

Supported Environments and Policies for Actuate iPortal Workgroup Deployments

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Introduction

This document describes the supported environments and policies for Actuate products used as part of an iPortal Workgroup 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 e.Spreadsheet Engine 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 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">iPortal <p>(includes the following: BIRT Report Option, BIRT Report Interactive Viewer Option, e.Spreadsheet Option)</p>	<ul style="list-style-type: none">BusinessReport StudioInteractive Viewer	<ul style="list-style-type: none">BIRT Report DesignerBIRT Report Designer Professionale.Spreadsheet 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.Spreadsheet 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, 2.2, 2.2.1, 2.2.2
Actuate BIRT Report Designer Professional	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1, 2.2.2
Open Source BIRT Report Designer Package	
BIRT Report Designer All-In-One	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1, 2.2.2
BIRT RCP Report Designer	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1, 2.2.2
BIRT Report Framework	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1, 2.2.2

Notes

General

The iPortal BIRT and BusinessReport related options in this release are based on BIRT 2.2.2. As a result it's recommended that you use the BIRT 2.2.2 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 2.2.2 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. [e.Spreadsheet Designer – Database Software](#)

Application Servers for iPortal

This section lists application servers supported by the iPortal application, and the corresponding notes.

	Windows/Solaris/AIX/Linux
Servers	
Actuate HTTP Service	Provided with Actuate products
BEA WebLogic App. Server	9.2
IBM WebSphere App. Server	5.1, 6.0.2, 6.1
IBM WebSphere App. Server Community Edition	1.1.01
Apache Tomcat	5.5

Notes

Application Server JVM

The default JVM packaged with the application server by the application server's vendor should be used.

WebSphere Application Server 6.1

WebSphere Fix Pack 6.1.0.7 or later should be applied.

Portal Servers for iPortal JSR-168 Portlets

This section lists the portal servers supported for the iPortal JSR 168 portlets

	Windows	Linux	Solaris	AIX	HP-UX
Servers					
Liferay Portal Server	4.0	Not Supported			
IBM WebSphere Portal Server	5.1, 6.0				

Notes

JSR-168 Compliance

The iPortal portlets are fully compliant with the JSR-168 portlet specifications and are expected to work under any JSR-168 compliant portal server. The portal servers above have been explicitly tested and are supported by Actuate. Portal servers not included in the table above are not supported by Actuate and customers should work directly with the corresponding portal server vendor if issues are encountered.

IBM WebSphere Portal Server

Both the Portal Enable and Portal Extend WebSphere Portal Server packages are supported.

Web Browsers, PDF Viewers and Spreadsheet Editors

This section lists web browser, PDF viewer and Spreadsheet editor versions supported for the iPortal and the iPortal JSR-168 portlets.

	Windows	Linux/Solaris/AIX/HP-UX
Web Browsers		
Microsoft Internet Explorer	6 SP1, 7.0	Not Applicable
Mozilla Firefox	2.0	Not Supported
PDF Viewers		
Adobe Reader	7.0, 8.0	Not Supported
Spreadsheet Editors		
Microsoft Excel	2000, 2002, 2003, 2007	Not Applicable

Notes

Adobe Reader

The following versions of Acrobat Reader are supported: English, Japanese, French, German, Spanish, Chinese Simplified, Chinese Traditional, Korean, Arabic, and Hebrew.

Excel 2007

Even though the Actuate generated Excel (.xls) output is fully compliant with Excel 2007, it's not based on the new Excel 2007 (*.xlsx) format.

BIRT Report Designers

This section lists certified hardware and operating systems for the BIRT 2.2.2 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 2.2.2 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)

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.	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 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 (includes 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 (includes the BIRT 2.1.3 Report Designers)	7/18/07	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 3 (includes the BIRT 2.2.2 Report Designers)	12/21/07	Full Support	

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