



ABC PassPort™ Browser Support Policy

The purpose of this document is to provide clarity on AmerisourceBergen’s browser support for ABC PassPort. In order to efficiently meet the needs of as many customers as possible, AmerisourceBergen identifies and tests the most prevalent and secure browsers in use among ABC PassPort users. Browser support is defined in three grades. Each of these grade levels has an associated level of support that will be provided. In all cases, AmerisourceBergen will work with Customer Systems Support teams to assist customers in any environment and will try to determine workarounds where possible.

Browser	Internet Explorer	Firefox	Chrome	Safari
Grade A	IE8, IE11	17 and higher		
Grade B	IE10		Latest version (CSOS not supported)	
Grade C	IE6, IE7, IE9 In compatibility mode: IE8	Below version 17		All versions

Note:

- CSOS Customers using Win7 should contact Customer Systems Support for help in initial set up.
- Microsoft ended support of Windows XP in April 2014. While ABC PassPort applications in a supported browser on XP are anticipated to continue working, issues that are specific to XP may not be addressed.
- Microsoft will end support of Internet Explorer 8 beginning January 12, 2016. Effective February 20, 2016, Internet Explorer 8 will move to a Grade C browser for ABC PassPort.

Grade Definitions

Grade A - Fully supported:

These have been subjected to extensive testing and are considered fully supported. All future enhancements will be tested in these environments prior to release and any known issues or defects are fixed and tested in these environments. Using a Grade A browser will allow users to experience optimal performance and have confidence in all functionality while using ABC PassPort.

Grade B - Limited support:

These have been used at a high-level and core operations (such as catalog search and order placement) have been determined functional. It is possible that the applications have not been optimized for usability in these browsers.

Grade C - Unsupported:

These have not been tested. When using a Grade C browser, there is no guarantee that core functionality will operate as expected. Support for these browsers has not started or has been discontinued.