Summary: Operating systems, devices and browsers supported in VERSO and Agent version 6.0

General:

1. A-G Supports Operating Systems, Browsers, and devices that are supported by their respective Manufacturers
2. A-G does QA acceptance testing on Operating Systems, Browsers, and devices that are supported by their respective Manufacturers
3. While A-G does not formally support, nor test, MFR unsupported combinations, we do make every effort to use technologies/tools, like Angular 10, that can help improve the performance for older browsers
4. A-G does require that supported Operating Systems, Browsers, and Devices are required to replicate all reported Support Incidents.

Product	Minimum Requirememts	Comments	Microsoft (Support End Dates)	Staff	Patron	Guest
Operating Systems						
Windows XP Home Edition Professional	N/A	Microsoft supported ended in 2014. This OS is not formally supported by A-G	8-Apr-14	✖	✖	✖
Windows XP Professional x64 Edition	N/A	Microsoft supported ended in 2014. This OS is not formally supported by A-G	8-Apr-14	✖	✖	✖
Windows Vista Home Basic Home Premium Ultimate Business Enterprise	N/A	Microsoft supported ended in 2017. This OS is not formally supported by A-G	11-Apr-17	✖	✖	✖
Windows 7 Home Premium Ultimate Professional Enterprise	N/A	Microsoft supported ended in 2020, thus this Operating System is not formally supported by A-G	14-Jan-20	✖	✖	✖
Windows 8.1+	Processor: 1+ GHz, RAM: 1 GB (32-bit) or 2 GB (64-bit, Hard Drive Space: 16 GB (32-bit) or 20 GB (64-bit)	Windows 8.1+ works with all browsers including Internet Explorer 11 (only)	On extended support as of Jan 2018. Extended support ends: Jan 2023	✔	✔	✔
Windows 10 Pro		Windows 10+ supports all browsers except for Internet Explorer less than IE 11. (Microsoft EDGE browser currently works for OPAC Searching)		✔	✔	✔
Processor						
Processor						
1.0 GHz Processor	Intel Pentium 4 or later	While most features will work without issue, customers may experience problems relating to system performance, general functionality and sluggish system response. A-G recommends and fully supports customers using 2.8 GHz and faster processor families. To receive support, customers must demonstrate the problem in a fully supported processor speed.		Limited Support upgrade 2.8 GHz &up	Limited Support upgrade 2.8 GHz &up	Limited Support upgrade 2.8 GHz &up
2.8GHz (or faster) Processor	Intel Pentium 4 or later			✔	✔	✔
Memory (Ram)						
At least 512 MB		While most features work without issue, customers may experience problems relating to system performance, general functionality and sluggish system response. A-G recommends and supports customers using 1 GB and up memory systems. To receive support, customers must demonstrate the problem in a fully supported processor speed.		Limited Support upgrade 1 GB &up	Limited Support upgrade 1 GB &up	Limited Support upgrade 1 GB &up
1 GB & UP				✔	✔	✔
Download/Upload						
At least 6 Mbps		While most features will work without issue for 5-6 workstations used simultaneously, customers may experience problems relating to system performance, general functionality and sluggish response times. A-G recommends and supports customers using 10 Mbps and up speeds. To receive support, customers must demonstrate the problem in a fully supported processor speed.		Limited Support upgrade 10 Mbps &up	Limited Support upgrade 10 Mbps &up	Limited Support upgrade 10 Mbps &up

		Supported Browsers				
IE 7				✖	✖	✖
IE 8				✖	✖	✖
IE 9				✖	✖	✖
IE 10				✖	✖	✖
IE 11				✖	✖	✖
Microsoft Edge 85+ for Windows 10 & macOS. 45+ for iOS and Android mobile devices		2020: Edge switched to Chromium Based Browser Engine		✔	✔	✔
Chrome 77 +		Chrome support for <77 is no longer supported as of May 15th, 2020		✔	✔	✔
FireFox 69 +				✔	✔	✔
Mobile device browsers supported in VERSO and Agent version 6.0						
Notes:						

--- All Staff functions on Staff Dashboard are supported on tablets only. **See** Mobile device Browsers and operating systems supported below.
--- All OPAC functions for staff and patrons are supported on Cell phones and Tablets. **See** Mobile device Browsers and operating systems supported below.
--- * For devices not listed below, contact the A-G HelpDesk for more information and support update.
--- For iOS versions and support refer to http://www.apple.com/ios/
--- For Android versions refer to https://www.android.com/history/

				Auto-Graphics Inc		
Product	**Minimum RequiremEmts**	**Comments**	**Browser**	**Staff**	**Patron**	**Guest**
iOS	Version 7.1.2 +	VERSO 6.0 and Agent 6.0 tested on iPHONE 8+	Safari 11+, Chrome 73+	✔	✔	✔
Android	Version 4.4 +	VERSO 6.0 and Agent 6.0 tested on Galaxy S7, Galaxy S8	Android Browser, Chrome 73+	✔	✔	✔
Library Mobile App support in VERSO 6.0						
Notes:						

--- All OPAC functions are customized for staff and patrons and supported in the library Mobile App for user experience. **See** applicable product and minimum requirements below for the app.
--- * For products and/or product versions not listed below, contact the A-G HelpDesk for more information and support update.
--- For iOS versions and support refer to http://www.apple.com/ios/
--- For Android versions refer to https://developer.android.com/guide/topics/manifest/uses-sdk-element.html

		Auto-Graphics, Inc.			
Product	**Minimum RequiremEmts**	**Staff**	**Patron**	**Guest**	
iOS	Version - iOS 10.11 & up	✔	✔	✔	
Android	Target API level 23. Version - Andriod 5.0 (LOLLIPOP) & up	✔	✔	✔	