

## Silverlight and Internet Explorer FAQs

This information sheet is provided for digiTICKET customers to provide background and go-forward information regarding digiTICKET's new web application and Microsoft's end of support for Silverlight.

**Background:** The legacy digiTICKET web application runs in Microsoft's Silverlight environment. Initially, Silverlight only ran in Microsoft's Internet Explorer (IE) browser and was not supported in Microsoft's Edge browser. Microsoft has announced that Silverlight will reach "end of support on October 12, 2021".

### **What happens on October 12, 2021? Will existing applications stop working?**

Microsoft will not terminate Silverlight applications. After this date, however, Silverlight will be in an unsupported state and will not receive any future quality or security updates.

**NOTE: The last Silverlight security update was published by Microsoft on 6/9/2017.**

### **Will this effect Internet Explorer 11?**

Although Microsoft has ended development for IE, it will continue to be supported for as long as the Windows 10 operating system is supported. This will likely be for many more years.

**NOTE: Edge includes an "IE Mode" that will run Silverlight apps. Please contact support if you would like instructions on how to use Edge to run digiTICKET**

## The NEW digiTICKET Web Application

Saltus has been developing a new digiTICKET web application for over 24 months. The new application has been developed using HTML 5 and can be run in modern browsers such as Edge, Chrome and Firefox. We are excited about this next generation of digiTICKET, and we look forward to your feedback.

The new site has a different look and feel but is laid out and functions very much like the Silverlight site. From a customer/end-user perspective, the transition from the legacy site to the new site has proven to be very simple and straightforward. **No additional training will be required.**

To support the transition to the new web application Saltus has grown the support team and created new tools to support our customers. **Customers are now being migrated to the new web. We will be scheduling your upgrade soon.**

When it is time to be migrated, Saltus will contact your agency and provide you with access to new "help" videos and let you know when the migration will take place.

**PLEASE CONTACT SALTUS IF YOU HAVE QUESTIONS OR CONCERNS: [webmigration@saltustech.com](mailto:webmigration@saltustech.com)**