

LMS Browser Support

The New Jersey Learning Management System (LMS) supports the following browsers:

Browser	Internet Explorer	Firefox	Chrome	Edge	Safari
Supported Versions	11	most recent version	most recent version	most recent version	native version
Comments	Maestro supports IE 11. Maestro does not have any current issues with IE 11.		SumTotal supports Chrome native browser on Android Tablets	SumTotal supports Edge native browser on Microsoft Surface Tablets	SumTotal supports Safari native browser on Apple Tablets

Support and testing is for native browsers and functionality on devices listed above. There are certain aspects of Maestro that do not work on certain devices if the functionality is not supported natively.

- Java and Flash dependent content
- Apple devices cannot download and store files other than images

Previous versions of unsupported browsers continue to work with Maestro. However, if a specific issue is reported and research shows that upgrading to a supported version of Internet Explorer addresses the issue, that browser upgrade is the 'fix'. We will not devote development resources to change the code in any way to support IE 8, 9, or 10.

Some UI updates that we introduce may not display the same in unsupported browsers as in newer versions and other browsers. This is because the tools that we use no longer support those browsers.

Our recommendation is to update to the latest version of Internet Explorer, which is currently IE 11.

- **Internet Explorer (IE)** works with Java 6 Update 26
 - Vendor based courseware such as Skillssoft have been tested with the Java versions listed above and they do work properly.
 - IE6 with Java 5 update 12 to Java 6 update 7 may not work properly with custom courses created through authoring tools such as Articulate and Lectora in certain instances. This is due to an issue between Microsoft and Java Sun.
 - URL for 5 update 11: https://cds.sun.com/is-bin/INTERSHOP.enfinity/WFS/CDS-CDS_Developer-Site/en_US/-/USD/ViewProductDetail-Start?ProductRef=jre-1.5.0_11-oth-JPR@CDS-CDS_Developer (https://cds.sun.com/is-bin/intershop.enfinity/wfs/cds-cds_developer-site/en_us/-/usd/viewproductdetail-start?productref=jre-1.5.0_11-oth-jpr@cds-cds_developer)
- **FireFox** can also use Java 6 Update 26 or newer.



Warning! The LMS supports FireFox but courseware might not function as it does in IE. We highly recommend testing your courses in your company's preferred browser prior to releasing the courses to your end users.

- **AOL Web Browser Connection:** verify that learners are using Internet Explorer to launch the courseware independent of AOL. Cookies and Scripting: should be enabled on the learner's workstation in order to allow bookmarking of courseware.

Internet Explorer Compatibility Mode Update

****Maestro core functionality does not support Microsoft Internet Explorer Compatibility Mode.***

Microsoft introduced Compatibility Mode for Internet Explorer to ease the burden on slower moving technology in keeping up with the latest browser updates. As a SaaS organization with monthly releases built on technology specifically selected to minimize the challenges of rapidly adopting browser updates, we do not see this as a challenge with Maestro. Moreover, compatibility mode itself has traditionally resulted in conflicts with the latest in adaptive web technology. Unfortunately, this is a challenge that we experience.

Many of the user experience updates we will implement during the next 12 months would be inhibited by the need to support compatibility mode. **This is not to say that Maestro will not work with Compatibility Mode ON, but that our best practice and support of IE will be with Compatibility Mode OFF.**