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An Aptean Company

SUPPORT GRID

RELEASE 16.0

Enterprise Financials – Release 16.0 – Q2 2018

APP SERVER – OS Supported Version*	Certified RDBMS	Compatible RDMS#
(All Platforms)	Vision†	
Solaris 11	Oracle 12 R2 12.2.0.1.0 §	Oracle 12.2.0.1 or higher
Windows 2012	SQL 2014 SP2	
Windows 2012	SQL 2016 SP1	
Windows 2012	Oracle 12 R2 12.2.0.1.0 §	Oracle 12.2.0.1 or higher
Windows 2012 R2	SQL 2014 SP2	
Windows 2012 R2	SQL 2016 SP1	
Windows 2012 R2	Oracle 12 R2 12.2.0.1.0 §	Oracle 12.2.0.1 or higher
Windows 2016	SQL 2016 SP1	
Windows 2016	SQL 2014 SP2	
Windows 2016	Oracle 12 R2 12.2.0.1.0 §	Oracle 12.2.0.1 or higher
HPUX 11i v3 11.31@	Oracle 12 R2 12.2.0.1.0§	Oracle 12.2.0.1 or higher
HPUX 11i v3 11.31 – Itanium	Oracle 12 R2 12.2.0.1.0§	Oracle 12.2.0.1 or higher
AIX 7.1	Sybase 15.7**	**
AIX 7.1	Oracle 12 R2 12.2.0.1.0§	Oracle 12.2.0.1 or higher

† The Vision database cannot be used with Computron G2.

* All operating systems are 64-bit unless noted.

** See below for more information on Sybase versions.

§ See below for more information regarding platforms for Oracle database

Refer to the Computron's Policy on OS/Database Updates/Service Packs/Patches

@ HP-UX support of Computron will be certified for Computron 16.0 SP1

Sybase Patch Levels

There are different patch levels for Sybase Client (which must be installed on the Computron Application Server) and Sybase ASE Server (which must be installed on the Sybase server itself).

Here is information on the latest Sybase patches that we have in use currently both on the client and the server levels (and that we have certified with at Computron):

For AIX 7.1 with Sybase ASE 15.7:   Computron Application Server – Sybase Client Library: EBF19584 ESD #1
                                         Database Server – Adaptive Server Enterprise (ASE): EBF 19803 SMP ESD#01

Any patch (or EBF) level higher than the ones stated here is acceptable.

Oracle Client Versions

The version of Oracle client installed on the Computron application server must match the version of Oracle server.

Additional Instructions for Oracle 12.2 Database

Below configuration parameter value need to be added to the sqlnet.ora file present in the $ORACLE_HOME/network/admin folder if the Application Server is installed on UNIX platforms.

SQLNET.ALLOWED_LOGON_VERSION_SERVER=10

General Notes

- Computron 16.0 is only compatible with the **32-bit version Microsoft Office 2010, 2013, 365 and 16** – not the 64-bit version.
- Kofax Scanning workstations must use a 32-bit O/S. Please check with Kofax on scanner driver compatibility with Windows 7 and 10.
- Since our Windows runtimes are 32-bit programs, the **database client drivers installed on the application server must be 32-bit**.

Computron's Policy on OS/Database Updates/Service Packs

As a matter of course, Computron updates our operating systems and database servers when service packs or patches become available. This ensures we are always using the latest OS and database versions so we can isolate and fix any issues relating to upgrades. Once we have certified a new service pack or patch, it will be added to the Support Grid.

Likewise, if the vendor has terminated mainstream support of an Operating System or Database version or a corresponding service pack or patch, Computron terminates support for such combinations and the corresponding entry will be removed from the Support Grid.

Customers who want to update their OS or database servers before Computron has certified them can do so – we always assume that the application of a service pack or patch will not harm the existing OS or database. If errors are encountered during or because of this action, Computron will investigate promptly.

If there are issues found after an upgrade, customers may be asked to remove or roll back the upgrade until Computron can resolve the issue.

Virtual Environments

For performance and scalability reasons, we would typically recommend that Computron Enterprise software be installed on a dedicated physical server, but given the proliferation of virtual machine technology, we realize that some customers will choose to install in a virtual environment.

In these situations, customers must be aware of the limitations of virtual environments, and the differences between virtual and physical server configurations. Virtual servers, like physical servers, must be sized appropriately for the usage at the customer site.

Computron will support our software running in a Windows VMware or Solaris ZONE virtual environment - within these guidelines:
- Customers need to be well versed in the setup and administration of virtual machines; Computron can provide guidelines but the customer is ultimately responsible for any issues resulting from under-configured or misconfigured virtual servers.
- As always, we will investigate and repair all issues with software functionality to the best of our ability.
- Depending on the nature and severity of issues reported on a virtual machine, the customer may be asked to reproduce the issue on a physical server or a different version of the virtual machine software to assist in the resolution.
- Finally, as with standard physical servers, customers may be asked to enable logging, run debug or diagnostic versions of our software, test programs, etc., and provide log files to Computron to assist in the resolution of the issue.

MKS Toolkit Requirements

Computron has certified the most current versions of the [PTC] MKS Toolkit for use with Windows server installations of Enterprise Financials.

Windows Server Version	MKS Toolkit 10.1
2012	✅ Supported
2012R2	✅ Supported
2016	✅ Supported

Any new installations or requests for [PTC] MKS Toolkit from Computron will be fulfilled with version 10.1, as this version is compatible and certified with all Windows operating systems that Computron currently supports.

See this link from [PTC] MKS for additional information: http://www.mkssoftware.com/support/versions.asp

Web Software - Release 16.0

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WEB SERVER – OS Supported Version	OS Update/	Web Server	Web Client*	PRODUCTS SUPPORTED
Windows 2012	None	IIS 8 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2$
Windows 2012R2	None	IIS 8.5 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2$
Windows 2016	None	IIS 10 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2$

* Internet Explorer must be run in **compatibility mode**.
$ G2 can be run on Chrome and MS Edge browsers as well. The WEBdesk programs integrated in G2 Menus cannot be launched with Chrome or Edge Browsers.

Client Software - Release 16.0

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CLIENT – OS Supported Version	OS Update/ Service Pack	ENGINE Programs
Windows 7 – 32/64 bit	None or SP1	✔ Supported
Windows 10 – 32/64 bit	None	✔ Supported

Notes:

The MAPI E-mail Engine is not supported for 16.0.
E-mail Engine programs are supported only for MS Office 2013

Permitted Support of VB AUI in Version 16.0

For Version 16 Installations, VBAUI client is not supported for general use. Only the following functionality remains supported on the VBAUI Client and is currently not supported on the new Client (CEF UI):

- CSI Scan
- Engine Programs
- Remote Printing
- EPIC Maintenance Programs
- CSDISPLY
- VB Form Editor

The following are not currently supported in Version 16:

- TEAM
- Localisation
- Double byte processing
- Workflow Activity Log in Graphical representation

computron	G2 Release 4.2 – Application Server	Q2 2018
An Aptean Company	G2 version 4.2 requires Enterprise Financials v16.0.	

Notes

- **Only 64-bit versions of Windows operating systems are certified as G2 webservers.**
- **G2 requires 64-bit versions of the database client software to be installed on the G2 webserver.**
- **For Oracle installations, the G2 webserver must be a different machine from the Computron application server.**

De-supported Combinations

APP SERVER – OS De-Supported Version*	OS Update/ Serv. Pack	Certified RDBMS	Compatible RDBMS
		Enterprise Financials – Release 16.0 – Q2 2018	
Solaris 10		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Solaris 10		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
Solaris 11		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Solaris 11		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
Windows 2008 R2	SP 2	SQL 2012 SP2	
Windows 2008 R2	SP 2	Oracle 12 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Windows 2008 R2	SP 2	Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
Windows 2012		SQL 2012 SP2	
Windows 2012		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Windows 2012		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
Windows 2012 R2		SQL 2012 SP2	
Windows 2012 R2		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Windows 2012 R2		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
HPUX 11i v3 11.31		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
HPUX 11i v3 11.31		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
HPUX 11i v3 11.31 – Itanium		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
HPUX 11i v3 11.31 – Itanium		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
AIX 6.1		Oracle 11 R2 11.2.0.3.0	Oracle 11.2.0.1 or higher
AIX 6.1		Sybase 15.5 EBF 19524 ESD#11	EBF 19524 ESD#11 or higher
AIX 6.1		Sybase 15.7	
AIX 6.1		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher
AIX 7.1		Oracle 11 R2 11.2.0.1.0§	Oracle 11.2.0.1 or higher
AIX 7.1		Oracle 12 R1 12.1.0.2	Oracle 12.1.0.2 or higher