

Supported Environments and Policies for Actuate e.Spreadsheet Engine Deployments

Release 9 SP3

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Introduction

This document describes the supported environments and policies for Actuate products used as part of an e.Spreadsheet Engine deployment. Additional documents are available from the Actuate Support website (<http://support.actuate.com>) for other deployment environments:

- Supported Products for iServer Enterprise Deployments
- Supported Products for iServer Express Deployments
- Supported Products for iPortal Workgroup Deployments
- Supported Products for BIRT Engine Deployments

Refer to the appropriate document for your deployment environment.

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 A 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 e.Spreadsheets Engine Deployment Products

The Actuate products applicable to e.Spreadsheets Engine deployments are listed below.

Deployment Products	Desktop Designer Products
▪ e.Spreadsheets Engine	▪ e.Spreadsheets Designer

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. Please check with your Actuate account team for availability of specific localized versions.

e.Spreadsheet Designer

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

Product	OS	Minimum Hardware Requirements
e.Spreadsheet Designer	Windows Vista Enterprise Windows Vista Business 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 supported.

Bundled JDBC Drivers

DataDirect's Connect for JDBC 3.7 drivers are included in the e.Spreadsheet Designer to provide out-of-the-box JDBC connectivity to Oracle, IBM DB2, Microsoft SQL Server, Sybase and Informix databases. Note that the DataDirect drivers that Actuate supplies can be used only with Actuate products.

Additional Data Sources

This section lists additional 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		
Actuate Information Objects	Supported		Not Applicable

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

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 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.Spreadsheets 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.

Excel

This section lists Excel versions supported by the e.Spreadsheets technology.

	Windows
Microsoft Excel	
Microsoft	Excel 2000, 2002, 2003

Actuate e.Spreadsheet Engine

This section lists hardware and operating systems supported by Actuate e.Spreadsheet Engine, and the corresponding notes.

Product	OS	Minimum Hardware Requirements
e.Spreadsheet Engine	Windows Vista Enterprise Windows Vista Business Windows Server 2003 Windows 2000 Windows XP Pro Solaris 8, 9, 10 AIX 5L v5.2, v5.3 HP-UX 11i ‡Linux	<u>Processor</u> Windows: Pentium 550 MHz or higher Solaris: UltraSPARC-I, II, IIi, III, IV HP-UX: PA-RISC 1.0, 1.1, 2.0 AIX: Power, Power2, Power3, Power4, Power4+, PowerPC, Power5 Linux: Pentium 550 MHz or higher <u>RAM</u> : 500 MB (1GB recommended) <u>Free Disk Space</u> : 150 MB

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 5.1) are supported if they are listed in this document.

The Actuate e.Spreadsheet Engine API consists of UI and non-UI instantiable classes. The UI classes are only supported on Windows platform, all others are supported across the platforms described in the document.

‡Linux

The Actuate e.Spreadsheet Engine supports Linux distributions based on Linux Kernel 2.2 and above for x86 compatible architectures.

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.

JRE

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

Software Development Kit (SDK/JDK)

The Actuate e.Spreadsheet Engine supports 1.4.x and above JDKs from the following vendors: Sun Microsystems, IBM, BEA, HP and Blackdown.

Database Software

Please refer to the [Actuate e.Spreadsheet Designer Database Software](#) section.

Application Servers and Servlet Engines

This section lists J2EE application servers and servlet engines supported by Actuate e.Spreadsheet Engine.

	Windows Server	Solaris	AIX	HP-UX	Linux
Application Servers					
BEA Weblogic Application Server	7.0, 8.1, 9.0, 9.2				
IBM Websphere Application Server	5.0, 5.1, 6.0, 6.1				
IBM Websphere Application Server Community Edition	1.1				
Sun JS Application Server	7.x, 8.1	Not Supported			
JRun	4.0				
Oracle Application Server	10G				
Servlet Engines					
Apache Tomcat	5.0, 5.5				

Notes

Sun Java System Application Server

For Sun Java System Application Server, Standard, Platform and Enterprise editions are supported.

Web Browsers and Excel for Actuate e.Spreadsheet Engine

This section lists web browsers and Excel versions supported by Actuate e.Spreadsheet Engine.

	Windows	Solaris/AIX/HP UX/Linux
Web Browsers		
Microsoft Internet Explorer	6.0, 6 SP1, 7.0	Not Applicable
Mozilla Firefox	1.5, 2.0	Not Applicable
Web Browsers		
Microsoft Excel	2000, 2002, 2003	Not Applicable

Actuate Obsolescence Policy

This portion of the document describes Actuate support policy for current and previous releases.

Definitions

Platform: The combination of operating system and hardware, for example Windows 2000/Intel or Solaris 8/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 this 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.	No.
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

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 e.Spreadsheet Engine Deployments

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

Actuate Release	RTM Date	Status	Forecast
Release 7			
7.0	4/30/03	Retired	n/a
Service Pack 1	8/13/03	Retired	n/a
Service Pack 2	1/30/04	Retired	n/a
Release 8			
8.0	7/22/04	End of Life	Retired: 18 months after Actuate 9 ships = 3/28/2008
Service Pack 1	6/30/05	End of Life	Retired: 18 months after Actuate 9 ships = 3/28/2008
Release 9			
9.0	9/28/06	End of Life	Retired: 18 months after Actuate 10 ships OR 36 months after Actuate 9 ships (=9/28/09), whichever occurs later
Service Pack 1	12/22/06	End of Life	Retired: 18 months after Actuate 10 ships OR 36 months after Actuate 9 ships (=9/28/09), whichever occurs later
Service Pack 2	7/18/07	End of Life	Retired: 18 months after Actuate 10 ships OR 36 months after Actuate 9 ships (=9/28/09), whichever occurs later
Service Pack 3	12/21/07	Full Support	

Appendix

A - 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
IBM	AIX 5L v5.2
Sun Microsystems	Solaris 8
Hewlett Packard	HP-UX 11i v1 (B11.11)
BEA	Weblogic App Server 7.x
Sun Microsystems	Sun ONE App Server 7.x
Microsoft	Excel 2000
Mozilla	Firefox 1.5
SAP	SAP BW 3.0x