Advanced Cloud Marketplace

Browser Support Policy

2.0
### Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Issued By</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/6/18</td>
<td>2.0</td>
<td>Liam Mitchell – Engineering Manager</td>
<td>Removed Science Warehouse references, moved IE8 to 'Unsupported', amended required browser configuration</td>
</tr>
</tbody>
</table>

### Version Approval

<table>
<thead>
<tr>
<th>Version</th>
<th>Name</th>
<th>Title / Organisation</th>
<th>Approval Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>Jonathan Russell</td>
<td>CTO / Advanced Cloud Marketplace</td>
<td></td>
</tr>
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Introduction

Advanced Cloud Marketplace (the Science Warehouse solution) strives to ensure that its solutions operate effectively across a range of modern web browsers. We develop our solutions with industry best practices and to W3C web standards.

We review browser usage statistics every 3 months and will issue a new version of this document if there is any significant change in support posture as a result of that review.

Browser vendors do not support older versions of their browsers and encourage all users to upgrade to the most recent supported version. New functionality being released by Advanced Cloud Marketplace can be impossible to deliver on older browser versions.

We recognise that some customers are unable to promptly upgrade all their users to the latest browser versions and this document explains the support we offer.
Notices

Since January 2016, Microsoft have not supported any version of IE below IE11.

From 1st March 2018, Advanced Cloud Marketplace moved IE8 into our 'Unsupported' category. Since then, no direct code changes have taken place to remove functionality that previously operated successfully on IE8, but correct operation cannot be guaranteed and we have ceased regression testing against IE8.

In addition, we have an ongoing programme to react to CyberSecurity threats. Some actions we take to improve security could mean users with browsers in the Unsupported category are unable to access the site.
Supported Browsers

Advanced Cloud Marketplace supports browsers as follows:

<table>
<thead>
<tr>
<th>Level</th>
<th>Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>IE11, Firefox, Chrome</td>
</tr>
<tr>
<td>Level 2</td>
<td>Edge, Safari, Opera</td>
</tr>
<tr>
<td>Unsupported</td>
<td>IE7, IE8, IE9, IE10</td>
</tr>
</tbody>
</table>

- **Level 1 – Full Support**
  - These browsers automatically-update themselves to the latest version ('evergreen')
  - All functionality is tested and certified against the latest versions of these browsers and we provide support for recent versions
- **Level 2 – Recent versions of W3C-compliant browsers with adoption < 5% of users**
  - We do not explicitly test against these browsers but have a high degree of confidence that functionality will behave as expected
- **Extended Maintenance**
  - Core eMarketplace features are tested and certified
    - Catalogue search, add to basket, check-out and view of previous orders
  - Richer user interface elements within the core eMarketplace may not always appear or function smoothly but there should be an alternative way to access the functionality
  - Other areas of the solution are not tested or certified
- **Unsupported**
  - Advanced Cloud Marketplace does not test or certify these browsers
  - Successful operation is not guaranteed
Browser Configuration

To successfully use the Advanced Cloud Marketplace solution your browser must be:

- configured to accept cookies
- configured to run JavaScript

Depending on your organisation’s IT and Information Security policies, it may also be required to add the following URLs to your browser’s trusted site list:

- https://*.sci-ware.com
- https://*.sci-ware-customer.com