

Supported Environments and Policies for BIRT Engine Deployments

Release 2.2.x

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Introduction

This document lists the supported environments and policies for the BIRT Engine Deployment. For Actuate products used in Workgroup (iPortal based) or Enterprise deployments refer correspondingly to the Actuate Workgroup and Enterprise 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 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.

BIRT Engine Deployment Products

The products applicable to BIRT Engine deployments are listed below.

Server Products	Desktop Designer Products
<ul style="list-style-type: none"> ▪ BIRT Engine 	<ul style="list-style-type: none"> ▪ BIRT Report Designer ▪ BIRT Report Designer Professional

Notes

The Viewer application provided with open source BIRT is only a sample application and a reference implementation that demonstrates the use of the BIRT API's. Please note that it is not supported by Actuate.

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

BIRT Versions Supported for BIRT 2.2.x Engine

This section lists the BIRT Report Design versions supported by the BIRT 2.2.x Engine 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
Actuate BIRT Report Designer Professional	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1
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
BIRT RCP Report Designer	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1
BIRT Report Framework	2.1.0, 2.1.1, 2.1.2, 2.1.3, 2.2, 2.2.1

Notes

General

BIRT 2.2.x is upwards report design compatible with BIRT 2.1.x unless noted otherwise. This means that reports created with BIRT 2.1.2, 2.1.1, 2.1.0 can be successfully opened by BIRT 2.2.x and upgraded to a 2.2.x format.

Deploying report designs and templates based on BIRT versions newer than BIRT 2.2.1, however, is explicitly not supported.

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.

Supported Environments

Supported hardware and operating systems

This section lists certified hardware and operating systems for Actuate BIRT products, and the corresponding notes.

Actuate BIRT Product	OS	Minimum Hardware Requirements
BIRT Report Designer	Windows 2000 Windows XP Pro Windows Server 2003 Windows Vista	<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 3.3.

Database Software

This section lists the JDBC database software supported by the BIRT 2.2.x 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.x JDBC Driver
Apache Derby Database	Apache Derby 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 drivers 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.

BIRT Report Engine

This section lists certified hardware and operating systems for BIRT Report Engine 2.1.x, and the corresponding notes.

BIRT Product	OS	Minimum Hardware Requirements
BIRT Report Engine	Windows XP Pro Windows Server 2003 Windows 2000 Red Hat Enterprise Linux AS 4.0 SUSE Linux Enterprise Server 9 Solaris 8, 9, 10 IBM AIX 5L v 5.2, v5.3 HP-UX 11i v1	<u>Processor</u> Windows: Pentium 1 GHz Linux: Pentium 1 GHz Solaris: UltraSPARC III, IV, T1 AIX: Power4, Power4+, PowerPC, Power5 <u>RAM</u> : 512 MB <u>Free Disk Space</u> : 15 Mb

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.

Application Server for BIRT Report Engine

This section lists application servers and servlet engines certified by BIRT Report and Chart Engine.

Application Servers	Product Version
BEA Weblogic Application Server	8.1 SP5, 8.1 SP6, 9.2
IBM Websphere Application Server	5.1, 6.0.1, 6.0.2, 6.1.0
JBoss Application Server	4.0.2
Apache Tomcat	4.x, 5.0.28, 5.5.7, 5.5.20 (Linux)

Notes

Compliant Application Servers

All application servers compliant with the specifications below are expected to work with the BIRT engine:

- Servlet 2.3 specification (<http://java.sun.com/products/servlet/download.html#specs>)
- JSP 1.2 specifications (<http://java.sun.com/products/jsp/index.jsp>).

Web Browsers and Adobe Reader for BIRT

This section lists web browsers and Adobe Reader versions certified by BIRT Report Engine and the corresponding notes.

	Windows	Linux	Mac OS X/Solaris/AIX/HP-UX
Web Browsers			
Microsoft Internet Explorer	6.0, 7.0	Not Applicable	Not Applicable
Mozilla Firefox	2.0	2.0	Not Supported
Adobe PDF			
Adobe Reader	6.0.3, 7.0	7.0	Not Supported

Notes

Adobe Reader

The following localized versions of Acrobat Reader are supported: English, Japanese, French, German, Spanish, Chinese Simplified, Chinese Traditional, and Korean. Localized Adobe Reader versions for Right to Left languages are explicitly not supported.

Adobe Reader 6.0

Due to a known defect in Adobe Reader 6.0, printing will not work properly for PDF documents displayed within Microsoft Internet Explorer using Adobe Reader 6.0 when the source URL is longer than 255 characters. The defect has been fixed in Adobe Reader 6.0.1 and later.

Actuate Obsolescence Policy

This portion of the document describes Actuate support policy for current and previous releases. The standard Actuate Obsolescence policy of at least 36 months of support for a major release family (say BIRT 2.1) and at least 18 months of support after the next major release family is released (say BIRT 2.2) will apply to the Eclipse BIRT Report Designers and the Eclipse BIRT Engine.

The policy ensures that each major release family (say Actuate 9 or BIRT 2.1) is supported for at least 36 months and that customers are given at least 18 months to upgrade to next major release family (say BIRT 2.2).

Definitions

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

Major Release: A version of BIRT software with significant new functionality, new features, supported products updates, and maintenance fixes. The first two digits of the release number are incremented to identify major releases (X.Y.Z). To upgrade to a Major Release, customers may need to make minor code changes to applications. For example, 2.0, 2.1, and 2.2 are all different major releases.

Major Release Family: All releases within a Major Release, including all Minor Releases. For example, 2.1, 2.1.1, 2.1.2, 2.1.3 is all within the 2.1 Major Release Family.

Minor release: A version of BIRT software with a small number of enhancements or possibly no enhancements, supported products updates, and maintenance fixes. The third digit of the release number is incremented to identify minor releases (X.Y.Z).

Fix: A complete release, product, set of files, or file designed to provide temporary relief from a product defect until a Minor 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 release containing the Fix is made available. A Fix is based on the latest Minor release, 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.

Previous Release: The previous Major Release Family.

Product Support Lifecycle

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

	Product Release Support Status			
	Full Support	Limited Support	End of Life	Retired
Customer support	Basic, Bronze and Silver support programs offered			No.
Scheduled Minor releases	At Actuate's discretion.	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 minor or maintenance release in a major release family, and customers are required to upgrade to this before applying the fix.

Lifecycle Guidelines

All releases (Major and Minor Releases) 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. They 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.

Minor Release

On shipment: Full Support.

Previous Minor Release or Major Release in the same Major Release Family moves to End of Life. Previous Fixes in the same Major Release Family move to Retired.

Fix

On shipment: Full Support.

No effect on lifecycle of previous Major or Minor Release in the same Major Release Family.

Actuate Obsolescence Roadmap for BIRT 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.

Release Family	RTM Date	Status	Forecast
BIRT 2.1.0	6/30/2006	End of Life	Retired: 6/30/2009
Actuate BIRT 2.1.0	9/28/2006	End of Life	Retired: 9/28/2009
BIRT 2.1.1	9/28/2006	End of Life	Retired: 6/30/2009
Actuate BIRT 2.1.1	9/26/2006	End of Life	Retired: 9/26/2009
BIRT 2.1.2	3/4/2007	End of Life	Retired: 6/30/2009
Actuate BIRT 2.1.2	12/18/2006	End of Life	Retired: 9/28/2009
BIRT 2.1.3	7/20/2007	Limited Support	End of Life: 6 months after BIRT 2.2 release (=1/29/2008) Retired: 6/30/2009
Actuate BIRT 2.1.3	7/12/2007	Limited Support	End of Life: 6 months after Actuate BIRT 2.2 is released Retired: 9/28/2009
BIRT 2.2	6/29/2007	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)
Red Hat	Red Hat Enterprise Linux 3.x
BEA	Weblogic App Server 7.x
Sun Microsystems	Sun ONE App Server 7.x
IBM	Informix 9.3
Oracle	Oracle 9.0.1
Microsoft	IIS 5.x
Microsoft	Excel 2000
Microsoft	Word 2000
Mozilla	Firefox 1.5
SAP	SAP BW 3.0x