

Supported Environments and Policies for Actuate iPortal Workgroup Deployments

Release 9 SP2

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Introduction

This document lists the supported environments and policies for the Actuate products applicable to, and used in Workgroup (iPortal based) deployments. For Actuate products used in Enterprise (iServer based) or Engine (BIRT Engine or e.Spreadsheet Engine) deployments, refer correspondingly to the Actuate Enterprise and Engines supported products documents available from the Actuate e.Support website (support.actuate.com ->Supported Products).

Support for some platforms and third-party products will be dropped in future releases, while support for other platforms and products will be added. See Appendix II for a list of third-party products that are obsolete, or will be obsolete by vendors in the near future.

Customers must obtain any third-party products directly from their manufacturers or authorized distributors. Actuate does not distribute such products, and support for them is limited as defined in this document.

While every effort has been made to ensure accuracy, Actuate reserves the right to make corrections, additions, or deletions at any time.

General Policies

Supported Products - For supported third-party products, Actuate will answer technical questions, replicate problems, and provide patches and fixes for Actuate products as defined by its support policies. Products in this section appear at the sole discretion of Actuate.

For support to be provided in diagnosing and providing a fix, a reasonably simple test case reproducing the issue must be provided to Actuate Support. Actuate will not be responsible for providing diagnoses and analysis of broader application issues that may be causing a problem in an application that includes the Actuate workgroup deployment products.

Additional third-party products are supported if the vendor indicates in writing the product is fully compatible with a supported product. In general, this is true for most maintenance releases and service packs, and some minor releases.

A third-party product is supported on a particular platform (i.e. hardware and software configuration) only if the vendor supports that platform.

A third-party product is fully supported when the product vendor also supports that product. In cases where the vendor no longer supports its product, Actuate will support the product for use with Actuate only if issues can be resolved without the assistance of the product vendor.

In general, all Actuate products and custom applications in a deployment must be at the same release level.

Unsupported Products - Customers with unsupported third-party products will be asked to move to a different version in order to receive support. This will usually be the case for products known or suspected to be incompatible with a supported product. If a product is not listed, it is not supported in this release of Actuate.

The Supported Products tables and corresponding notes in the following sections explain these general policies in more detail, and highlight some exceptions.

Actuate Workgroup Deployment Products

The Actuate products applicable to Workgroup deployments are listed below

Workgroup Deployment Server	Web Client Products	Desktop Designer Products
<ul style="list-style-type: none"> ▪ Actuate iPortal <p>(includes the following: BIRT Report Option, BIRT Report Interactive Viewer Option, BusinessReport Option, e.Spreadsheets Option, BusinessReport Studio)</p>	<ul style="list-style-type: none"> ▪ Actuate BusinessReport Studio ▪ Actuate Interactive Viewer 	<ul style="list-style-type: none"> ▪ BIRT Report Designer ▪ BIRT Report Designer Professional ▪ Actuate e.Spreadsheets Designer

Notes

Supported BIRT Versions

Refer to the “BIRT Versions Supported for iPortal” section for more info.

Web Client Products

The Actuate BusinessReport Studio and Interactive Viewer web client products are installed as part of the iPortal and require no separate install. A license key is required however to enable them.

Internationalization and Localization

Actuate products are fully internationalized and support Unicode. For a list of locales supported in this release, refer to the product documentation and check the Actuate e.Support web site for updates.

Actuate products are localized in French, German, Japanese, Korean, Simplified Chinese, and Spanish. e.Spreadsheets Designer is also available in Italian. iPortal is also available in Dutch, Indonesian, Italian, Portuguese, Portuguese-Brazil, Thai, and Traditional Chinese. Please check with your Actuate account team for availability of specific localized versions.

Workgroup Deployment and Web Products

This section lists hardware requirements and operating systems supported by Actuate iPortal, its associated web client products, and the corresponding notes.

Workgroup Deployment Product	Server Machine OS	Server Machine Min. Hardware Requirements
iPortal	Windows Vista Enterprise Windows Vista Business Windows Server 2003 Windows XP Pro Solaris 10 AIX 5L v5.3 Red Hat Enterprise Linux AS 4, 5 SUSE Linux Enterprise Server 9, 10	<u>Processor:</u> Windows: Pentium 1 GHz or higher Solaris: UltraSPARC III, IIIi, IV, T1 AIX: Power4, Power4+, PowerPC, Power5 Linux: Pentium 1 GHz or higher <u>RAM:</u> 1024 MB minimum <u>Free Disk Space:</u> 300 MB minimum
Web Client Products	Client Machine OS	Client Machine Min. Hardware Requirements
Interactive Viewer	Windows Vista Windows Server 2003 Windows XP Pro Windows 2000	<u>Processor:</u> Windows: Pentium 1 GHz or higher <u>RAM:</u> 512 MB minimum (1GB recommended) <u>Resolution:</u> 1024x768, 256 colors
BusinessReport Studio	Windows Vista Windows Server 2003 Windows XP Pro Windows 2000	<u>Processor:</u> Windows: Pentium 1 GHz or higher <u>RAM:</u> 512 MB minimum (1GB recommended) <u>Resolution:</u> 1024x768, 256 colors

Notes

General

Actuate products are 32-bit applications. 64-bit products that are certified by the vendor to work with 32-bit applications (e.g. AIX 5L v5.3) are supported if they are listed in this document.

Customers must check directly with the JRE and OS vendors and install all the necessary OS patches for their JRE-OS configuration.

Hardware

Memory and free disk space requirements are for Actuate products only. Total memory and free disk space required should include requirements for operating system and other applications.

Linux

The Linux operating systems listed above are supported on Intel x86 compatible systems only.

BIRT Versions Supported for iPortal Workgroup

Since the BIRT technology has a release cycle and designation that's different from the rest of the Actuate products, this section lists the BIRT Report Designer and BIRT Report Designer Professional packages that can be used to create new or upgrade existing BIRT report designs and templates for deployment to iPortal, and the corresponding notes.

	BIRT Release
Commercial BIRT Report Designer Package	
Actuate BIRT Report Designer	2.1.0, 2.1.1, 2.1.2, 2.1.3
Actuate BIRT Report Designer Professional	2.1.0, 2.1.1, 2.1.2, 2.1.3
Open Source BIRT Report Designer Package	
BIRT Report Designer All-In-One	2.1.0, 2.1.1, 2.1.2, 2.1.3
BIRT RCP Report Designer	2.1.0, 2.1.1, 2.1.2, 2.1.3
BIRT Report Framework	2.1.0, 2.1.1, 2.1.2, 2.1.3

Notes

General

The iPortal BIRT and BusinessReport related options in this release are based on BIRT 2.1.3. As a result it's recommended that you use the BIRT 2.1.3 Report Designers to create new or upgrade existing BIRT report designs and templates for deployment to iPortal. Because of Actuate report design compatibility, and as captured above, reports and templates created or upgraded using older BIRT 2.1.x report designer versions are also supported on the iPortal.

Deploying report designs and templates based on BIRT versions newer than BIRT 2.1.3 however, is explicitly not supported in this release.

Supported Open Source Builds

The Release Build versions of the open source packages listed above should be used. These can be downloaded from these official sources: <http://www.eclipse.org/BIRT> or <http://www.actuate.com/BIRT>

Report designs created using non-Release Build versions of the above packages (e.g. Nightly, Integration, Stable, Milestone, RC or private builds) or created using Release Build versions downloaded from non-official sources are explicitly not supported for use with the iPortal.

Database Software

Third-party database software is supported based on the Actuate technology you use. Please refer to the appropriate Database Software sections listed below:

1. [BIRT Report Designers – Database Software](#)
2. [Actuate e.Spreadsheet Designer – Database Software](#)

BIRT Report Designers

This section lists certified hardware and operating systems for the BIRT 2.1.3 Report Designers, and the corresponding notes.

Report Designer	OS	Minimum Hardware Requirements
BIRT Report Designer	Windows Vista Enterprise Windows Vista Business Windows Server 2003 Windows XP Pro Windows 2000	<u>Processor</u> Windows: Pentium 1 GHz <u>RAM</u> : 512 MB (1GB recommended) <u>Free Disk Space</u> : 300 MB
BIRT Report Designer Professional	Same as above	Same as above

Notes

Hardware

Memory and free disk space requirements are for Actuate products only. Total memory and free disk space required should include requirements for operating system and other applications.

Windows Service Packs

Windows Service Packs are supported unless explicitly stated otherwise.

Eclipse Platform

Customers installing the BIRT Report Designer Professional to an existing Eclipse platform (and not using the Eclipse platform bundled with the BIRT Report Designers packages) should use the Release Build of Eclipse Platform 3.2 and JRE 1.5

Database Software

This section lists the JDBC database software supported by the BIRT 2.1.3 technology and the corresponding notes.

Target Database	Supported JDBC Driver
Oracle Database Server	DataDirect Connect for JDBC, Oracle Thin JDBC driver
IBM DB2 Server	DataDirect Connect for JDBC, IBM DB2 Universal JDBC Driver
Microsoft SQL Server	DataDirect Connect for JDBC, jTDS 0.9 JDBC driver for MS SQL Server
Sybase Adaptive Server	DataDirect Connect for JDBC, jTDS 0.9 JDBC driver for Sybase
IBM Informix Server	DataDirect Connect for JDBC, IBM Informix JDBC driver
MySQL Database Server	My SQL Connector/J 3.1.10 JDBC Driver
Apache Derby Database	Apache Derby JDBC driver
PostgreSQL Database	PostgreSQL JDBC driver

Notes

General

The listed JDBC drivers are supported in accordance with the vendor's supported configurations (OS, JRE etc)

Compliant Database Software

BIRT is expected to work with any JDBC 2.0 Type 2, 3 and 4 compliant database drivers. Note however that use of JDBC-ODBC bridge drivers is explicitly not recommended or supported

Bundled JDBC Drivers

DataDirect's Connect for JDBC 3.5 drives are included in the Actuate BIRT Report Designer and Report Designer Professional packages to provide out-of-the-box JDBC connectivity to Oracle, IBM DB2, Microsoft SQL Server, Sybase and Informix databases. These connectors are not available as part of the Open Source BIRT packages.

Additional Data Sources

This section lists non-JDBC data sources supported by BIRT and the corresponding notes.

	Windows	Solaris/AIX/HP-UX	Linux
Data Sources			
SAP Business Information Warehouse	3.0B, 3.1, 3.3, 3.5		Not Applicable
Actuate Information Objects	Supported		Not Applicable
XML	Supported		
Flat Files	Supported		
Web Services	Supported		

Notes

Actuate Data Connectors

The Actuate data connectors required to access SAP Business Information Warehouse and Actuate Information Objects are only available as part of the Actuate BIRT Report Designer and Actuate BIRT Report Designer Professional packages. These connectors are not available as part of the Open Source BIRT packages.

SAP Business Information Warehouse

SAP recommends applying SAP BW 3.0B SP18 patch and SAP BW 3.1C SP12 patch to resolve a number of MDX issues. See related OSS notes 647747, 110934, 607964 and 628307. Please refer to SAP website for more information.

Accessing SAP BW 3.5 from Actuate requires SAP GUI 6.40 patch 15 or higher.

SAP BW query may return empty result columns for a MDX query with nested cross joins. See SAP Note 900230 for the related SAP BW patch info.

SAP BW query result set column positions may shift if a MDX query has 2 dimensions with attributes. See SAP Note 884146 for the related SAP BW patch info.

SAP Java Connector

SAP JCo 2.1.6 or higher is required for connecting to the SAP versions listed above.

Refer to SAP Notes 817880 and 792850 which describe how to resolve a potential SAP JCo 2.1.6 login issue, which may be encountered when connecting to certain SAP versions.

Actuate e.Spreadsheet Designer

This section lists hardware and operating systems supported by the Actuate e.Spreadsheet designer.

e.Spreadsheet Products	OS	Minimum Hardware Requirements
e.Spreadsheet Designer	Windows Vista Windows Server 2003 Windows XP Pro Windows 2000	<u>Processor</u> Windows: Pentium 550 MHz or higher <u>RAM</u> : 500 MB (1GB recommended) <u>Free Disk Space</u> : 255 MB

Database Software

The e.Spreadsheet technology supports JDBC 2.0 Type 2, 3 and 4 compliant database drivers. Use of JDBC-ODBC bridge drivers is not recommended or supported.

Additional Data Sources

This section lists additional, non-JDBC data sources supported by e.Spreadsheet technology and the corresponding notes.

	Windows	Solaris\AIX\HP-UX	Linux
Data Sources			
SAP Business Information Warehouse	3.0B, 3.1, 3.3, 3.5		Not Applicable
SAP R/3 Basis Technology	4.x		Not Applicable
XML	Supported		
Flat Files	Supported		
Web Services	Supported		

Notes

SAP Java Connector

SAP JCo 2.1.6 or higher is required for connecting to the SAP versions listed above.

Refer to SAP Notes 817880 and 792850 which describe how to resolve a potential SAP JCo 2.1.6 login issue, which may be encountered when connecting to certain SAP versions.

SAP Business Information Warehouse

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Accessing SAP BW 3.5 from Actuate requires SAP GUI 6.40 patch 15 or higher.

SAP BW query may return empty result columns for a MDX query with nested cross joins. See SAP Note 900230 for the related SAP BW patch info.

SAP BW query result set column positions may shift if a MDX query has 2 dimensions with attributes. See SAP Note 884146 for the related SAP BW patch info.

SAP R/3 Basis Technology

The Actuate SAP R/3 connector uses SAP MDI (Meta Data Interface). SAP MDI requires 4.0 and above version of R/3 Basis software as well as additional support packages from SAP R/3. To obtain information about compatible versions of SAP R/3 and SAP MDI, check the SAP OSS notes for update requirements. For example there is a known problem when using SAP R/3 with JRE 1.4.x on HP-UX due to older SAP R/3 support package. To remedy this SAP OSS notes 580834 and 508415 describe the recommended R/3 support package levels.

XML

The XML data connector used by the e.Spreadsheet technology is not based on the Open Data Access (ODA) framework and differs feature and functionality wise from the ODA based XML data connector used by BIRT and Information Objects.

Spreadsheet Editors

This section lists the Spreadsheet Editors supported by the e.Spreadsheet technology.

	Windows
Spreadsheet Editor	
Microsoft Excel	2000, 2002, 2003, 2007

Obsolescence Policy for Workgroup Deployments

Definitions

Platform: The combination of operating system and hardware, for example Windows 2003/Intel or Solaris 10/SPARC.

Major Release: A version of an Actuate software product with significant new functionality, minor features, supported products updates, and maintenance fixes. Naming for a Major Release uses only whole numbers, e.g. Actuate 8, Actuate 9. It is available to all new customers and customers on maintenance. To upgrade to a Major Release, customers may need to make minor code changes, recompile reports, or export/import Report Encyclopedia volumes.

Major Release Family: All releases within a Major Release, including Service Packs and Patches. For example, Actuate 9, Actuate 9 Service Pack 1, Actuate 9 Service Pack 1 Patch 1 are all within the Actuate 9 Major Release Family.

Patch: A complete release to provide longer-term relief from a product defect until a generally available release that contains the fix is available. Some patches also include new features. Naming for a Patch uses whole numbers followed by Service Pack number, which in turn followed by Patch number, e.g. Actuate 9 Service Pack 1 Patch 1, Actuate 9 Service Pack 2 Patch 1. A Patch is provided on a limited basis to specific customers in order to solve specific problems and is always considered temporary. A customer can migrate to a Patch within the same Major Release without code changes.

Service Pack: A full release upgrade to a Major Release of Actuate software product with new features, supported product updates and maintenance fixes. Naming for a Service Pack uses whole numbers followed by Service Pack number in naming, e.g. Actuate 9 Service Pack (SP) 1, Actuate 9 Service Pack (SP) 2. A Service Pack is available to all new customers and customers on maintenance. A customer can migrate to a Service Pack within the same Major Release without code changes.

Fix: A complete release, product, set of files, or file designed to provide temporary relief from a product defect until a Patch or a generally available release that contains the fix is available. A Fix is provided on a limited basis in order to solve specific problems and is always considered temporary. Fixes become non-supported immediately after a Patch containing the Fix is made available. A Fix is based on the latest Service Pack or Patch, and customers are required to upgrade to it before applying the Fix. For open source BIRT, a Fix is provided based on the latest commercial BIRT Service Pack or Patch, and customers must migrate to it before applying the Fix.

Severity 1 Defect: A problem that severely impacts the use of a production system. Crashes, hangs, data corruption, or severe performance problems are Severity 1 Defects.

Current Release: The current Major Release Family. As of July 2007, the Current Release is Release 9.

Previous Release: The previous Major Release Family. As of July 2007, the Previous Release is Release 8.

Product Support Lifecycle

Product releases are supported at different levels according to the type of release, following the lifecycle below:

	Product Release Support Status			
	Full Support	Limited Support	End of Life	Retired
Customer support	All support programs offered.	All support programs offered.	All support programs offered.	Time and materials at Actuate's discretion.
Scheduled Service Packs and Patches	Yes. Approximately every 3 - 9 months for Current Release.	At Actuate's discretion.	No.	No.
Fixes*	For Severity 1 defects; others at Actuate's discretion.		At Actuate's discretion.	
Shipping status	Recommended for all customers.	Recommended only for current customers already using the product.	Not available.	Not available.

* A Fix is based on the latest Service Pack or Patch, and customers are required to upgrade to this before applying the fix.

Lifecycle Guidelines for iPortal Workgroup Deployments

All releases (Major Release, Service Pack, and Patch) begin at Full Support. A Major Release Family progresses through the product support lifecycle until it is Retired. The guidelines for the progression are as follows. Note however that these are the minimum time frames and may be extended at Actuate's discretion.

Major Release Family

On initial shipment: Full Support.

The previous Major Release Family moves to Limited Support.

6 months after initial shipment of this Major Release: the previous Major Release Family moves to End of Life.

36 months after initial shipment of this Major Release or 18 months after the initial shipment of the next Major Release, whichever occurs later: this Major Release Family is Retired.

Service Pack

On shipment: Full Support.

Previous Service Pack or Major Release in the same Major Release Family moves to End of Life. Previous Patch and Fixes in the same Major Release Family move to Retired.

Patch

On shipment: Full Support.

No effect on lifecycle of previous Service Pack or Major Release in the same Major Release Family. Previous Fixes in the same Major Release Family move to Retired.

Fix

On shipment: Full Support.

No effect on lifecycle of previous Major Release, Service Packs, or Patches in the same Major Release Family.

Actuate Obsolescence Roadmap for iPortal Workgroup Deployments

Based on the product support lifecycle and guidelines for obsolescence, the current status and forecast for Actuate Workgroup product family obsolescence are presented below.

Release	RTM Date	Status	Obsolescence Forecast
Release 9			
9.0	9/28/06	End of Life	Retired: 18 months after Actuate 10 ships OR 36 months after Actuate 9.0 shipped (=9/28/09) , whichever occurs later
Service Pack 1 (including the BIRT 2.1.2 Report Designers)	12/22/06	End of Life	Retired: 18 months after Actuate 10 ships OR 36 months after Actuate 9.0 shipped (=9/28/09) , whichever occurs later
Service Pack 2 (including the BIRT 2.1.3 Report Designers)	7/18/07	Full Support	

Appendix I

Supported Product Changes

The following table lists supported third party products added or dropped in this release

Third Party Products Added	Third Party Products Dropped
<ol style="list-style-type: none">1. Microsoft Windows Vista2. Red Hat Enterprise Linux 5 (x86)3. SuSe Linux Enterprise 10 (x86)4. IBM Webshpere App. Server 6.15. IBM Webshpere CE App. Server 1.16. Microsoft Internet Explorer 77. Mozilla Firefox 2.08. Adobe Reader 8	None

Appendix II

Third-Party Products Obsolete by Vendors

The following third-party products are obsolete, or will be obsolete by vendors in the near future. Customers are advised to migrate away from these products. Actuate plans to drop support for these products in future releases.

Vendor	Product Version
Microsoft	Windows 2000
Hewlett Packard	HP-UX 11i v1 (B11.11)
Microsoft	Excel 2000
SAP	SAP BW 3.0x
Adobe	Adobe Reader 7