

# Unable to open new text or presentations from template on Android 9

**Affected version(s): OXAppSuite 7.8.4 and above**

## Problem

You are unable to open new text documents or presentations from templates

with an Android 9.0.0 Device (Samsung Galaxy Tab S4/Huawei P20pro) with Firefox 67.0.3.

## Solution

for versions v7.8.4, v7.10.1, v7.10.2 the only supported browser for Android is Chrome. Other details about the supported versions and device/server requirements can be found here:

[https://oxpedia.org/wiki/index.php?title=AppSuite:OX\\_System\\_Requirements#Mobile\\_Device\\_Support](https://oxpedia.org/wiki/index.php?title=AppSuite:OX_System_Requirements#Mobile_Device_Support).