
 - *Safari* and *Chrome* on **MacOS** (v10.12 and above).
 - On mobile devices, it is supported **for dashboard viewing only** in the most recent stable versions of *Safari* and *Chrome* on **iOS**** and **Android**** but **not** in the *Fourth Android app* or *Fourth iOS app*.
- The Fourth Purchasing & Inventory module ("Adaco") can **only** function on **Windows** and in:
 - *Microsoft Internet Explorer v11*, and
 - The most recent stable version of *Microsoft Edge*.
- The following are **only** supported in *Microsoft Internet Explorer v11* running in compatibility mode on **Windows**:
 - Pension & Benefits screens of the Fourth HR/Payroll module ("People System"), and
 - The Fourth Purchase-to-Pay module ("Trade Simple").
- The Fourth Applicant Tracking module ("ATS") is currently **only** supported in:
 - The most recent stable version of *Chrome* on **Windows**, and

- On mobile devices, it is supported in the most recent stable versions of *Chrome* on **iOS**** and **Android**** and in the *Fourth Android app* and *Fourth iOS app*.

*Older versions of *Microsoft Internet Explorer* are known to have heightened security risks: We strongly advise you to upgrade this browser to v11.

**See below for specifications

NB: Except where explicitly stated above, Fourth does **not** test or support its core solutions on **MacOS, Linux, iOS, Android**, or any other desktop or mobile browsers or 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.

Fourth Mobile Applications

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

iOS environment

- Devices with 64-bit processors e.g. iPhone 5s, iPhone SE and more recent models; iPad Mini and iPad (4G)
- iOS version 12 or higher
- The most recent stable version of:
 - the *Fourth iOS app*,
 - *Safari*, or
 - *Chrome*.

Android environment

- Phones and Tablets with:
 - Minimum screen density: "hdpi" (~240dpi)
 - Minimum screen size: "large"
- Android "Marshmallow" (version 6.0) or higher
- The most recent stable version of:
 - the *Fourth Android app*, or
 - *Chrome*

Please note the following exceptions:

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

Mobile Apps in 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.
- The most recent stable version of:
 - the *Chrome* browser on **Windows**, and
 - the *Safari* browser on **MacOS** (v10.12+), except for the Counting and Menu Cycles applications.
- The Menu Cycles application is **also** supported in the most recent stable version of the *Edge* browser on **Windows**

NB: Except where explicitly stated above, Fourth does **not** test or support its mobile solutions on any other desktop or mobile browsers or 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.

Fourth Digital Learning

Desktop environments

Supported Browsers and Versions

- *Microsoft Internet Explorer v8+* on **Windows**
- The most recent stable version of:
 - *Chrome* on **Windows**;
 - *Firefox* on **Windows**; or
 - *Safari* on **MacOS**
- Javascript and Cookies are required

iOS environment

- iPhone and Tablets
 - The most recent stable version of *Safari*

Android environment

- Phones and Tablets
 - The most recent stable version of *Chrome*
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Fourth POS Integration Agent

Fourth offers a number of ways to integrate with your POS system, but the most common is our integration agent, a small piece of software installed on your back-of-house PC that synchronises various POS data with Fourth on a daily basis.

In order to install the integration agent, a Fourth technician will need to be granted temporary access to the machine via a remote session to complete the installation. Full details of the installation package, service architecture, network requirements, and configuration requirements can be found on our Customer Community: [Agent Architecture](#).

The most common tasks required to complete a standard integration are:

1. Opening specific ports on any firewalls to enable communication with our services (aka 'whitelisting') - see *Network communication requirements* below for more details
 2. Ensuring bandwidth spike rules don't prevent the Agent from downloading the appropriate POS package
 3. Disabling or adjusting any virus scanners/malware protection software that sometimes misidentifies the Agent as a potential virus /malware
 4. Configuring things like content filtering to not block returns of requests. Content filtering is most often part of the firewall configuration
 5. A stable, high-speed internet connection, ie. no dial-up or cellular/mobile connection - see *Network quality* and *Network bandwidth* below for more details
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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, proxy servers or other network security solutions that restrict this access must enable this communication to Fourth. This may include enabling WebSocket support within some solutions.

Purchasing & Inventory ("Adaco") customers will additionally require access to TCP port 444.

Customers using the Fourth POS Integration Agent to transfer data to and from their POS machines are required to make a number of network configuration changes, including allowing access to TCP port 443 outbound and inbound. Full details of these requirements can be found on our Customer Community: [Whitelisting Requirements](#).

Note that some other 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 the 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.