2021 SUPPORTED ENVIRONMENTS

The information in this document is based on information available from Product Development and from Microsoft as of June 2020 and is subject to change. All changes will be posted to our Customer Center web site as they become known.

Thomson Reuters provides minimum operating guidelines used to process tax returns. This document contains information to be used to plan your operating environments for the 2021 tax processing season, but this information is subject to change as third-party providers may change dates affecting retirement of items shown in this document.

We also recommend that you review the Microsoft Product Lifecycle Information found at **http://support.microsoft.com/select/?target=lifecycle**.

WORKSTATION

COMPONENT	CURRENT SUPPORT	NOTES
Processor	2 GHz AMD or Intel® processor	
Operating System	Windows 8.1 (32-bit and 64-bit) Windows 10 (32-bit and 64-bit)	We support 64-bit operating systems for Windows 8.1 for the current tax year and preceding nine tax years. Local machine administrator rights are required for the initial installation of each year's application.
Operating System Add-ons	.NET 4.6 Framework Microsoft Visual Studio 2012 C++ runtime and Visual Studio 2015 C++ runtime Microsoft Access database engine 2010	Missing prerequisites are automatically installed during installation. Full and complete .Net 4.6 or later must be installed on Windows 10 machines.
Memory	4 GB of RAM (minimum)	Additional memory, page file, and/or available free hard drive space will be necessary for processing large returns and reports. Depending on the level of chart detail, number of states, entities, partners, and so forth, several hundred MB of temporary free disk space may be required.

COMPONENT	CURRENT SUPPORT	NOTES
Internet Browser	Microsoft Edge Chrome version 71.0.3578 or higher Internet Explorer 10.0, 11.0	The Compatibility view is no longer supported. Please remove *.fasttax.com from your list of sites. Under **Options > Preferences**, you can select how you would like returns opened (last selection). There are three selections: open in Chrome, open in Internet Explorer (default), or ask your preference. After the first open of a return, Chrome has been found to be faster in subsequent opens.
Display	1024 × 768 or higher-resolution monitor	

PRINTERS

PRINTERS	SUPPORTED DRIVERS	NOTES
HP Laser Printers	HP Universal Print Driver for Windows [PCL 5 or 6]	Consult manufacturer guidelines. Additional memory may be required to print large returns or reports.
Non-HP Laser Printers	Native PCL 6 Driver	Consult manufacturer guidelines. Additional memory may be required to print large returns or reports.

RS CONNECTIVITY

COMPONENT	REQUIREMENT
Internet Connectivity	Broadband connection required through: • Internet Service Provider (recommend Tier 1 provider) OR • Dedicated connection to our facility (requires registered Transaction Control Protocol/Internet Protocol (TCP/IP) addresses).
Firewall Requirements	Security policies, firewall rules, proxy rules, and router packet filters must allow outbound connections (and inbound replies) on destination ports 80 and 443 to the Class "B" network address 164.57.0.0. The source port selection uses standard port numbers 1024 and above.
Proxy Server Access	Proxy server access to the Web servers is supported. However, caching of page content is not supported and must be disabled. Proxy Server access to the application servers is supported ONLY in transparent mode. The proxy server must not translate the TCP/IP address of the application server. The client PC must be able to establish a connection using the actual TCP/IP address and port numbers of the application server with no application "awareness" of a proxy server.
Protocols	HTTP (TCP/IP port 80) and HTTPS (TCP/IP port 443) protocols are required.

TRUSTED SITES

For Internet Explorer users only

We recommend that you use the Trusted Sites Zone in Internet Explorer for Thomson Reuters's applications instead of the Internet Zone so that you do not remove useful security messages for other non-Thomson Reuters Internet sites.

The following sites should be marked as trusted sites:

- ***.fasttax.com**

- ***.ThomsonReuters.com**

- **www.riahelp.com**

If you have purchased e-Form RS, also add **eFormRS.com**.

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