

managedIP HOSTED

Assistant Toolbar 21.0.21 Compatibility Guide

The TDS managedIP Assistant Toolbar client software supports the following:

SOFTWARE REQUIREMENTS

Microsoft Windows (32-bit and 64-bit)

- Windows 8
- Windows 7
- Windows Vista
- Citrix Presentation Server platforms and Citrix Xenapp 6.0.environment

Microsoft Outlook

- 2007 including previous versions (32-bit and 64-bit - see note)
- Outlook 2010 (32-bit and 64-bit)
- Outlook 2013 (32-bit and 64-bit)

Microsoft Internet Explorer (32-bit and 64-bit – see Notes)

- Version 9.0 through 11



NOTE:

- *Toolbar works only with the 32-bit version of Internet Explorer 8.0.*
- *Windows 8 / IE11 must be used in the Desktop environment.*
- *Call History clear confirmation pop-up may not show correctly in IE11.*

Mozilla Firefox (32-bit only)

- Mozilla Firefox 28 or later



NOTE:

- *When Assistant-Enterprise runs on a 64-bit version of Windows 7 and uses a Firefox browser, User Account Control (UAC) must be set to "Never notify".*
- *When Firefox is updated to version 21 or later, or from version 21 to an earlier version, Assistant Enterprise needs to be re-installed.*

Toolbar is not currently compatible with:

- MAC OS X and Safari environment
- Google Chrome browser is not supported
- Portal Auto-Login button only available in web browsers



NOTE:

- *R260.21 Toolbar may function in Windows 10 with Edge browser, but TDS has not completed testing in this environment so will not be supported at this time.*

HARDWARE REQUIREMENTS

Assistant-Enterprise is a toolbar within Microsoft's Outlook, Internet Explorer, and Mozilla's Firefox, and hardware requirements are determined by the needs of these products.

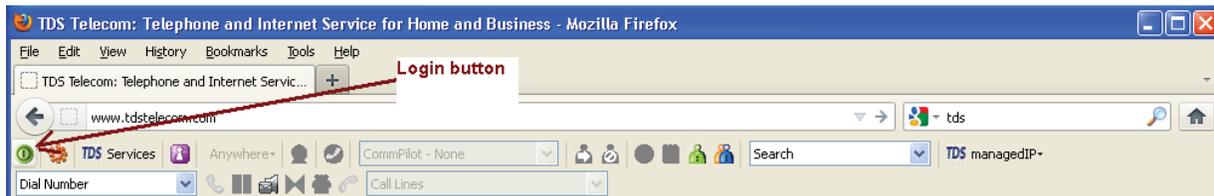
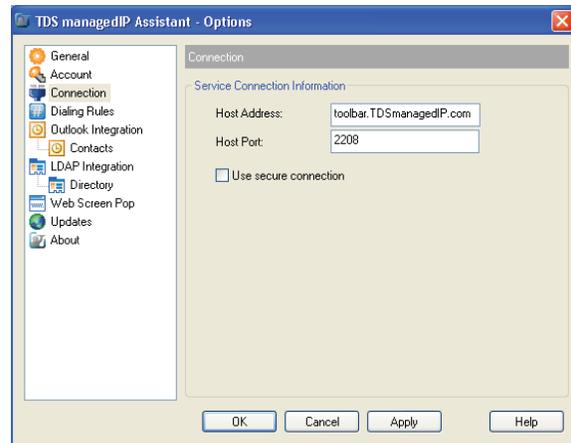
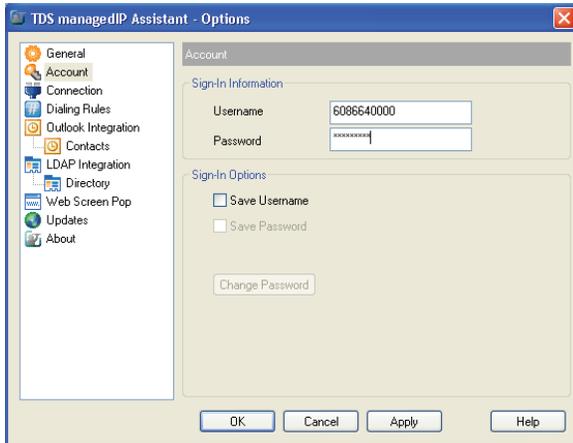
Toolbar installation notes:

- **Windows Administrator rights are required** for the installation and upgrade of the managedIP Toolbar. If you are attempting to either install or upgrade without these rights, you will receive an error message regarding insufficient privileges.
- Outlook, Internet Explorer, and Firefox add-ons can occasionally cause interoperability issues with the managedIP Toolbar application. This occurs when the execution of other add-ons interferes with that of the Toolbar. TDS recommends uninstalling all add-ons and re-installing them one by one to isolate any add-on that might be causing an issue.
- Launch toolbar in Firefox, IE or Outlook and confirm the correct Account, Connection settings.



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Additional Support

- Contact the managedIP Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources