




Basware Technical Requirements


All solutions

The information is valid for the latest versions of Basware products and services. For information on older versions, please contact Basware Product Support.


We aim to announce deprecated items 12 months in advance. [View information regarding deprecations](#)

End-User Requirements

Desktop	<h3>Microsoft Windows</h3> <p>Basware supports the following major browsers' current version:</p> <ul style="list-style-type: none">• Google Chrome• Microsoft Edge• Microsoft Internet Explorer• Mozilla Firefox <h3>Apple OS X</h3> <p>Basware supports the following major browsers' current version:</p> <ul style="list-style-type: none">• Apple Safari• Google Chrome• Mozilla Firefox <h3>General requirements</h3> <ul style="list-style-type: none">• A supported version of Adobe Acrobat reader or equivalent is required for viewing PDF documents.• Cookies must be enabled.• Popup blocker must be disabled for Basware solutions.• JavaScript must be enabled.• A minimum screen resolution of 1024x768 pixels. Resolution of 1280x1024 or higher recommended for better usability.• For professional users, we recommend larger screens, even double screens, to ensure optimal user experience.• Simultaneous use of multiple services requires the same browser to be used for all services.• Users can only have an active session in a single device or browser at any point in time. If a user with an active session logs in using another device or browser, their previous session will expire.• Use of multiple tabs within a browser to access a service is not supported unless the service itself launches an additional tab. <div data-bbox="383 1585 1436 1881"><p> Exceptions</p><p>Basware P2P Workplace requires Microsoft Silverlight 5.0 or later and 4GB of memory.</p><p>Basware P2P Edge AP Professional Tools, Procurement Professional Tools and Data Management functionalities do not support Microsoft Internet Explorer.</p><p>Basware TEM Admin requires Citrix Receiver.</p><p>Basware CloudScan requires Windows 8 or 10 (32 or 64 bit) workstation with .NET Framework 4.6.2 (or later).</p></div>
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Mobile	<h3>Microsoft Windows</h3> <p>Basware supports the following major browsers' current version:</p> <ul style="list-style-type: none">• Microsoft Edge• Microsoft Internet Explorer <h3>Apple iOS</h3> <p>Basware supports the following major browsers' current version:</p> <ul style="list-style-type: none">• Apple Safari• Google Chrome <h3>Google Android</h3> <p>Basware supports the following major browsers' current version:</p> <ul style="list-style-type: none">• Google Chrome <h3>General requirements</h3> <ul style="list-style-type: none">• Cookies must be enabled.• JavaScript must be enabled.• Simultaneous use of multiple services requires the same browser to be used for all services.• Users can only have an active session in a single device or browser at any point in time. If a user with an active session logs in using another device or browser, their previous session will expire.• Use of multiple tabs within a browser to access a service is not supported unless the service itself launches an additional tab. <div data-bbox="384 1249 1437 1429" style="border: 1px solid #ccc; padding: 10px;"><p> Exceptions</p><p>Basware Analytics</p><p>See http://www.tableausoftware.com/products/techspecs for supported devices and browsers</p></div>
Internet connection	Internet connection bandwidth of 1.5Mbps and <500 ms latency.

Cloud Solution Requirements

VPN	Internet connection bandwidth of 1.5Mbps and <500 ms latency.
Single Sign-On (SSO)	If the SSO option is available in the selected Basware service, the Customer is responsible for the configuration of their IdP solution and Basware is responsible for the configuration of the Basware service. The Customer IdP solution must be accessible through the Internet.
Network	<p>The Customer is responsible for their data network capacity. The Customer must grant access through their firewalls and proxies to *.basware.com and *.basware-saas.com domains. The Customer must provide Basware with detailed network information if requested: for example IP address of SFTP client, proxy server, and local networks that need to be allowed access through the Basware firewalls. The Customer is also responsible for the testing of their data network connections. TLS 1.2 or higher is required for all network communications.</p> <div data-bbox="384 701 1437 819" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> Exceptions</p> <p>Basware P2P Workplace does not support network accelerators.</p> </div>
P2P Integration	<p>Files over SFTP, Web APIs, and where the service level allows, real time system links, are the supported methods of integration between Customer and Basware systems to enable data exchange.</p> <p>The use of a real time system link may require a private network connection using a VPN tunnel. Customers are responsible for establishing and maintaining their end of a VPN tunnel. Supported real time system links are Web APIs and SAP BAPI/RFC web service calls (Only supported to SAP products currently supported by SAP).</p>