Microsoft Windows 10 and Ibcos Gold

Introduction

This document provides advice on compatibility with Microsoft Windows 10. Using the table of support Esker Tun versions and instructions on how to find out your version you can establish whether you are supported or need to upgrade Esker Tun.

Peer-to-Peer (P2P) setups are not supported with Microsoft Windows 10. This document also explains how to establish what type of setup you are on (i.e. TS Plus, RDP or P2P).

Classic Gold

The following is table of supported and working versions of Esker Tun for Microsoft Windows 10.

Version	Supported	Working
16 (160)	✔	✔
15 (150)	✖	✔
14 (140)	✖	✔
13 (130)	✖	✖
12 (120)	✖	✖
11.5 (115)	✖	✖
11 (110)	✖	✖
10 (100)	✖	✖

Supported indicates that both Esker and Ibcos support the version.

Working means that Esker do not support the version, but Ibcos customers are using the version without any known issue.

The drawback with a working, but unsupported version is that we may find a future issue that we are unable to resolve. In this instance we would require you to upgrade Esker Tun. Esker Tun upgrades need to be quoted for by our sales team.

If upgrading Esker Tun does not resolve an issue, we would then be able to investigate the problem with the required support from Esker.

Finding Out Your Tun Version

In Esker Tun click the help tab at the top of the page and go to help. This will show you the Product Version.
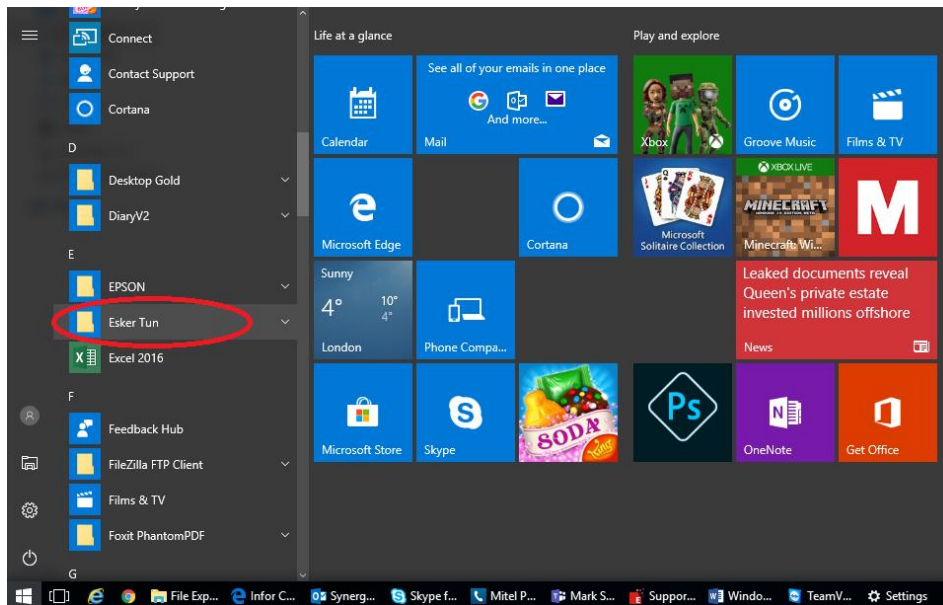
Another way you can find out which version of Esker Tun you have is by looking at your Esker Tun licence number. The three numbers towards the end of the licence, show you the version of it. For example, if your licence is 360011234567891-160-1, the number highlighted tells you that it is a version 16 licence. See below for how to find your licence number.

How to find you Tun Licence Number on your PC
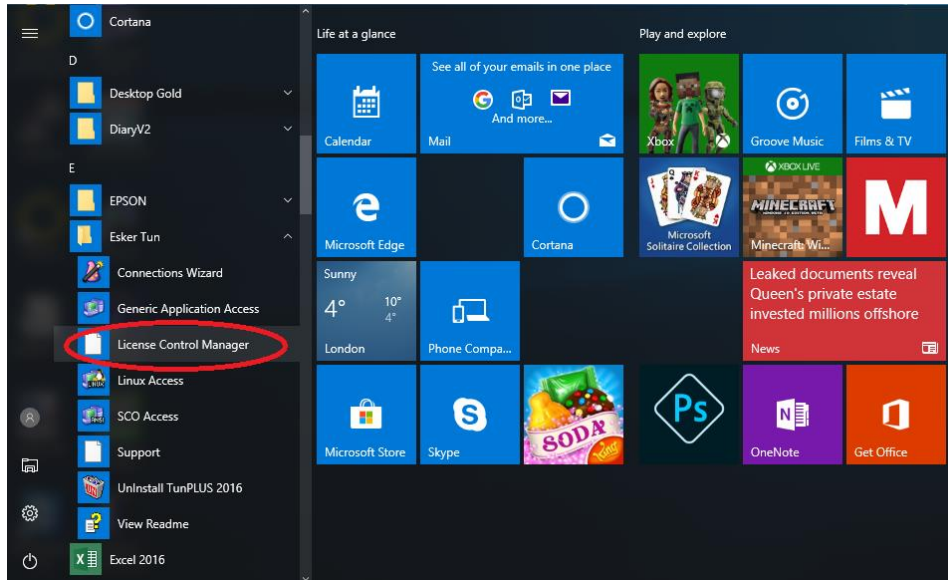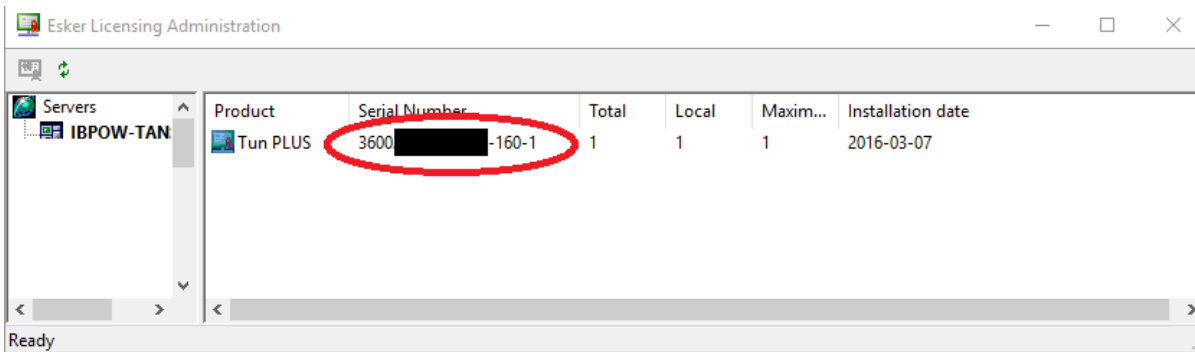
Go to your start menu

Look for a directory called **Esker Tun**

Click onto to Licence Control Manager

Within the box that pops up, it will show you your **TUN Licence** under Serial Number
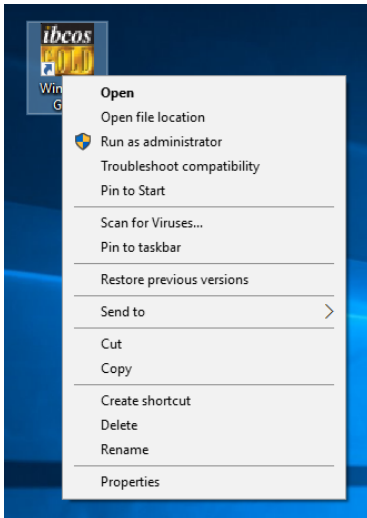
Windows Gold

Microsoft Windows 10 is not supported with Peer-to-Peer (P2P) Windows Gold. TS Plus and RDP setups are support with Microsoft Windows 10.
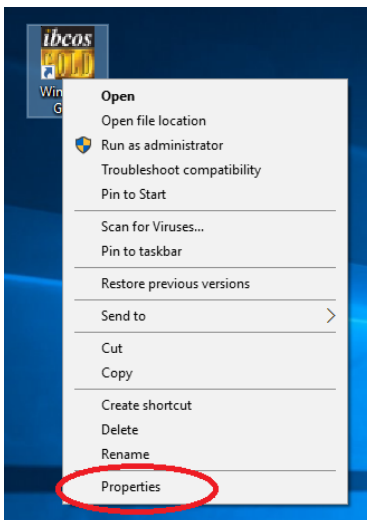
Finding Out Your Type of Windows Gold

You can find out what type of Windows Gold you are running from the shortcut on your desktop.
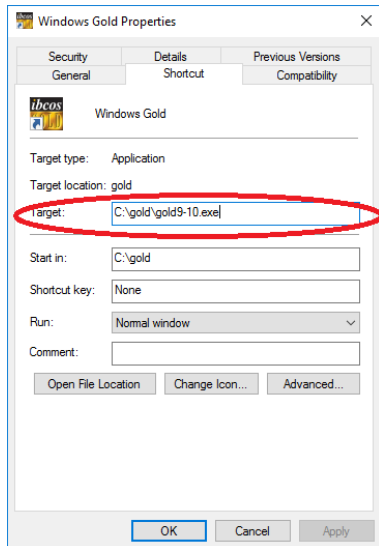
Right click on your Windows Gold Icon

Click on properties

When the properties box opens, look at the end of the target line and use the table below to find out if your Windows Gold is supported for Microsoft Windows 10.

Depending on the type of file you are running tells you what type of gold you have.

Target File Extension	Windows Gold Type	Supported on Microsoft Windows 10
.exe	TS Plus	✔
.rdp	RDP	✔
.bat	Peer-to-Peer	✘

Known Issues

An issue we are aware of is importing into Gold, e.g. price files, background forms, pick list and e-mail footers do not work for some complies of Microsoft Windows 10. When generating the list of files you want to import, the Microsoft Windows 10 PC does not show anything, but if you keep on trying, the import will generate the list.

Exporting from Gold can also be a problem. For sites with older Gold servers, exporting may not work. If the server has a Linux operating system on it, an update to a background processes can resolve this issue. If however the server has an older Unix operating system, there is a high chance for the exporting to not work at all. This is due to the age differences between the two operating systems.

There is an issue with some complies of Microsoft Windows 10 where, if you have dual screen setup with Windows Gold, you are unable to view documents from your Docstore on the second screen. There is a workaround, althought this changes Windows Gold from being a seemsless client to a remote desktop session spanned across both screens. Please contact Ibcos Support for further information.

Finding Out Your Operating System on Your Gold Server

Log on to the Gold Server using the root logon and look at the bottom left-hand corner of the screen. If you have a start menu (normally with a gecko symbol on it) then it is a Linux operating system, if it doesn't and looks more like an MS-DOS screen then it's a Unix operating system.

If you are running a virtual Gold Server then it will be a Linux operating system.