2020 Making Spaces for Life™

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2020 Virtual Planner 4.9

OS-Platform-Browser Support v1.4

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Overview

This document describes the targeted OS Platform / Browser combinations to support the upcoming version of 2020 Virtual Planner.

Internet browser versions outlined in this document are subject to change in a very short period of time given the frequency at which new updates are released. However, the Business Rules & Criteria for supporting them remain the same.

This document does not specify the exact combinations or the specific length of time for which a particular OS Platform / Browser combination is supported or discontinued. Please refer to the Release Notes for each product update for more information.

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System Requirements

Windows

- **Processor**: 1 GHz Dual Core or faster for SQ and Flattoon rendering
  2 GHz Quad Core or faster for HQ rendering*
- **Graphic Card**: Support for Direct X 9.0c (Quality of graphics drivers may impact experience)
- **Graphic Card Memory:** 256MB or higher
- **System Memory:** 4GB or higher
- **Internet Speed:** 2 Mbps or higher (faster internet speeds will provide a more fluid experience)
- **Operating System:** Windows 7 or higher
- **Windows Browsers:**
  - Internet Explorer
  - Firefox
  - Chrome
  - Microsoft Edge

See browser versions in Table 1

*Some VP sites may or may not have HQ enabled.

Mac

- **Processor**: 1 GHz Dual Core or faster for SQ and Flattoon rendering
  2 GHz Quad Core or faster for HQ rendering*
- **Graphic Card**: Supports for OpenGL 2.0+
- **Graphic Card Memory:** 256MB or higher
- **System Memory:** 4GB or higher
- **Internet Speed:** 2 Mbps or higher (faster internet speeds will provide a more fluid experience)
- **Operating System:** Mac OSX Yosemite 10.10 or higher
- **Browsers:**
  - Safari
  - Firefox
  - Chrome

See browser versions in Table 1

*Some 2020 Virtual Planner sites may or may not have HQ enabled.

Support Criteria

Requirements that determine which environment are supported.

OS Platform

Provide support for the main OS platforms used by consumers and professionals.

Desktop OS
Windows
Mac

OS Version

- Provide support for the last 2 major release versions
- Exceptions:
  - Usage statistics indicate that a 3rd version should be supported
  - A 3rd OS version is needed during transition period when a new operating system is released i.e. (6-9 months) particularly when the adoption rate is relatively slow

	Desktop OS Version
Windows	Windows 7
	Windows 8/8.1
	Windows 10
Mac	OS X El Capitan 10.11
	OS X Yosemite 10.10

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Web Browser and Operating System Combinations

The following list represents the OS Platforms and browsers for which R&D provides application support and on which QA conducts certification tests on the most recent 2020 3D Viewer.

Current Platform / Web Browser Support

Platform	OS Version	Browser Type	Minimum Version	Current Version
Windows	Windows 7	Internet Explorer	11.0	11.0
		Firefox	40	47
		Chrome	48	51
	Windows 8/8.1	Internet Explorer Desktop Browser Only; not Metro	11.0	11.0
		Firefox	44	47
		Chrome	48	51
	Windows 10	Edge	25	38
		Internet Explorer	11.0	11.0
		Firefox	44	47
		Chrome	48	51
Mac	OS X El Capitan 10.11 OS X Yosemite 10.10	Safari	9.0	9.1
	OS X El Capitan 10.11 OS X Yosemite 10.10	Chrome	48	51
	OS X El Capitan 10.11 OS X Yosemite 10.10	Firefox	44	47

Out of Scope Browsers and Operating Systems

Opera

Opera still has a less than 5% market penetration and appears to have reached a plateau going as far back as 3 years.

Linux

There are no plans to support Linux. Few customers have requested this platform. It will not be taken into consideration as a custom engagement with Professional Services.

Internet Explorer 7.0, 8.0, 9.0 & 10

Internet Explorer 7. 0, 8.0, 9.0 & 10.0 are no longer supported.

Windows (64-bit) Browsers

Windows 64-bit OS is supported with 32-bit browsers only.

Mobile and Tablet

2020 Virtual Planner currently does not support mobile devices and tablets.

Virtual Machine and Remote Desktop

2020 Virtual Planner does not officially support the use of Virtual Machines and Remote Desktop Environments. 2020 does not test 2020 Virtual Planner in those specific environments. If a customer wishes to pursue deploying and testing a 2020 application in a Virtual Machine or Remote Desktop environment, we would recommend that the customer engage the support of the experts on the specific technology they are interested in. 2020 is happy to provide collaborative support through the investigation and testing. This would allow customer to certify a specific version of the 2020 application, on the specific environment, for their own use.