

Overview

For maximum security, always use supported browser versions identified in this policy document. Beta versions of browsers and operating systems are not recommended or supported. Additionally, if the vendor no longer supports a browser or operating system, FIS does not support it.

Because of evolving technology, many users' browsers are now forcing updates to the latest version using automatic downloads. The user may not even be aware the browser has been updated. Additionally, FIS may not notice of the availability of a beta version for pre-certification or the opportunity to test prior to general market availability.

Duplicating the exact operating environment of all FIS clients is not possible. However, FIS can test the applications and respond to support issues related to the most relevant browsers for FIS clients.

Once updated, many browsers cannot be set back to earlier versions if a problem occurs. Therefore, FIS will only support users on the latest version of identified supported browsers.

This policy is intended to address eDelivery product support. The compatible browsers for the eDelivery product are:

Supported Browser Definitions

Operating System	MS Internet Explorer	Apple Inc. Safari	Google Chrome	Mozilla Firefox
Windows 7	11.x	N/A	68.0.x	61.x
Windows 8	11.x	N/A	68.0.x	61.x
Windows 10	11.x	N/A	68.0.x	61.x
Mac OS/X 10.11.1 - El Capitan	N/A	11.1.x	68.0.x	61.x

Browser Limitations

Software Instability

During testing, FIS may discover issues with a new version of a browser or operating system. Examples are performance instability, security risks, backward incompatibility, or software restrictions that compromise critical product functionality. In these cases, FIS may decide to delay compatibility or recommend the FIS eDelivery product not be used with the browser or operating system.

The following defines identified workarounds required for supporting limitations identified in certain versions of browsers and operating systems.

Chrome Compatibility

FIS has identified the following workaround needed for saving PDF documents retrieved from an archive system platform.