Product Bulletin
Sales and Marketing

Microsoft Windows 8 and Internet Explorer 10 Support

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History of Revisions of this Bulletin

Date	Revision #	Summary of Changes
Oct 26, 2012	10462-Global	This is the original publication
Feb 27, 2013		Updated with exact build numbers plus a workaround

Windows 8

Microsoft Windows 8 will be officially supported by Communicator for Windows in ShoreTel 13.2 and greater. ShoreTel 13.2 is expected to be generally available in the first quarter of 2013.

Installing or upgrading Communicator for Windows with previous releases on Windows 8 may fail, and the client installer will roll back. There is no reliable work-around as of now. We recommend to use Communicator for Web as an alternative to Communicator for Windows on Windows 8.

Internet Explorer 10

When using IE 10 to create a new user via Director can corrupt the ShoreTel configuration database. A fix has been identified and included in builds of ShoreTel 12.3 and greater. The exact minimum build versions are below:

- ShoreTel 12.3 GA6   17.62.5000.0
- ShoreTel 13   CR5   18.8.6604.0
- ShoreTel 13.1 GA1   18.22.5110.0
- ShoreTel 14   Beta   19.5.1803.0

ShoreTel recommends upgrading to one of the aforementioned builds as quickly as possible in order to avoid the potential of corrupting the configuration database.

An interim workaround is provided below. This should only be done by a capable Administrator with experience in modifying HTML and ASP files on a Microsoft server. If there are issues, ShoreTel support will ask the original file be replaced before troubleshooting further.

1. Locate MainFrame.asp in Director server. The location for a default install on Windows 2003 and 2008 server is C:\Program Files\Shoreline Communications\ShoreWare Director\. A Windows 2008 R2 system will be in C:\Program Files (x86)\Shoreline Communications\ShoreWare Director.

2. Make a backup of MainFrame.asp.

3. Open MainFrame.asp with any text editor, such as NotePad.

4. Search for "<head>" tag, at about line #14.

5. Insert **<meta http-equiv="X-UA-Compatible" content="IE=8">** after <head> tag.

6. Save the change and login to Director.

7. The browser will now run in IE8 compatibility mode and not corrupt the database.

Sample code snippet with above patch in yellow:

```
 ...

<html>
<head>
<meta http-equiv="X-UA-Compatible" content="IE=8">
<!--#include file="meta_tags.stm"-->
<LINK REL="SHORTCUT ICON" HREF="images/ShoreTelLogo.ico">
<title><%=PrefixTitle%> Director</title>
</head>


...
```

Contact Information

Contact your sales representative for additional information.