

The logo features the text "MARSH ClearSight" in a white, sans-serif font, centered within a circular frame. The frame has a glowing blue outer ring and a dark blue inner ring. The background of the circle is a blurred image of a city skyline at night, with illuminated buildings.

MARSH ClearSight

End User System Requirements

Marsh ClearSight, Marsh ClearSight Apps, Enterprise,
Stars Discovery, and Stars Intake

Release Version: 17.1.0

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What Has Changed in this Version:

Current Version	Page	Previous Version
ClearSight has been tested and certified for use with Mozilla® Firefox® versions 57 and higher on Windows 7 and 10 (64 bit).	6	In the previous version of the document we certified on the ESR version.
ClearSight and Enterprise are not certified for use with Mozilla® Firefox® 52.x (ESR) on Windows 7 and 10 (64 bit).	6	In the previous version of the document we certified on the ESR version.
Enterprise is not tested and/or certified for use with Safari® or Chrome on mobile devices.	8	This information was the same for the previous version, but was not included in the document.
Use on Adobe Reader 11 is marked as unsupported because Adobe no longer supports this version.	9	We included support for this version.
Use on JVM 1.7 has been changed to unsupported because Oracle no longer supports this version.	9	We included support for this version.

Introduction

Prior to accessing Marsh ClearSight 17.1, Marsh ClearSight 17.1 Apps, and/or Enterprise 17.1 (including Enterprise App from My Apps in Marsh ClearSight 17.1), user workstation browser settings must be verified and configured. Enterprise Business Objects users who want to use the applet mode will also need to upgrade the Java version to JRE 8+ on their workstation and set memory parameters (optional).

End User Workstation Components

For Marsh ClearSight & Marsh ClearSight Apps, Enterprise, STARS Discovery, and STARS Intake

This document lists operating systems, browsers, and other components required for use of the 17.1 Release Version of the following Marsh ClearSight products:

- **Marsh ClearSight**

Includes Community, Insights, App Center, and Marsh ClearSight Apps developed for desktop, laptop, and mobile device internet browsers. Clients can register for an account and log in to Marsh ClearSight at <https://my.marshclearsight.com>.

- **Enterprise**

Includes the **Marsh ClearSight Enterprise** App, which can be accessed through internet browsers on clients' desktop or laptop.

- **STARS Discovery**

Designed for the Apple™ iPad and can be downloaded from the App Store.

- **STARS Intake**

Designed for mobile devices based with iOS and Android systems. The App is available for download from the Apple™ App Store or from the Google Play™ store.

Marsh ClearSight reserves the right to amend this document based on testing performed during development of this release and all future releases.

Blue shading indicates a change from the previous version.

NOTE: Prior to accessing Marsh ClearSight 17.1, Marsh ClearSight Apps, and/ or Enterprise 17.1 (including Enterprise App from My Apps) the End User System Requirements' pre-requisites such as browser settings must be verified and configured.

Section I: Marsh ClearSight & Enterprise Apps

Operating Systems and Browser Requirements

Requirements for Laptop and Desktop Devices

Windows				
Browser	Operating System	ClearSight ¹	Enterprise	Enterprise Admin
Microsoft Edge (Windows 10 only)	Windows 10 (64 bit) only	✔	✘	✘
	Windows 10 (32 bit)	✔	✘	✘
Internet Explorer © 11	Windows 7 and 10 (64 bit)	✔	✔	✔
	Windows 8 (64 & 32 bit)	✔	✔	✔
	Windows 7 and 10 (32 bit)	✔	✔	✔
Mozilla © Firefox © 57 and higher ²	Windows 7 and 10 (64 bit)	✔ ²	✘	✘
	Windows 8 (64 & 32 bit)	✔	✘	✘
	Windows 7 and 10 (32 bit)	✔	✘	✘
Mozilla © Firefox © 52.x (ESR)	Windows 7 and 10 (64 bit)	✔ ³	✘ ⁴	✘
	Windows 8 (64 & 32 bit)	✔	✘	✘
	Windows 7 and 10 (32 bit)	✔	✘	✘
Google Chrome © 58	Windows 7 and 10 (64 bit)	✔	✘	✘
	Windows 8 (64 & 32 bit)	✔	✘	✘
	Windows 7 and 10 (32 bit)	✔	✘	✘

Legend:

Key	Description
✔	Tested and Certified with the Marsh ClearSight product.
✔	Marsh ClearSight or third-party is not certified by Marsh ClearSight. Issues or conflicts are not anticipated if using this software/version, however compatibility cannot be guaranteed.
✘	Third-party software is not supported by the licensor or is not compatible with the Marsh ClearSight products.

Footnotes for Windows table above: shading indicates a change from the previous version

- 1 **All ClearSight**
Includes all Marsh ClearSight Apps (with the exception of the Marsh ClearSight Enterprise). Marsh ClearSight Apps are opened within Marsh ClearSight and do not require installation on your computer or mobile device.
- 2 **Firefox 57 or higher ClearSight**
Added testing and certification  (Green) for Firefox 57. This version does not support Silverlight.
- 3 **Firefox 52.x (ESR) ClearSight**
Changed from  (Green) to  (Yellow) because Mozilla is phasing out the ESR line by August 2018. We are also in the process of phasing out support of this browser line which also ends support of Silverlight in Firefox. For more information, please see the [Mozilla ESR website](#). Enterprise is not supported on 52.x.
- 4 **Firefox 52.x (ESR) Enterprise**
Changed from  (Green) to  (Red). May work for the Enterprise App, except for Dashboards/My Enterprise.

NOTE: State forms, in the ClearSight Claims Admin App, is not supported in the Firefox 51.0+, Chrome, Safari, and Edge browsers because the .pdf plugin is not supported.

Requirements for Apple MAC OS

Macintosh				
Browser	Operating System	ClearSight	Enterprise	Enterprise Admin
Safari ®	Apple MAC OS			

Legend:

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	Marsh ClearSight or third-party is not certified by Marsh ClearSight. Issues or conflicts are not anticipated if using this software/version, however compatibility cannot be guaranteed.
	Third-party software is not supported by the licensor or is not compatible with the Marsh ClearSight products.

Requirements for Mobile Devices

Mobile Platforms				
Browser	Operating System	ClearSight	Enterprise ¹	Enterprise Admin
Safari ®	iOS 11 (Apple iPad ® and iPhone)	✓	✗	✗
Safari ®	iOS 9 & 10 (Apple iPad ® and iPhone)	✓	✗	✗
Chrome	Android™ 5 and higher (Android™ phone and tablet)	✓	✗	✗

Legend:

Key	Description
✓	Tested and Certified with the Marsh ClearSight product listed.
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✗	Third-party software is not supported by the licensor or is not compatible with the Marsh ClearSight products.

Footnotes for Mobile Device table above: Blue shading indicates a change from the previous version.

¹ **Enterprise**
The browser does not support Silverlight, therefore Enterprise does not work on that browser. This change occurred in 2015.

Third Party Applications

Applications	Required	Compatible
Office	--	✔ 2016 (Latest)
	--	✔ 2013
	--	✔ 2010
	--	✔ 365
Adobe Reader	✔ 2018.x(DC)	--
	✔ 15.0	--
	✘ 11.0 ¹	--
JVM	✔ 1.8	--
	✘ 1.7 ²	--
Silverlight 5.1.x	✔ Enterprise App ³	--
	✘ ClearSight Apps	--
	✘ STARS Intake Mobile Apps	--
	✘ STARS Discovery Mobile Apps	--

Legend:

Key	Description
✔	Tested and Certified with the Marsh ClearSight product listed.
✔	Marsh ClearSight or third-party is not certified by Marsh ClearSight. Issues or conflicts are not anticipated if using this software/version, however compatibility cannot be guaranteed.
✘	Third-party software is not supported by the licensor or is not compatible with the Marsh ClearSight products.

Footnotes for Third Party Applications table above: Blue shading indicates a change from the previous version.

- 1 **Adobe 11**
Removed support as the vendor is no longer supporting.
- 2 **JVM 1.7**
Removed support as the vendor is no longer supporting.
- 3 **Enterprise**
The browser does not support Silverlight, therefore Enterprise does not work on that browser. This change occurred in 2015.

Network Requirements

Recommended Internet Connectivity Specifications:

Speed	Size Requirement
Internet Down Speed	4Mb/s
Internet Up Speed	2Mb/s

NOTES:

To handle video or multimedia, Marsh ClearSight suggests a minimum Internet connection speed of 4Mbps down and 2Mbps up* from the end-user's workstation (cable internet-class speeds or better).

For most images, .pdf, and other document files, Marsh ClearSight suggests a minimum Internet connection speed of 1.5Mbps down and .75Mbps (or 750kbps) up* (good DSL-class speeds or better).

Internet Connectivity Speeds may be tested using various publicly-available Internet speed-testing websites such as speedtest.net to either Chicago, USA or to London, UK, depending on the client's hosted geography.

***Connectivity speeds are historically measured in bps or bits per second.**

Browser Security Settings

Enterprise and ClearSight Windows and MAC OS

Internet Explorer

Internet Explorer	
Action	Purpose
Add Enterprise as a Trusted site	Needed to ensure that DLLs needed for the system will run correctly. This is a Trusted site for MSC. ** Please see Trusted Sites below.
Allow Pop-ups and enable cookies	Function should already be default for IE, however certify that "Cookies" and "Website Data" are set to Always Allow. For proper display, Apple devices should also be configured to allow cookies when using Intake App. (Currently App displays a blank screen whenever cookies are not allowed on the device.)
Allow Pop-ups in new window	In Internet Options, click on the General tab, selecting the option "Settings" and under Tabs, ensure "Pop-ups are allowed in a new window" is selected.
Using custom level for Internet and Trusted sites	Apply custom-level settings changes to BOTH "Internet" zone and "Trusted Sites" zone, regardless of Internet Explorer version. Settings are required for both zones across all Internet Explorer versions.
Turn on HTTP1.1	Enterprise and Marsh ClearSight will not work unless this function is enabled. The login functionality will not work without this step.
Empty the Temporary Internet Files folder when browser is closed	If user is unable to change this option due to an IT restriction and the box remains checked, the initial Enterprise load time for the respective session will be noticeable. However its execution is not significantly affected. Set to trust actions such as, allow mobile browsers and pop-ups including cookies and Java Script.
Internet Explorer as the default browser (Enterprise Admin Only)	If IE is not the default browser, Enterprise Admin will not work.
Allow websites to open windows without address and status bars	This setting will launch dialog box and popup windows without an address bar. This addresses both security and aesthetic requirements.
Enable TLS 1.2	If this feature is not enabled, the user shall see a 404

Internet Explorer	
Action	Purpose
	error when attempting to connect.
Delete Browsing history	Allows files that have not changed to be cached locally.

Safari

Safari	
Action	Purpose
Display Mixed content setting should be enabled	Our application may contain both secure and non-secure information. This setting is needed to avoid messages stating: "Only secure content is displayed."
Run Silverlight in unsafe-mode (Enterprise and Enterprise Admin Only)	Silverlight requirement to run properly on Mac.
Enable TLS 1.2	If this feature is not enabled, the user shall see a 404 error when attempting to connect.
Allow Cookies and Website data	Switch privacy to "always allow cookies and website data".
Delete browser History is turned off to avoid deleting the necessary cookies	The failure to turn off this action will cause users to redo two-factor authentication each time they login.
Allow Pop-ups and enable cookies	Function should already be default for IE, however certify that "Cookies" and "Website Data" are set to Always Allow. <i>For proper display, Apple devices should also be configured to allow cookies when using Intake App. (Currently App displays a blank screen whenever cookies are not allowed on the device.)</i>

Firefox

Firefox	
Action	Purpose
Disable the option "use hardware acceleration" when available (Firefox Only)	Deselect the check box to improve Enterprise performance.

Firefox	
Action	Purpose
TLS 1.2 Settings	Default for Firefox, select preferences if necessary; type or paste TLS and wait for list to refresh.
Retaining Cookies	If this is not set to yes, then two factor authentication will send an email asking if this is a trusted computer.

Chrome

Chrome	
Action	Purpose
Proxy Settings	Google Chrome uses proxy settings of Internet Explorer.
Use TLS 1.2	Change Proxy Settings to TLS 1.2.

Enable Scroll Bar

Finder Tab Settings

1. From the menu, click **System Preferences**, and then click **General**.
2. Under **Show scroll bars**, select the **Always** radio button.
3. Refresh the webpage with the Tableau view.

Open Child Screen in a Separate Window

Preference Tab Settings

1. From the menu bar, click **Safari** then click **Preferences...**
2. Click on the **Privacy** tab at the top of the dialog.
3. Choose **Automatically** for **Open pages in tabs instead of windows**.
4. Uncheck the options displayed in the following figure:

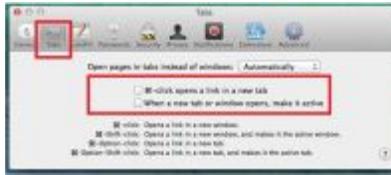


Figure 1 Delete these options

Run Silverlight for Enterprise & Open Pop-ups in .Net Manager

Preference Tab Settings

1. Access the website requiring Silverlight Plug-in configuration.
2. From the menu bar, click **Safari** then click **Preferences...**
3. Click on the **Security** tab at the top of the dialog.
4. In Internet Plug-ins, ensure **Allow Plug-ins** is checked.
5. Next to **Allow Plug-ins**, click **Website Settings**.
6. On the dialog that displays, select **Silverlight** from the list of plug-ins.
7. Locate the domain/url in the list of **Currently Open Websites**.
8. Click the drop-down next to the domain/url and choose **Run in Unsafe Mode**.
9. In the pop-up dialog that opens, click **Trust**.
10. Click **Done** to close the dialog.
11. Quit Safari (to apply the setting).
12. Re-open Safari and access the website.

Browser Security Settings for Mobile Devices

Safari

Safari	
Action	Purpose
Allow Pop-ups and enable cookies	Set "Cookies" and "Website Data" to Always Allow. <i>For proper display, Apple devices should also be configured to allow cookies, when using Intake App. (Currently App displays a blank screen whenever cookies are not allowed on the device.)</i>

Safari	
Action	Purpose
Allow JavaScript to run	Application will not run if this option is not selected.

Refer to the Requirements for Apple MAC OS table above to see the list of the Safari® versions compatible with Marsh ClearSight 17.0 and Enterprise 17.0.

The following procedures are applicable for iOS10 and iOS11.

Allow Pop-ups, Cross-Site, and Enable Cookies

1. Tap **Settings**, then tap **Safari**.
2. In the **General** section, turn off **Block Pop-ups**, as in the following figure.
3. In the **Privacy & Security** section, turn off **Block All Cookies and Prevent Cross-Site Tracking**.
4. Under **Cookies and Website Data**, tap **Always Allow**.

Allow JavaScript to Run

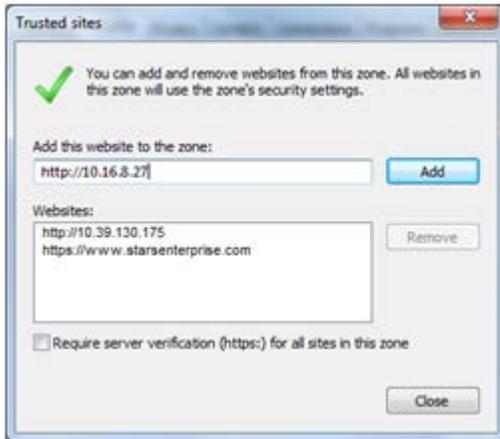
1. Tap **Settings**, then tap **Safari**.
2. Scroll to the bottom of the screen, and tap **Advanced**.
3. Turn on **JavaScript**.

Chrome

Chrome	
Action	Purpose
Allow Pop-ups and enable cookies	Function should already be default for Chrome, however certify that “Cookies” and “Website Data” is set to Always Allow.

Trusted Sites

List of Sites to be added



IP address format: http://99.99.0.999 (example: 10.15.2.47).

NOTE: If the address is http, clear the check-box labeled Require server verification (https:) for all sites in this zone; otherwise, leave it checked.

US ASP hosted clients:	UK ASP hosted clients:
*.csstars.com	*.csstars.eu
*.marshclearsight.com	*.marshclearsight.com

NOTE: Security - Custom Level Setting for Internet and Trusted Sites is not necessary in this section since CASPOL has been removed.

Business Intelligence (BI) Java Upgrades and Memory Parameter Settings

Prior to use of Business Objects in Enterprise, the Enterprise App via My Apps in Marsh ClearSight, or the BI Reports Management App (accessible via My Apps in Marsh ClearSight), the version of Java™ installed on client workstations should be verified and upgraded, if necessary. Following upgrade, Java memory parameters should also be set. Refer to this document for assistance.

Upgrade Java Version 1.8.0_151-b12

Upgrade Java versions earlier than 1.8 by installing Java Runtime Environment (JRE) 8 (32-Bit Setup). This can be found at: <http://www.oracle.com/technetwork/java/javase/downloads/java-archive-javase8-2177648.html?printOnly=1>

Set Java Memory Parameters

Once the installation of Java is complete or if Java version is already version 1.8, you will need to set memory parameters and enable protections.

1. From the **Start** button on the taskbar, click **Control Panel** and open Java.
2. From the **Java** tab of the Java Control Panel, click **View...**
3. Enter the following into the “Runtime Parameters” field: `-Xms1024m -Xmx1024m` (see Figure 2).

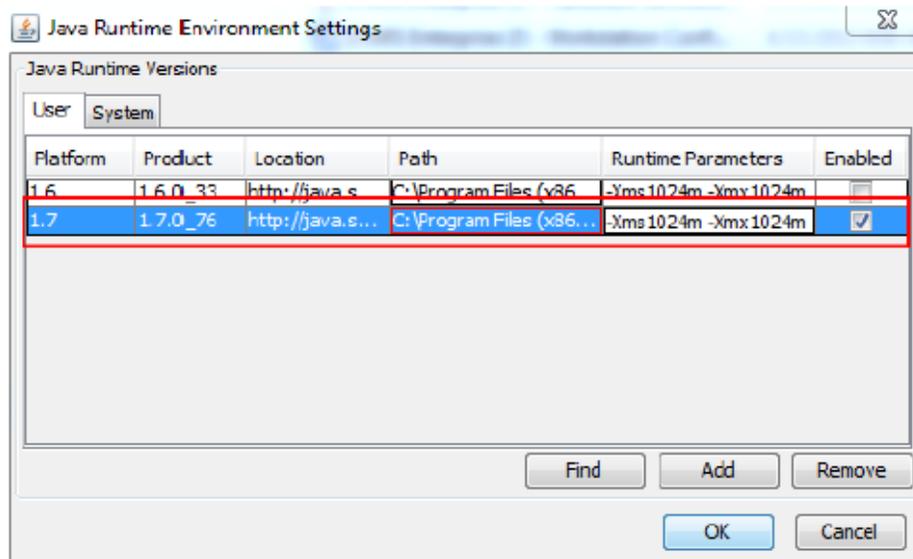


Figure 2 Java Runtime Environment Settings

4. Click **OK**.
5. To clear the Java cache, from the **General** tab, click **Settings...** under Temporary Internet Files, as shown in the following figure.

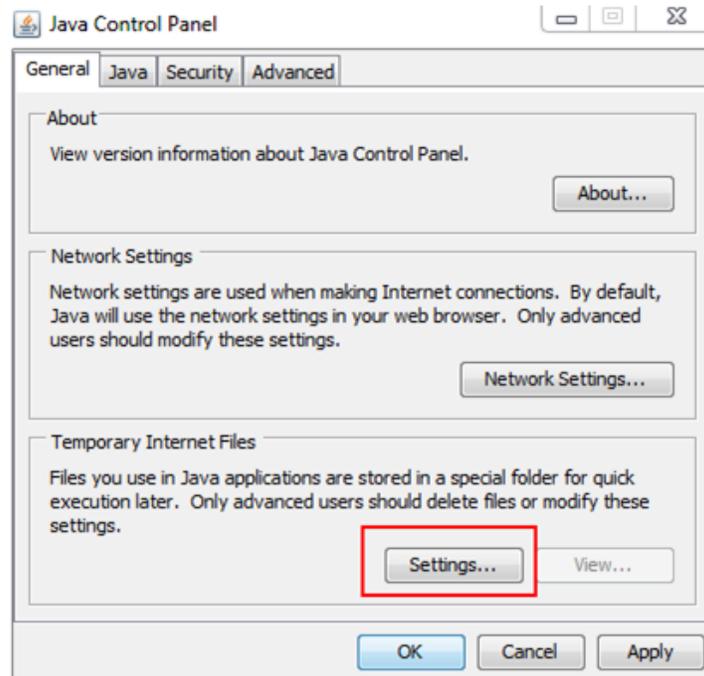


Figure 3 Settings Button

6. Click the **Delete Files** button, as shown in the following figure.

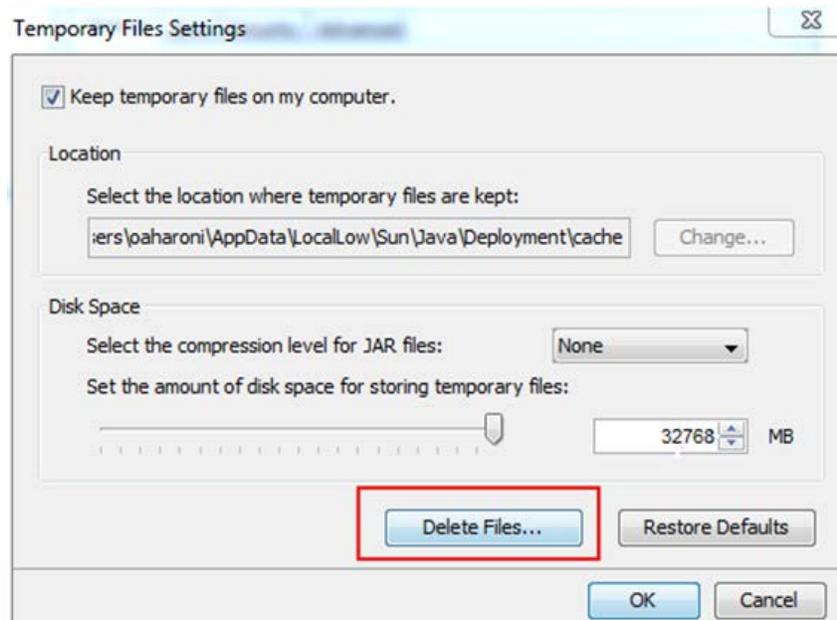


Figure 4 Delete Files Button

7. Click **OK** to confirm deletion of temporary files.
8. Click **OK** to close the **Temporary File Settings** window.
9. In the **Java Control Panel** window, click the **Advanced** tab.
10. Under "Mixed code", confirm that Enable - hide warning and run with protections is selected, as in the following figure, then click **OK**.

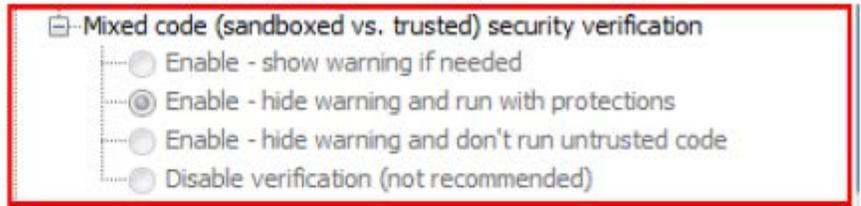
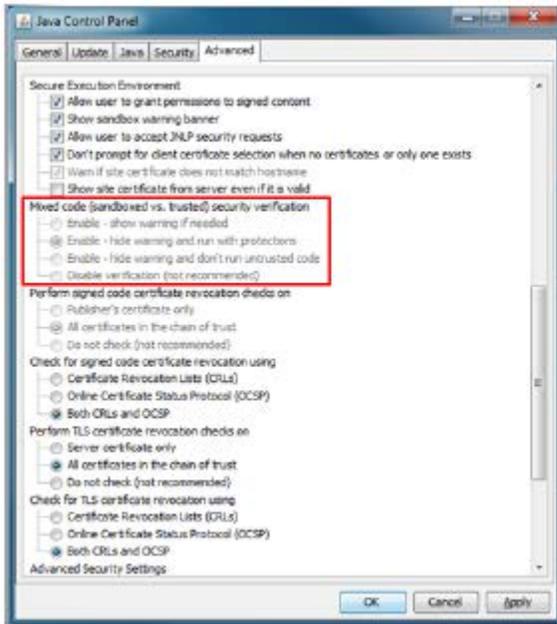


Figure 5 Enable - hide warning and run with protections

Section II: Mobile Apps STARS Discovery & STARS Intake

STARS Discovery & STARS Intake Mobile Apps

Device Compatibility and Limitations

STARS Discovery was developed for use with the Apple® iPad® and is available from the Apple App Store®. The application is compatible with Enterprise **17.1** using the software listed above. Other versions of Enterprise, Professional Edition (PE), and Audit are not compatible with STARS Discovery.

STARS Intake is available from the Apple App Store or the Google Play™ store. It is compatible with Marsh ClearSight **17.1** and Enterprise **17.1** using the software listed above. Other versions of Enterprise, Professional Edition (PE), and Audit are not compatible with STARS Intake.

System Requirements and Settings

Operating System	Stars Discovery	Stars Intake
iOS 10 or higher (Apple iPad ®)	✓	✓
iOS 10 or higher (Apple iPhone ®)	N/A	✓
Android™ 6 and 7 (Marshmallow/Nougat) or higher (Android™ phone and tablet)	N/A	✓

Legend:

Key	Description
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