



# Enterprise Financials – Release 15 – April 2015

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		Sybase 15.0.2 EBF 17874 ESD#24 **	EBF 17156 or higher **
Solaris 11		Oracle 12	
Windows 2008 R2	SP 1	SQL 2008 R2	
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 2012		SQL 2008 R2	
Windows 2012		SQL 2012	
Windows 2012		Oracle 12**	
Windows 2012R2		SQL 2012	
Windows 2012R2		SQL 2014	
Windows 2012R2		Oracle 12**	
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 Itanium		Oracle 11 R2 11.2.0.1.0	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		Oracle 11 R2 11.2.0.3.0	Oracle 11.2.0.3 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 and Oracle versions.

## **General Notes**

- Computron 15 is only compatible with the **32-bit version Microsoft Office** – not the 64-bit version. (It is also compatible with previous versions of Office back to 2003, which were all 32-bit.) **Exception:** FileView and CSIview 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 Vista or Windows 7/8/8.1.
- 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. There are some exceptions to this; please see below for details.

## **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 to the latest patch levels before Computron has certified them can do so as long as the major release version is maintained. (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.

## **Desupported Products**

The following products are no longer supported in Computron release 15:

- Windows 2008 Server
- Windows XP Client
- SQL 2008
- Oracle 11.1
- Internet Explorer 8
- WEBdesk JAVA
- Solaris Apache Webserver

## **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; the stated patch level (or higher) must 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

## **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>

## **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 ZONEs (Virtual Machines). We have encountered no issues related to running in these virtual environments.

Computron Enterprise software can be installed on either a physical server, or on a virtual server. 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 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.

### **NOTE:**

If Computron Enterprise Financials is installed on a virtual Windows Server which is part of a VM cluster (or virtual server farm, etc) then it is required that a "domain license" for MKS Toolkit be used. A standard MKS Toolkit license will deactivate if a virtual machine is moved between physical servers – and this is normally done automatically in a VM cluster to balance the load. To avoid constant deactivations in a VM cluster (which will cause numerous processes in Computron to fail), contact Computron Technical Support and we will assist in obtaining a domain license for MKS Toolkit.

## **[PTC] 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).

Versions of MKS Toolkit lower than 9.5 are no longer supported by [PTC] MKS, so they are not listed here. On older Windows server versions, older versions of MKS Toolkit can be used with Computron, but may require an upgrade if any issues are encountered.

Windows Server Version	MKS Toolkit 9.5	PTC MKS Toolkit 9.6	PTC MKS Toolkit 9.6.1
2008 R2	✔ Supported	✔ Supported	✔ Supported
2012	✔ Supported	✔ Supported	✔ Supported
2012R2	<b>Not Supported</b>	✔ Supported	✔ Supported

Any new installations or requests for [PTC] MKS Toolkit from Computron will be fulfilled with version 9.6.1, 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>

(Refer to the **Toolkit for Developers** section)



## Web Software - Release 15

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 9, 10, 11	WEBdesk XML e-Cellerators G2
Windows 2012		IIS 8 (with IIS 6 compatibility)	Internet Explorer 9, 10, 11	WEBdesk XML e-Cellerators G2
Windows 2012R2		IIS 8.5 (with IIS 6 compatibility)	Internet Explorer 9, 10, 11	WEBdesk XML e-Cellerators G2

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



## Client Software - Release 15

CLIENT – OS Version	OS Update/ Service Pack	VBAUI Runtime	ENGINE Programs*
Windows Vista – 32/64 bit	SP 1 or higher	✔ Supported	✔ Supported
Windows 7 – 32/64 bit	none or SP1	✔ Supported	✔ Supported
Windows 8 – 32/64 bit	None	✔ Supported	Not certified*
Windows 8.1 – 32/64 bit	None	✔ Supported	Not certified*

\* The Engine programs have not been officially certified with Windows 8 or 8.1 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.