



SUPPORT GRID
RELEASE 15.1.0

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Revision History

Edition Number	Version	Date	Comments
1	1.0	February 2017	15.1.0 updates by DEV team
2	2.0	April 2017	Incorporated AIX 7.1 details

Enterprise Financials – Release 15.1 – Q1 2017

APP SERVER – OS Version*	OS Update/ Serv. Pack	Certified RDBMS	Compatible RDBMS
(All Platforms)		Vision†	
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
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
Windows 2008 R2	SP 1	SQL 2012	
Windows 2008 R2	SP 1	Oracle 11 R2 11.2.0.1.0 [§]	Oracle 11.2.0.1 or higher
Windows 2008 R2	SP 1	Oracle 12 R1 12.1.0.2 [§]	Oracle 12.1.0.2
Windows 2012		SQL 2012	
Windows 2012		SQL 2014	
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
Windows 2012 R2		SQL 2012	
Windows 2012 R2		SQL 2014	
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
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
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
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 11 R2 11.2.0.3.0 [§]	Oracle 11.2.0.1 or higher
AIX 6.1		Oracle 12 R1 12.1.0.2 [§]	Oracle 12.1.0.2
AIX 7.1		Sybase 15.7**	**
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

† 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

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).

The numbers in the grid represent the CLIENT patch levels, which should be installed on the Computron Application Server.

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 6.1 with Sybase ASE 15.5:

Sybase Client Library: EBF 19524 ESD#11
Adaptive Server Enterprise (ASE): EBF 17792 SMP ESD#1

For AIX 6.1 with Sybase ASE 15.7:

Computron Application Server – Sybase Client Library: EBF 22089 SP122
Database Server – Adaptive Server Enterprise (ASE): EBF 19803 SMP ESD#01

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.

Additional Certified platforms for Oracle Database

In addition to the Operating Systems mentioned above, Computron is certified in combination with Oracle database installation on following platforms. Supported platforms for the Oracle database should be compatible with Computron Software subject to connectivity through a compatible Oracle client, certified by Oracle for the platforms upon which Computron application server has been certified.

Operating System	Certified Oracle Version	Compatible Oracle Version
Oracle Enterprise Linux 5.8	Oracle 11 R2 11.2.0.4	Oracle 11.2.0.1 or higher

Oracle Client Versions

Generally speaking, the version of Oracle client installed on the Computron application server must match the version of Oracle server. However, there is one exception to this: Oracle 12 on Windows 2012 and 2012R2.

Clients using the Oracle 12 database on Windows must install the [32-bit] Oracle 11.2.0.4 client – this has been certified by Oracle to work with the Oracle 12 database server. If you are installing an older Oracle 11.2 client on Windows 2012R2, you may receive a message about software compatibility, specifically “The Environment does not meet minimum requirements”. This message can be ignored, however it is recommended to download and install the latest version of the Oracle client (which is 11.2.0.4).

To get the latest version of Oracle Client, download **ODAC 11.2 Release 6 (11.2.0.4.0)** [filename = ODAC112040Xcopy_32bit.zip] – which includes version 11.2.0.4.0 of the Oracle client – from this link:

<http://www.oracle.com/technetwork/database/windows/downloads/utilsoft-087491.html>

General Notes

- Computron 15.1 is only compatible with the **32-bit version Microsoft Office 2010, 2013, 365 and 16** – not the 64-bit version. (It is also compatible with previous versions of Office back to 2007, which were all 32-bit.)
Exception: FileView can send e-mail using 64-bit Outlook.
- Kofax Scanning workstations must use a 32-bit O/S. Please check with Kofax on scanner driver compatibility with Windows 7, 8, 8.1 and 10.
- Since our Windows runtimes are 32-bit programs, the **database client drivers installed on the application server must be 32-bit.** The drivers should also be appropriate for the specific version of the database server – this usually means installing the version of the database client software that matches the version of (or was included with) the database server software.

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 availability matrix.

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 update will not harm the existing OS or database. If errors are encountered during or as a result 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

Since the 10.0.1 release of Enterprise Financials, portions of the Windows application server certification have been performed on Windows VMware virtual servers and Solaris 10 ZONEs (Virtual Machines). We have encountered no issues related to running in these virtual environments.

For performance and scalability reasons, we would prefer 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. There are some restrictions on what version of MKS Toolkit is required for each Windows operating system (as older MKS versions will not work on newer operating systems).

Windows Server Version	MKS Toolkit 9.4	MKS Toolkit 9.4.1	MKS Toolkit 9.5	PTC MKS Toolkit 9.6
2008 R2 (Service Pack 1)	✘ Not Supported	✔ Supported	✔ Supported	✔ Supported
2012	✘ Not Supported	✘ Not Supported	✔ Supported	✔ Supported
2012R2	✘ Not Supported	✘ Not Supported		

Any new installations or requests for [PTC] MKS Toolkit from Computron will be fulfilled with version 9.6, 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>

Desupported Products

The following products are no longer supported in release 15.1:

- Internet Explorer 9
- Internet Explorer 10
- Sybase 15.0 for Solaris
- SQL 2008R2 for Windows

Web Software - Release 15.1

WEB SERVER – OS Version	OS Update/ Service Pack	Web Server	Web Client*	PRODUCTS SUPPORTED
Windows 2008 R2	SP1	IIS 7.5 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2
Windows 2012	None	IIS 8 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2
Windows 2012 R2	None	IIS 8.5 (with IIS 6 compatibility)	Internet Explorer 11	WEBdesk XML e-Cellerators G2

* Internet Explorer must be run in **compatibility mode**.

Client Software - Release 15.1

CLIENT – OS Version	OS Update/ Service Pack	VBAUI Runtime	VBAUI IDE (Screen Design Environment)	ENGINE Programs*
Windows 7 – 32/64 bit	None or SP1	✔ Supported	✘ Not Supported	✔ Supported
Windows 8 – 32/64 bit	None	Not yet certified	✘ Not Supported	Not yet certified
Windows 8.1 – 32/64 bit	None	✔ Supported	✔ Supported (Only 32bit)	Not yet certified
Windows 10 Enterprise – 32/64 bit	None	✔ Supported	✘ Not Supported	Not yet certified

* The Engine programs (see notes below) have not been officially certified with Windows 8, 8.1 or 10 at this time.

Notes:

- The Computron Crystal Reports Engine uses the Crystal Reports Runtime modules – check current availability of Crystal Runtime before deciding where to install the engine. (The Crystal Reports Engine has not been certified on Windows 7 or higher.)
- The MAPI E-mail Engine requires Outlook 2007 or earlier.



G2 Release 4.1 – Web Server

Jan 2017

WEB SERVER –OS Version (only 64-bit supported)	OS Update/ Service Pack	Web Server	Web Client
Windows 2008 R2	SP 1	IIS 7.5 (with IIS 6 compatibility)	Internet Explorer 11, Chrome
Windows 2012	None	IIS 8 (with IIS 6 compatibility)	Internet Explorer 11, Chrome
Windows 2012 R2	None	IIS 8.5 (with IIS 6 compatibility)	Internet Explorer 11, Chrome



G2 Release 4.1 – Application Server

Jan 2017

G2 version 4.1 requires Enterprise Financials v15.1.

Notes

- Computron Enterprise Financials version 15.1 is required to run G2 4.1.
- 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.