

The future of Windows 10 and Windows 11 with Bacstel-IP solutions

Revised 14 March 2022

As of this date, Bacstel-IP solutions require Internet Explorer 11 (IE11) to be resident on a Windows PC. This is for two different reasons.

1. The eSigner middleware supplied by Gemalto and given to you by your Bank only works with IE11. Gemalto installs a Plug-in into IE11 to enable access to the Bacstel-IP Payment Services Website (PSW). This plug-in supports the sign in requirements of the website with Smartcards. The plug-in is not available on any other Browsers. This does not affect the Grange Bacstel-IP system as we do not rely on the Gemalto plug-in. It is up to your Bank to offer guidance regarding this issue as it is they who issue and support the Gemalto software.
2. The Submission Summary Result downloaded at the end of a Submission to confirm a successful session is in the form of an XML document that uses CSS and Stylesheets. This is fully supported by IE11 but not supported in Microsoft Edge, Chrome or Firefox. Edge can be used with a work around in IE11 compatibility mode. See our Support page for documentation on this.

Windows 11 will not allow IE11 to be installed on the same PC. Microsoft says you must rely on IE11 compatibility mode in Edge.

More worrying is that there is confusion regarding what will happen after June 15th 2022 with Windows 10. After that date IE11 is not supported by Microsoft. There is speculation that updates to Windows 10 after this date may actually remove IE11 from the PC. We can't find any information as to whether this is true or not.

We know that Gemalto is working on a new product called Websigner that is designed to support Edge and other browsers. It is unlikely that this will be shipped by the Banks before June 15th. In addition the Websigner we have seen does not support the standard smart card readers. It only supports PinPad readers. Of course this may change before it is released.

Summary.

For the time being Grange will not support Windows 11 for our Bacstel-IP systems until the issues raised above are resolved. We also strongly suggest that updates to Windows 10 after 15th June 2022 are checked out first to see if IE11 will continue to be run on the PC, before installing on the Bacstel-IP PCs.