

OpenText / Business Network

IWF Browser Support Policy

Effective: October 28, 2019

IWF Browser Support Policy¹

Depending on the version of Forms an end user is using on the Intelligent Web Forms (IWF) service, different browsers are supported, as shown in the following table. The stated browser versions are supported for both viewer-based and viewer-less environments:

IWF With IBM Forms

IWF IBM Forms Version		Internet Explorer (Desktop PC platform)	Firefox (Desktop PC platform)	Chrome (Desktop PC platform)
Viewer Based Forms	Forms 8.1 ^{2 3}	9/10/11	50/51/52	Not Supported
	Forms 4 ^{2 4}	6/7/8/9/10	4/6/7	
Viewer Less Forms	Forms 8.1 ^{2 3}	9/10/11	55/56/57/58/59/60/61/62/63/64/65/66/67/68/69	64/65/66/67/68/69/70/71/72/73/74/75/76
	Forms 4 ^{2 4}	6/7/8/9/10/11	55/56/57/58/59/60/61/62/63/64/65/66/67/68/69	64/65/66/67/68/69/70/71/72/73/74/75/76

IWF With OT Process Suite (AppWorks)

IWF Version	Internet Explorer (Desktop PC platform)	Firefox (Desktop PC platform)	MS Edge (Desktop PC platform)	Chrome (Desktop PC platform)
IWF v19.4 ⁵	11	58/59/60/61/62/63/64/65/66/67/68/69	44	65/66/67/68/69/70/71/72/73/74/75/76

While other browsers and versions may also work, we can only accept problem tickets or fix applications for the supported browsers at this time.

Determining Your IBM Forms Version

¹ This memo addresses IWF and TGASN only. For information about browsers supported for other Business Network products and services, please reference the memo, "Business Network Browser Support Policy October 2019".

² For versions 4/8.1, IBM Forms Viewer may not work properly with the IE 64-bit version. If you experience issues, it is recommended to use the IE 32-bit version.

³ Forms 8.1 does not support and will not work with Internet Explorer 6 or 7

⁴ IBM Forms Viewer 4.0 and below, does not support and will not work on Internet Explorer 11 and Firefox 32 and above.

⁵ IWF v19.4 is the latest version with new UI, look and feel. It is supported with TGASN v19.4, latest version of TGASN.

There are 2 types of IWF implementations, depending on your Hub's setup: viewer-based vs viewer-less. This distinction pertains to the type of Forms viewer you are using to open your forms. To determine which implementation you have, check whether you have the IBM Forms Viewer installed in your machine. If you do, then you are using the viewer-based version. Otherwise, you are using the viewer-less version.

To determine the forms version, do the following:

- a. For viewer based – go to Control Panel, select Programs and Features, and look for IBM Forms Viewer. You can then consult the table above to determine the supported browser versions.
- b. For viewer-less – the forms version you are using is dependent on the kind of implementation for your Hub. If you are experiencing browser-related issues, you can contact your Hub to determine the forms viewer-less version and then reference the table above to determine the supported browser versions.

Resolving Browser Issues If you are experiencing a problem using one of the supported browsers, please contact our technical support group for assistance. If you are experiencing a problem on an unsupported browser/platform combination, please access the product using a supported browser and version.