Enterprise Financials – Release 14 – November 2012

computron

APP SERVER – OS Version	OS Update/ Serv. Pack	Certified RDBMS	Compatible RDBMS
All Platforms		Vision	
Solaris 10 – 64-bit		Oracle 11 11.1.0.7.0	Oracle 11.1.0.7 or higher
Solaris 10 – 64-bit		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Solaris 10 – 64-bit (updated)		Sybase 15.0.2 EBF 17874 ESD#24 **	EBF 17156 or higher **
Windows 2008 – 64-bit	SP 1 or SP 2	SQL 2008 SP 1	SQL 2008 (any SP level)
Windows 2008 – 64-bit	SP 1 or SP 2	SQL 2008 R2	
Windows 2008 – 64-bit	SP 1 or SP 2	SQL 2012	
Windows 2008 – 64 bit	SP 1 or SP 2	Oracle 11 11.1.0.6.0	Oracle 11.1.0.6 or higher
Windows 2008 – 64-bit	SP 1 or SP 2	Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Windows 2008 R2 – 64-bit	SP 1	SQL 2008 SP 1	SQL 2008 (any SP level)
Windows 2008 R2 – 64-bit	SP 1	SQL 2008 R2	
Windows 2008 R2 – 64-bit	SP 1	SQL 2012	
Windows 2008 R2 – 64-bit	SP 1	Oracle 11 11.1.0.6.0	Oracle 11.1.0.6 or higher
Windows 2008 R2 – 64-bit	SP 1	Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
Windows 2012 – 64-bit		SQL 2008 R2	
Windows 2012 – 64-bit		SQL 2012	
HPUX 11i v3 11.31 – 64-bit		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
HPUX 11i v3 11.31 – Itanium		Oracle 11 R2 11.2.0.1.0	Oracle 11.2.0.1 or higher
AIX 6.1 – 64-bit		Sybase 15.5 EBF 19524 ESD#11**	EBF 19524 ESD#11 or higher**
AIX 6.1 – 64-bit		Oracle 11 R2 11.2.0.3.0	Oracle 11.2.0.3 or higher

** See page 3 for notes on Sybase patch levels.

General Notes

- Only 64-bit versions of Windows 8 client are supported for VBAUI client.
- Oracle 11 R2 on AIX 6.1 was certified in March 2013.
- **The Oracle database is not supported on Windows 2012 at this point.** This includes both client and server. We will certify Oracle on Windows 2012 when it becomes available.
- Computron 14 is only compatible with the **32-bit version Microsoft Office 2010** – not the 64-bit version. (It is also compatible with previous versions of office back to 2003, which were all 32-bit.) **Exception:** FileView can send e-mail using 64-bit Outlook.
- **Only 64-bit versions** of Windows 2008 R2 Server and Windows 2012 Server will be certified.
- Microsoft's standard support of Windows 2003 and Windows 2003 R2 terminated on 7/13/2010. (Extended support goes through to July 2015.) **Windows 2003 and 2003R2 are not supported in Computron 14.**
- Kofax SCANNING workstations must use a 32-bit O/S. Please check with Kofax on scanner driver compatibility with Vista or Windows 7.
- 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 problem.

MKS Toolkit Requirements

Computron has certified the 3 most current versions of the 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
2008 or 2008 R2 (no service pack)	✔ Supported	✔ Supported	✔ Supported
2008 or 2008 R2 (Service Pack 1)	✖ Not Supported	✔ Supported	✔ Supported
2012	✖ Not Supported	✖ Not Supported	✔ Supported

Any new installations or requests for MKS Toolkit from Computron will be fulfilled with version 9.5, as this version is compatible and certified with all Windows operating systems that Computron currently supports.

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 Solaris 10 with Sybase ASE 15.0.2:   Sybase Client Library: EBF 17874   ESD#24
                                           Adaptive Server Enterprise (ASE): EBF 15959   ESD#6

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

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.

Desupported Products

The following products are no longer supported:

- Windows 2000 and 2003R2 for Application Server
- HP-UX 11i and 11i v2 (only 11i v3 supported)
- AIX 5.2 and 5.3 (only 6.1 supported)
- Solaris 9
- Internet Explorer 7
- Oracle 10.x
- Analyzer (previously used to capture and graph usage data)
- Budget Loader / BCM (replaced by Chameleon)
- GL Excel (replaced by Chameleon)
- Enterprise Excel (replaced by G2)
- PAI Builder

Web Software - Release 14

WEB SERVER – OS Version	OS Update/ Service Pack	Web Server	Web Client*	PRODUCTS SUPPORTED
Solaris 10 – 64-bit		Apache 2.2 (installed with WEBdesk)	Internet Explorer 8, 9	WEBdesk JAVA**
Windows 2008 – 32/64-bit	SP 1 or SP 2	IIS 7 (with IIS 6 compatibility)	Internet Explorer 8, 9, 10	WEBdesk JAVA** WEBdesk XML e-Cellerators G2
Windows 2008 R2 – 64-bit	None	IIS 7.5 (with IIS 6 compatibility)	Internet Explorer 8, 9, 10	WEBdesk JAVA** WEBdesk XML e-Cellerators G2
Windows 2012 – 64-bit	None	IIS 8 (with IIS 6 compatibility)	Internet Explorer 8, 9, 10	WEBdesk JAVA** WEBdesk XML e-Cellerators G2

* Internet Explorer must be run in **compatibility mode**. IE 10 (part of Windows 8) is only certified when used with Windows web servers.
** WEBdesk JAVA requires Java version 6 – it is incompatible with Java 7. (Java 6 Update 37 is the newest Java 6 update we have tested.)

Client Software - Release 14

CLIENT – OS Version	OS Update/ Service Pack	VBAUI Runtime	VBAUI IDE (Screen Design Environment)	ENGINE Programs*
Windows XP Professional – 32-bit	SP 2 or higher	✔ Supported	✔ Supported	✔ Supported
Windows Vista** – 32/64 bit	SP 1 or higher	✔ Supported	✖ Not Supported	✔ Supported
Windows 7 *** – 32/64 bit	none or SP1	✔ Supported	✖ Not Supported	✔ Supported
Windows 8**** – 64-bit only	None	✔ Supported	✖ Not Supported	Not certified yet

* 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 Windows 8.)
* The MAPI E-mail Engine requires Outlook 2007 or earlier.
** Windows Vista Ultimate was used for the initial certification.
*** Windows 7 Professional was used for the initial certification.
**** 64-bit Windows 8 Pro was used for the initial certification.   The Engine programs have not been certified with Windows 8 at this time.   32-bit versions of Windows 8 are not supported for VBAUI client software.