

# SUPPORTED VERSIONS IN LOMBARD ODIER CITRIX AND WEB ENVIRONMENTS

**Mai 2021**

*The next release is expected for November 2021*

## Introduction

This document presents the supported versions of OS, browsers, Citrix Receiver, printer driver, screen resolution and scanners in the Lombard Odier Citrix and web environments used by clients.

## Operating Systems

Windows 10 is the supported operating systems in Lombard Odier environments.

For My LO/G2 Touch on mobile devices, minimal supported versions are IOS 11 or higher and Android 8.0 or higher for authentication by finger print.

Minimal supported versions for My LO Sign/Scan application are IOS 11 or higher and Android 8.0 or higher.

## Browsers

G2 portal provided by Lombard Odier are supported with Edge Chromium latest and Google Chrome latest

The supported versions for G2 Web are:

- Microsoft Edge chromium
- Firefox 60 or higher
- Chrome 70 or higher
- Safari 11
- Opera 50

Please note that Lombard Odier does not support a specific browser version for hosted customer websites. In this case, the browser remains the customer's responsibility.

## Outlook

Outlook 2010 and Outlook 2016 are the supported versions of Outlook.

Further requirements for the G2 CRM Outlook Plug-in are:

- Installation of Microsoft Framework.net 4.7 or higher
- Installation of Microsoft Visual Studio 2010 Tools Runtime

## Citrix client

We recommend using the latest version of Citrix Workspace App Long Term Service Release.

## Security Certificates

The following certificates must be present on the local computer:

- Root : DigiCert Global Root G2 [download link](#)
- Intermediate : DigiCert Global CA G2 [download link](#)
- Root: DigiCert SHA2 Extended Validation Server CA [download link](#)
- Intermedidate: DigiCert SHA2 Extended Validation Server CA [download link](#)

## Printer driver

Citrix Universal XPS Printer is the driver supported and used in Lombard Odier Citrix environment. For better compatibility with our applications, your local printers must use a POSTSCRIPT driver.

## Screen resolution

The supported screen resolution for the G2 platform applications is 1280 x 1024 pixels

## Scanner version

*Only in case of use in client registry scanning solution*

Canon 9050, Canon 9080, DR-G1100 and DR-G1130 are the supported scanner in Lombard Odier environments.

Scan Advanced delivered with Logical Access suite of New Access is the supported solution. Twain 1.x driver must be installed on the scanning workstation.

*Note:*

- *If the application "Scan Advanced" is installed on the scanning workstation, the scanner must be connected on its USB port.*
- *If the application "Scan Advanced" is on Citrix, the scanner must be compatible with Twain 1.x. Driver. Twain 2.0 is not supported by Citrix.*

*We remind you that Lombard Odier will only investigate issues occurring with supported versions.*