

August 22, 2014

Action Required: Business Online™ for Premier® Version 5.0 Browser Requirements and Prerequisite Information

Affects: Business Online

Effective: In preparation for Business Online Version 5.0 Upgrade, we recommend that you and your customers are running the enclosed prerequisites **by Friday, October 31, 2014**, tentatively scheduled for Q4 2014 / Q1 2015.

Action Required: Evaluate your financial institution's workstations to ensure appropriate versions of Windows and Internet Explorer are installed. A list of certified browsers and system requirements is included in Appendix A.

Communicate required versions to your financial institution's customers using Business Online.

Begin working with Beavercreek Marketing to make the necessary changes to the online tutorials for Business Online Version 5.0.

Additional Information: If you have questions, please contact an eServices Representative or submit a case via the Collaborative Care Center (C3).

In preparation for Business Online Version 5.0, it is imperative that your financial institution is aware of the following requirements and planned events in order to be proactive for this implementation. Additional information will be provided in a future bulletin to be distributed within the next 30 days.

Minimum System Requirements

In the bulletins, *Microsoft Internet Explorer 11 and Windows XP Update (published April 2014)* and *FFIEC Statement on End of Microsoft Support for Windows XP Operating System (published November 2013)*, Fiserv provided information about supported browsers and system requirements, specifically regarding Internet Explorer 8 (IE8) and Windows XP.

Internet Explorer

Microsoft Internet Explorer browsers IE7 and IE8 are not compatible with Business Online Version 5.0. Unsupported software versions introduce a higher level of security risk. **All of your financial institution's Business Online customers must utilize a supported browser to ensure proper functionality and theme display.**

The minimum version of Internet Explorer for use with Premier Internet Banking solutions is Internet Explorer 9 (IE9). A list of certified browsers and system requirements is included in Appendix A.

Windows XP

Windows XP is not compatible with Business Online Version 5.0 and is no longer supported for any Fiserv software. Fiserv strongly recommends that your financial institution evaluate workstations and implement the appropriate versions of supported software as soon as possible and **communicate required versions to Business Online customers.**

Branding

In preparation for Business Online Version 5.0, new Business Online rebrand requests are not being accepted until after the 5.0 implementation. A maintenance and change branding freeze will be implemented three to four weeks before the Business Online Version 5.0 implementation. ***Maintenance and change requests will continue to be accepted until that time.*** Additional information will be included in a future bulletin to be distributed within the next 30 days.

Note:

Business Online rebrand requests currently in process will be completed before the Business Online 5.0 implementation.

Beavercreek Online Tutorials

Beavercreek's online tutorials are being updated with the Business Online Version 5.0 changes and when completed, can be shared with online users. If your financial institution currently uses the Beavercreek Online tutorial, contact Beavercreek at any time to begin working on the changes needed for version 5.0.

If your financial institution would like additional information regarding the Beavercreek tutorial, please contact your account executive.

© 2014 Fiserv, Inc. or its affiliates. All rights reserved. This work is confidential and its use is strictly limited. Use is permitted only in accordance with the terms of the agreement under which it was furnished. Any other use, duplication, or dissemination without the prior written consent of Fiserv, Inc. or its affiliates is strictly prohibited. The information contained herein is subject to change without notice. Except as specified by the agreement under which the materials are furnished, Fiserv, Inc. and its affiliates do not accept any liabilities with respect to the information contained herein and are not responsible for any direct, indirect, special, consequential or exemplary damages resulting from the use of this information. No warranties, either express or implied, are granted or extended by this document.

Appendix A: Certified Browsers and System Requirements

Workstation

Operating Systems

Certified	Supported	Not Supported
Windows 7	Windows Vista	Windows XP
Windows 8	Mac OS 10.7	Mac OS 10.6
Windows 8.1	Mac OS 10.8	
	Mac OS 10.9	

Browsers

Certified	Supported	Not Supported
Internet Explorer 9.0 (32-bit)	Internet Explorer 9.0 (64-bit)*	Internet Explorer 8.0
Internet Explorer 10.0 (32-bit)	Internet Explorer 10.0 (64-bit)*	Internet Explorer 10.0 ('Metro' mode)*
Internet Explorer 11.0 (32-bit)	Internet Explorer 11.0 (64-bit)*	Internet Explorer 11.0 ('Metro' mode)*
	Mozilla Firefox (Current Version)*	Opera*
	Google Chrome (Current Version)*	
	Apple Safari 6+ (Mac OS only)*	

* - indicates ACH for Premier[®] will not function in this browser.