



# Osprey Approach: Silverlight End of Life / Microsoft IE 11 end of Life

This help guide was last updated on  
Aug 3rd, 2023

The latest version is always online at  
<https://support.ospreyapproach.com/?p=34911>

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As you may well be aware, Microsoft are ending support for Internet Explorer 11 on 12<sup>th</sup> June 2022 and for Silverlight (the component used to link Internet Explorer with Microsoft Word) on 12<sup>th</sup> October 2021.

Whilst we expect that you will continue to be able to merge documents from Internet Explorer 11 to Microsoft Word after 12<sup>th</sup> October 2021 as this functionality will no longer be under mainstream support it will not form part of our recommended use of Osprey. This email provides you with our recommended route for the various document merge facility in Osprey following the withdrawal of these components/applications

Merging documents – our recommended method is to use our enhanced Microsoft Windows app. Alternatively you can still use the Online Editor via the browser or the Microsoft Office 365 Word Add In, available on Word Online, Word for Windows, Word for Mac, Word for Tablets and Word for Phones.

Running workflows – again our recommended method is to use our Microsoft Windows app. Alternatively you can still use the Online Editor or the Microsoft Office 365 Word Add In.

Running batch aged debtor letters – our recommended course of action is use our Microsoft Windows Case Management app.

Printing cheques – our recommended course of action is use our Microsoft Windows Case Management app.

Printing labels – our recommended course of action is use our Microsoft Windows Case Management app.

Printing bills – our recommended course of action is use our Microsoft Windows Case Management app.

Designing/Editing Letter, Bill, Label or Cheque templates – our recommended course of action is use our Microsoft Windows Supervisor app. This functionality was added to the app earlier this year.

If you any queries or questions over the end of life of these products please do not hesitate to contact our support department. If you require any training on any of the features listed above again, please do not hesitate to contact our support department.

### **Supported Process Guides:**

Install our apps Install the Osprey Approach Apps – Osprey Academy ([pracctice.com](https://www.pracctice.com))

Install our word addin for Office 365 users Install and use the Office 365 Word Add-in – Osprey Academy ([pracctice.com](https://www.pracctice.com))

Use our in-built online editor The Online Editor – Osprey Academy ([pracctice.com](https://www.pracctice.com))

### **Official Communications for end of support:**

IE 11 end of life Internet Explorer 11 desktop application ending support for certain operating systems - Microsoft Lifecycle | Microsoft Docs

Silverlight end of life Silverlight End of Support ([microsoft.com](https://microsoft.com))