

System Requirements (Effective April, 2017)

Device compatibility

Roadshow access has the following levels of compatibility:

- Recommended (**R**). All functionality will be available for the best user experience
- Minimum (**M**). Basic functionality will be available.
- Unsupported (**U**). This status applies when we do not support this configuration
- Grayed out indicates this browser / operating system combination is not valid
- Compatibility mode is not supported with any browser / OS combination

Device	Operating System	Browser							
		IE8	IE9	IE10	IE11	Chrome*	Firefox*	Safari*	Opera
Desktop	Windows 8.1				R	R	R		U
Desktop	Windows 8			U		R	R		U
Desktop	Windows 7	U	U	U	R	R	R		U
Desktop	Windows Vista	U	U	U	R	R	R		U
Desktop	Windows XP	U				U	U		U
Desktop	Mac OSX *					R	R	R	U
Mobile	iPad (iOS) *					R		R	
Mobile	iPhone (iOS)*					M		M	
Mobile	Android Devices					U	U		

*Indicates we support all modern versions of these browsers / Operating Systems

Please see Appendix A for how to check your Operating system and Browser versions.

Additional Software

1. Adobe Flash Player

If you have Adobe Flash installed, a recent version is required for Internet Explorer browsers and must have for IE8.

To download the most recent version, please go to <http://get.adobe.com/flashplayer/>.

For devices that do not support Flash (iOS) an HTML5 player will be used

2. PDF document reader

For some documents, a PDF reader (such as Adobe Acrobat or similar) is required. To download Adobe PDF reader, please go to <http://get.adobe.com/reader/>

Frequently Asked Questions

1. **Why do you not support Windows XP or Internet Explorer 6 - 10?** Since April 2014 Windows XP is no longer supported by Microsoft and as such we cannot guarantee a secure user experience on these devices. Internet Explorer 6, 7, 8, 9, and 10 are also out of support.
2. **What does minimum functionality mean?** All basic functions of the site are available to you (search for deals, watch video's etc.) however some of the features that enhance the user experience (e.g. ability to change zoom levels) are unavailable.

Corporate Firewalls

In order to access RoadshowAccess from behind a corporate firewall the following sites will need to be allowed. Please contact your firm's helpdesk / networking team for confirmation.

roadshowaccess.com
roadshowaccessretail.com
content.cdn.ipreo.com
*.knowledgevision.com

Popup Blockers

RoadshowAccess uses popups when access the prospectus / POS download. As such please ensure your browser allows popups from roadshowaccess.com / roadshowaccessretail.com. See appendix B on how to add this.

Testing the RoadshowAccess site

Ahead of your first deal, please test access to our site and compatibility with your device by contacting our support team at help.roadshowaccess@ipreo.com, who can walk you through testing.

Appendix A: How to find Operating System and IE Browser versions

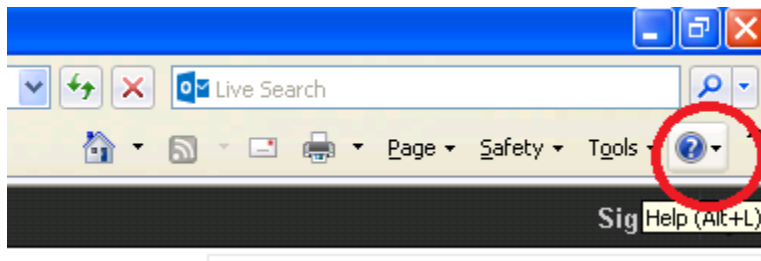
Internet Explorer

Either the 'Tool' Icon or the 'Help' icon on the top right and select 'About Internet Explorer' from the drop down menu.

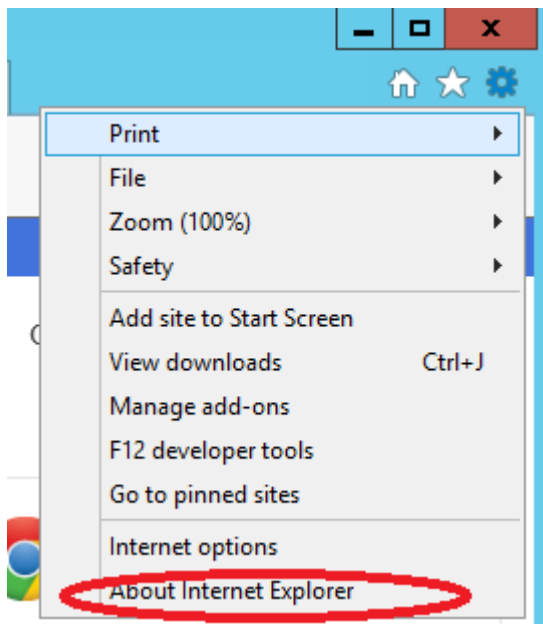
Tool Icon (IE 10, 11)



Help Icon (Earlier IE versions):

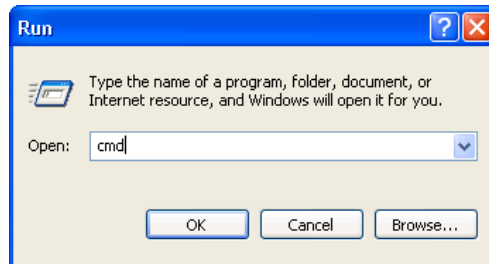


Drop down menu:

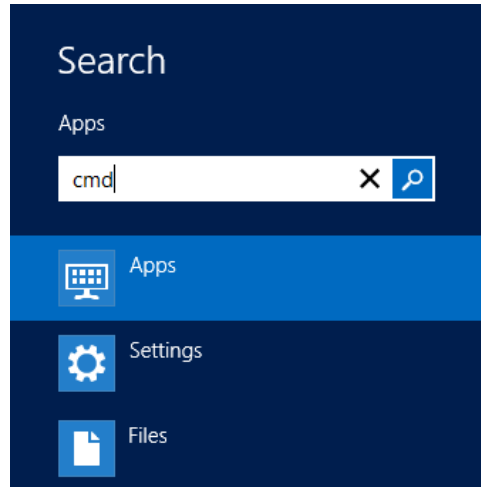


Windows

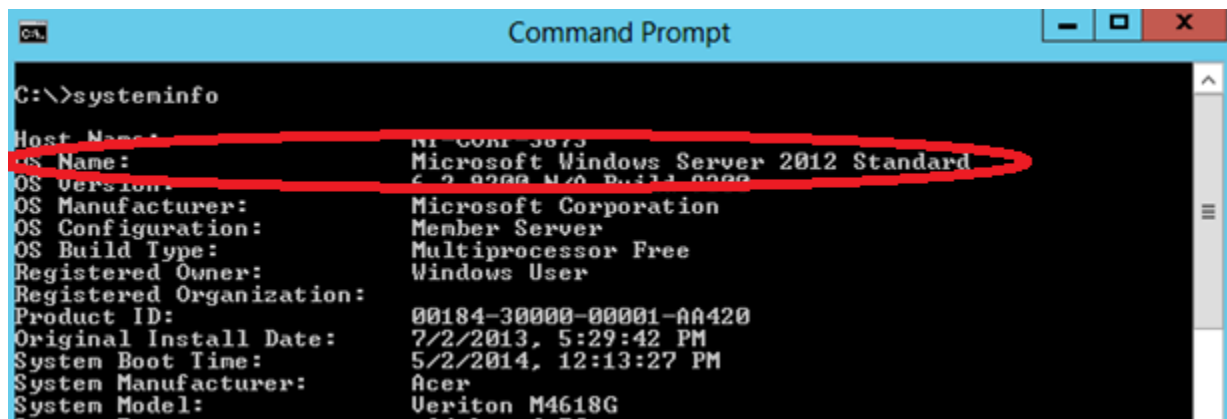
To run a command windows please click start -> run -> type **cmd** (earlier versions):



OR hover over the top right corner of the screen, click the search icon and type **cmd**:



In the command window type **systeminfo** and read the OS Name output:



Appendix B: How to enable popup's from RoadshowAccess

Internet Explorer

- [Microsoft Support: How to Turn Internet Explorer Pop-up Blocker On/Off](#)
- [Microsoft Support: Change Security and Privacy Settings for Internet Explorer](#)

Chrome

- [Google Support: Manage Pop-ups in Google Chrome](#)

Firefox

- [Firefox Support: Pop-up Blocker Settings](#)

Safari

- [Apple Support: Blocking Pop-ups](#)