



KONICA MINOLTA

## **Konica Minolta Support Policy for Microsoft Internet Explorer**

**15 February 2016** - Microsoft announced the new support policy for Internet Explorer (IE) on 12 January 2016 which Microsoft will only support latest IE on Windows OS and will not respond to inquiries, release new security patches or provide technical support on non-supported IE version.

Customers are advised to upgrade to latest IE on Windows OS to receive continual support from Microsoft.

Please find below supported Konica Minolta applications.

### 1. Applicable KMI applications

- PageScope Enterprise Suite\*<sup>1</sup>
- PageScope Authentication Manager
- PageScope Account Manager
- PageScope My Panel Manager
- PageScope My Print Manager
- PageScope NetCare Device Manager
- CS Remote Care
- bizhub Remote Panel
- PageScope Web Connection
- UI Builder
- Remote Deployment Tools\*<sup>1</sup>

\*<sup>1</sup>: Currently, these applications are not supported on Windows10



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2. Applicable IE version

Konica Minolta will support the following from January 12, 2016.

Windows OS version	Internet Explorer version
Windows Vista SP2	Internet Explorer 9
Windows Server 2008 SP2	
Windows 7 SP1	Internet Explorer 11
Windows Server 2008 R2 SP1	
Windows Server 2012	Internet Explorer 10
Windows 8.1 (Windows 8 must be upgrade to Windows 8.1)	Internet Explorer 11
Windows Server 2012 R2	Internet Explorer 11
Windows 10	Internet Explorer 11

IE version other than above; Support Level 1<sup>2</sup> will end on January 12, 2016.

Konica Minolta support will change to Level 2<sup>3</sup> after 12 January 2016 and will end on 12 January 2018; support will be limited to internal bug issues which require individual assistance on case by case basis.

<sup>2</sup>: Support Level 1 – Support is available and bug fixing is accepted in accordance to priorities.

<sup>3</sup>: Support Level 2 – No support is available except enquiries limited to internal and serious bug causes.