

# Ellucian Global Browser Support Policy and Matrix

February 2024

Status	Description
YES	The Ellucian product supports the current release of the browser that was available during the system test period for that product release.
NO	The Ellucian product does not support the browser in the most current product release and does not anticipate further support.
UNDEFINED	The Ellucian product does not have a defined plan in place to support the product or has not fully tested the product.

Ellucian Product	Google Chrome	Mozilla Firefox	Apple Safari	Microsoft Edge Chromium (version 79.x and higher)
Banner	YES	YES	YES	YES
Banner Analytics (6)	YES	YES	YES	YES
Banner Document Management	YES	YES	YES	YES
Banner Enterprise Identity Service (BEIS)	YES	YES	YES	YES
Banner ePrint	YES	YES	YES	YES
Banner eTranscripts	YES	YES	YES	YES
Banner Integration for eLearning	YES	YES	YES	YES
Banner Integration for eProcurement	YES	YES	YES	YES
Banner Workflow	YES	YES	YES	YES
Colleague	YES	YES	YES	YES
Colleague Analytics (7)	YES	YES	YES	YES
Colleague eTranscripts	YES	YES	YES	YES
Ellucian Degree Works	YES	YES	YES	YES
Ellucian Advance (aka Advance Web)	YES	YES	YES	YES
Ellucian Analytics	YES	YES	YES	YES
Ellucian Apply	YES	YES	YES	YES
Ellucian Communicate (8)	YES	YES	YES	YES
Ellucian CRM	YES(2)	YES(1)	YES(3)	YES

Ellucian Cross Registration	YES	YES	YES	YES
Ellucian Data Access	YES	YES	YES	YES
Ellucian Data Connect Framework	YES	YES	YES	YES
Ellucian Ethos API Management Center	YES	YES	YES	YES
Ellucian Ethos Extend	YES	YES	YES	YES
Ellucian Ethos Identity	YES	YES	YES	YES
Ellucian Ethos Integration	YES	YES	YES	YES
Ellucian Experience	YES	YES	YES	YES
Ellucian Insights	YES	YES	YES	YES
Ellucian Intelligent Learning Platform	YES	YES	YES	YES
Ellucian International Student and Scholar Management	YES	YES	YES (5)	YES
Ellucian Mobile	YES	YES	YES	YES
Ellucian Payment Gateway	YES	YES	YES	YES
Ellucian Person Manager	YES	YES	YES	YES
Ellucian Portal	YES	YES	YES	YES
Ellucian Solutions Manager (ESM)	YES	YES	YES	YES
Ellucian Theme Editor	YES	YES	YES	YES
Ellucian Workflow	YES	YES	YES	YES
Ellucian Luminis	YES	YES	YES	YES
Ellucian PowerCampus	YES	YES	YES	YES
Ellucian Quercus/Elevate	YES(4)	YES(4)	YES	YES
Ellucian User Provisioning (Under Development)	YES	YES	YES	YES

1. Windows 10, Windows 8.1.
2. Windows 10, Windows 8.1, and Google Nexus tablet.
3. Apple iPad.
4. Oracle Forms not supported.
5. Only the Student Portal in Ellucian ISSM supports Safari.
6. Dependent on IBM Cognos (Versions 10.2.2 and 11.0)
7. Dependent on SAP Business Objects (Version 4.2)
8. Product does not have any web-based user interface

# Ellucian Global Browser Support Policy

Ellucian makes every effort to test and support the current versions of the following browsers, unless otherwise communicated for specific products.

- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

Our testing effort includes at a minimum a semi-annual certification and testing process with the current versions of the browsers listed during our product release activities across different operating systems and devices. However, we do not test every browser and every operating system combination as part of our regular cycles. Ellucian assumes that browser compatibility across different operating systems and/or devices is tested by the various browser vendors and is consistent with each version release.

Issue	Context	What We Do
Browser specific issues	Browser behavior causing inconsistent or loss of functionality in an Ellucian product.	<ul style="list-style-type: none"><li>• Ellucian will attempt to reproduce the issue using the Ellucian product and browser versions as indicated in the service request assuming both the Ellucian product and browser version are actively supported.</li><li>• If we can reproduce the issue, a defect will be created, and its severity assessed. The defect will then be managed by the defect resolution process owned by each product support team.</li><li>• If we are unable to test the issue in the same version of our product and browser as reported by the client, we will try to reproduce the issue in the current version of our software and browser.</li><li>• If we can reproduce the issue, a defect will be created, and its severity assessed. The defect will then be managed by the defect resolution process owned by each product support team.</li><li>• The resolution process may require upgrading to a newer version of an Ellucian product or a newer version of a browser, or both.</li><li>• If we cannot reproduce the issue, we will consider the defect resolved as of the current version of the software tested above.</li></ul>

<p>Browser currency</p>	<p>How Ellucian handles new releases of browser technology</p>	<ul style="list-style-type: none"> <li>• Ellucian recommends clients stay current with browser technology as this aligns with the browser vendors recommendation.</li> <li>• Ellucian makes every attempt to test with the latest browsers as part of our product release cycles, however, we cannot always test with the most current version of each browser across every operating system and device. Our expectation is new versions of a supported browser will continue to work correctly with our applications that we currently maintain.</li> <li>• It is possible we may delay validation of a specific browser version when we either find or are aware of a known issue that would cause inconsistency or loss of functionality in our applications. In those scenarios we may provide a work-around for the issue, wait for resolution from the browser vendor, or provide a specific Ellucian application patch.</li> </ul>
<p>Changes in Policy</p>	<p>How Ellucian handles changes in our support of different browsers and versions.</p>	<ul style="list-style-type: none"> <li>• Ellucian will provide a minimum of 3 months notification to clients of changes to our browser support policies.</li> </ul>