

# Ellucian Global Support Policy and Matrix

March 2021

- Document is published in the Ellucian Customer Center at:
  - <https://ellucian.force.com/clients/s/article/Ellucian-Global-Browser-Support-Policy-and-Matrix>
- Matrix is generally updated semi-annually.
- Additional products will be added with future updates and as Ellucian continues to align browser support across products.

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.
PLANNED	The Ellucian product is actively working towards supporting the browser and is expected to announce support in the indicated time period. Support may require an upgrade to a specific version of the Ellucian product.
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 (version 44.x and lower) (8)	Microsoft Edge Chromium (version 79.x and higher)	Microsoft IE 11 (6)
Banner	YES	YES	YES	NO – Mar 2021	YES	NO
Banner Analytics (11)	YES	YES	YES	NO	YES	YES
Banner Document Management	YES	YES	YES	NO – Mar 2021	YES	NO
Banner Enterprise Identity Service (BEIS)	YES	YES	YES	NO	YES	NO
Banner ePrint	YES	YES	YES	NO – Mar 2021	YES	NO
Banner eTranscripts	YES	YES	YES	NO – Mar 2021	YES	NO
Banner Integration for eLearning	YES	YES	YES	NO	YES	NO
Banner Integration for eProcurement	YES	YES	YES	NO	YES	NO
Banner Workflow	YES	YES	YES	NO – Mar 2021	YES	NO
Colleague	YES	YES	YES	NO – Mar 2021	YES	NO
Colleague Analytics (12)	YES	YES	YES	NO – Mar 2021	UNDEFINED (9)	YES
Colleague eTranscripts	YES	YES	YES	NO – Mar 2021	YES	NO
Degree Works	YES	YES	YES	NO – Mar 2021	YES	NO

Ellucian Advance	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Analytics	YES	YES	YES	NO	YES	NO
Ellucian Apply	YES	YES	YES	NO	YES	NO
Ellucian Communicate	YES	YES	YES	NO	YES	NO
Ellucian CRM	YES(2)	YES(1)	YES(3)	NO	YES	NO
Ellucian Data Access	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Ethos API Management Center	YES	YES	PLANNED – 2021-Q2	NO – Mar 2021	PLANNED – 2021-Q2	NO
Ellucian Ethos Identity	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Ethos Integration	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Experience	YES	YES	YES	NO	YES	NO
Ellucian Intelligent Learning Platform	YES	YES	YES	NO – Mar 2021	PLANNED - 2021-Q3	NO
Ellucian International Student and Scholar Mgmt	YES	YES	YES (10)	NO	YES	YES
Ellucian Mobile	YES	YES	YES	NO	YES	NO
Ellucian Payment Gateway	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Portal	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Solutions Manager (ESM)	YES	YES	YES	NO	YES	NO
Ellucian Theme Editor	YES	YES	YES	NO – Mar 2021	YES	NO
Ellucian Workflow	YES	YES	YES	NO – Mar 2021	YES	YES (7)
Luminis	YES	YES	YES	NO – Mar 2021	YES	NO
PowerCampus	YES	YES	YES	NO – Mar 2021 (4)	YES	NO
Quercus/Elevate	YES(5)	YES(5)	YES	NO – Mar 2021 (5)	PLANNED – APRIL 2021	NO

1. Windows 10, Windows 8.1.
2. Windows 10, Windows 8.1, and Google Nexus tablet.
3. Apple iPad.
4. Windows 10.
5. Oracle Forms not supported.
6. **Ellucian ended testing/validation of all our applications(with exceptions) on Microsoft Internet Explorer 11 effective August 31, 2020.**
  - a. **Excludes Banner and Colleague Analytics due to 3rd party components that continue IE 11 support.**
  - b. **Excludes Ellucian Workflow - see item 7.**
  - c. **Excludes Ellucian ISSM due to module specific functionality only supported in IE 11.**
7. Please review limitations for IE 11 documented here: [https://wiki.processmaker.com/Supported\\_Browsers](https://wiki.processmaker.com/Supported_Browsers).
8. **Ellucian expects to end testing/validation of all our products on Microsoft Edge version 44.x and lower by March 31, 2021. This does not change policy for our products that currently do NOT support this version.**
  - a. **Microsoft announced security updates for "Legacy" Edge will end March 9, 2021. <https://docs.microsoft.com/en-us/lifecycle/fag/internet-explorer-microsoft-edge>.**

9. Adoption/De-support is dependent on support by third party product components.
10. Only the Student Portal in Ellucian ISSM supports Safari.
11. Dependent on IBM Cognos (Versions 10.2.2 and 11.0)
12. Dependent on SAP Business Objects (Versions 4.1, 4.2)

# 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 <b>both the Ellucian product and browser version are actively supported</b>.</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>
Browser currency	How Ellucian handles new releases of browser technology	<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 inconsistent 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>
Changes in Policy	How Ellucian handles changes in our support of different browsers and versions.	<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>