

What are E2 system requirements?

E2 Solutions (E2) is a web based application, accessed via a standard web browser with an internet connection. CWTSatoTravel recommends using a [browser certified for use with E2](#). Other browsers are considered [compatible with E2](#). These browsers may function, but are not fully supported. With release 16.3, E2 now checks for [unsupported browsers](#). These browsers may function, but are not supported for use with E2.

**Certified browsers** have completed rigorous testing to confirm compatibility with E2 features and functions, and for compatibility with accessibility software such as Dragon, MAGic and JAWs. The following browsers have been certified for use with E2 release 17.1:

- Microsoft Internet Explorer version 11 (IE11)
- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Apple Safari version 10

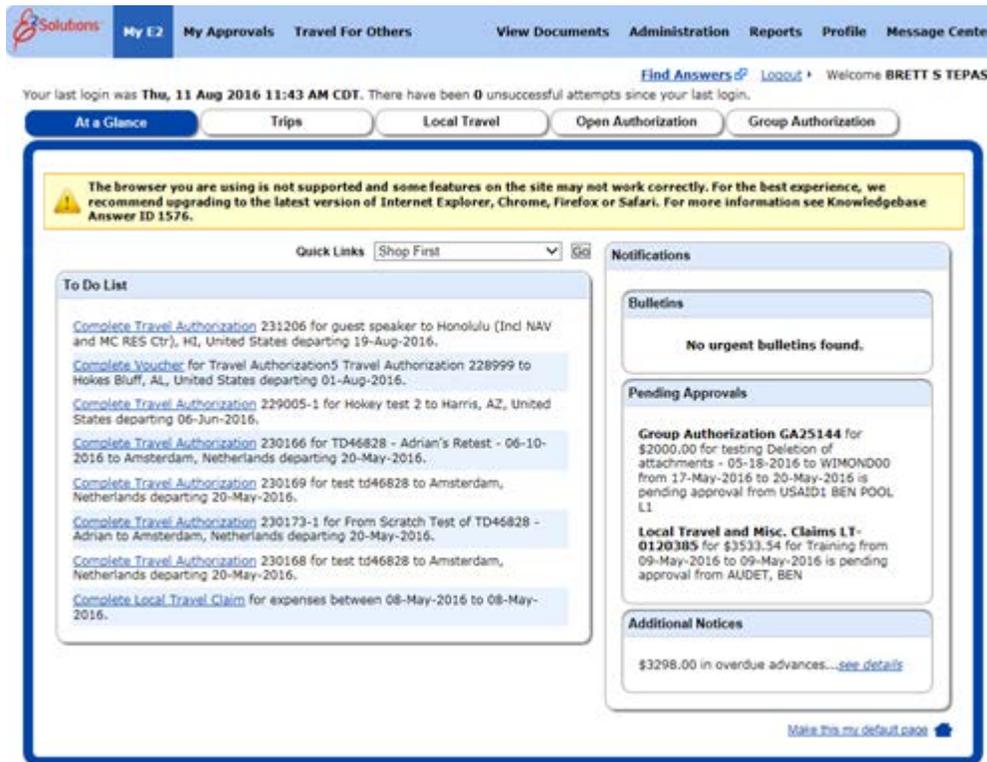
**Compatible browsers** should function with E2, but have not been certified. Special settings may be required.

**Tip:** As of November 18, 2016, Transport Layer Security v1.2 (TLS 1.2) must be enabled for any browser to function with E2.

**Unsupported browsers** are neither certified nor compatible for use with E2. You will see the following error message on the E2 login screen:



**Tip:** If you login using single sign on (SSO) and are using an unsupported browser, you will see an unsupported browser message on your E2 default page. For example:



**Make sure that the following features are enabled for the desktop or laptop browser you are using:**

- JavaScript
- Transport Layer Security v1.2 (TLS 1.2)
- Cookies

**Tip:** You cannot use InPrivate browsing or other browsing techniques that block cookies. E2 requires the ability to use session-level cookies.

**Disable pop-up window blockers,** or add the E2 Solutions URL to the list of allowed sites for the blocker.

**When using a mobile browser,** the following features must be enabled:

- JavaScript
- Cookies

**If you make reservations online via the E2 online booking site,** your Agency IT department must:

- Include **\*getthere.net** in Internet Trusted Sites. (Wildcard option ensures all GetThere server locations are covered and is recommended.)
- Configure Trusted Sites to allow "Font download"
- Confirm network proxies or firewalls will not block the download of font files

**E2 was designed for a minimum monitor resolution of 1024 x 768.** While you can access E2 from a device with a lower resolution (such as a netbook or tablet), you may experience additional scrolling while navigating the content of the page, including scroll bars on windows.

**When using magnification ("browser zoom"),** you may experience user interface issues if you exceed these magnification maximums:

| Monitor Resolution | Maximum Magnification |
|--------------------|-----------------------|
| 1024 x 768         | 200%                  |
| 800 x 600          | 150%                  |

If you need to exceed the maximum magnification, CWTSatoTravel recommends that you switch to an accessibility tool for support. Magnification can be done through MAGic or other tools with no limits to the maximum magnification.

Among other usability solutions, E2 also supports the Ease of Access Center available in Windows 7. The Ease of Access Center is composed of 4 parts:

1. Magnifier
2. On-Screen Keyboard
3. Narrator
4. Setup High Contrast

E2 works well with the Magnifier, On-Screen Keyboard and High Contrast. A large monitor is helpful when using the Magnifier, because the screen is showing both the browser and the magnified view.

If you must use a **lower monitor resolution**, and you experience problems:

- Move the window to access the scroll bars (including horizontal scroll bar)
- Resize the window (if possible)
- Collapse expanded filters (if any)
- Remove browser menu bars
- Maximize the browser
- Reduce the browser page zoom
- Use full screen mode

**If you continue to experience problems** and are unable to access E2 from any other device, contact E2 customer support via any of the options in the Contact Us panel, on the right side of this page.

**Other application requirements:**

- E2 produces PDF documents and provides access to user and administrator guides, and other information, in PDF format. To view these documents, use Adobe Acrobat Reader 5.0 or higher, or another application that can view PDF files. You can download the current Adobe PDF Reader at <http://get.adobe.com/reader/>.

**Tip:** On-demand printable documents, typically generated as PDF files, will be generated as HTML if a PDF reader/viewer is not available.

- Certain computer-based tutorials, available from the knowledge portal, require Adobe Flash® Player. You can download Adobe Flash Player at <http://get.adobe.com/flashplayer/>.

**Tip:** Browser-based "auto-complete" or "remember" functionality for forms is disabled within E2. This change does not impact E2 auto-complete functionality (used for destination selection on the Site Details page or for expense currency selection, etc.). This change was effective with the 14.2 release.