

Actuate Supported Products and Obsolescence Policy

Release 9

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Introduction

This document lists the supported products for the Actuate 9 BusinessReport Server release. In addition it outlines Actuate's obsolescence policy for all 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.

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.

Compliant Products - Additional third-party products are implicitly supported if the vendor indicates in writing that 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.

Implicit support means that Actuate will be responsible for addressing issue which can be replicated under a supported environment described in this document. All other issues will be in violation of the compatibility claims stated by the given vendor and Actuate will not be responsible for addressing these.

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 provide more details.

Actuate 9 Products

The Actuate 9 BusinessReport Server release is a special release focused on facilitating the early adoption of the new Actuate technologies around BusinessReports . The release consists of the following products :

Server Products	Desktop Designer Products	Embeddable Engine Products
<ul style="list-style-type: none">▪ iServer▪ iPortal▪ Management Console Proxy▪ Server Integration Technology	<ul style="list-style-type: none">▪ Information Object Designer▪ Actuate e.Spreadsheet Designer▪ Actuate BIRT Report Designer▪ Actuate BIRT Report Designer Professional	<ul style="list-style-type: none">▪ Actuate e.Spreadsheet Engine

Notes

iPortal

The iPortal product includes the Active Portal for JSP as an internal component and exposes all the Active Portal for JSP functionality along with new iPortal specific functionality.

Actuate e.Spreadsheet Engine

The Formula One e.Spreadsheet Engine has been renamed to Actuate e.Spreadsheet Engine.

Internationalization and Localization

Actuate 9 is fully internationalized and supports Unicode. For a list of locales supported in Actuate 9, please refer to the Actuate 9 product documentation and check the Actuate e.Support web site for updates.

Actuate 9 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.

Supported Third Party Product Changes in Actuate 9

The following table lists the supported third party products that have been added or dropped in Actuate 9.

Third Party Products Added in Actuate 9	Third Party Products Dropped in Actuate 9
<ol style="list-style-type: none"> 1. Red Hat Enterprise Linux 4.0 (x86) 2. JRE 5.0 3. BEA Weblogic Application Server 9.0 4. IBM Websphere Application Server 6.0.2 5. Sun JS Application Server 8.1 6. Sun JS Web Server 6.1 SP5 7. Apache Tomcat 5.5 8. Liferay 4.0 9. DataDirect Connect for ODBC 5.1 10. DataDirect Connect for JDBC 3.5 11. Microsoft SQL Server 2005 12. SAP BW 3.5 13. Sun JS Directory Server 5.2 14. Apache Axis 1.2 WSDL toolkit 15. Adobe Reader 7.0 16. Mozilla Firefox 1.5 	<ol style="list-style-type: none"> 1. IBM AIX 5L v5.1 2. HP-UX 11.0 (B11.00) 3. Red Hat Enterprise Linux 2.1 AS 4. Red Hat Linux 9 5. SUSE Linux Enterprise Server 8 6. JRE 1.4.x 7. BEA Weblogic Application Server 6.1 8. IBM Websphere Application Server 4.0.x 9. Apache Tomcat 4.x 10. Sun ONE Web Server 6.0 SP4 11. IBM Websphere Portal Server 4.x 12. DataDirect Connect for ODBC 4.2 13. DataDirect Connect for ODBC 5.0 14. SAP BW 3.0A 15. Sun Studio 8 C++ compiler 16. Microsoft Internet Explorer 5.x 17. Netscape Navigator 6.x 18. Microsoft Excel 1997 19. Adobe Reader 4.x, 5.x 20. Open server driver for Crystal 7.0, 8.0 and 8.5 21. Open server driver for SQRIBE 4.x

Actuate Server Products

This section lists hardware requirements and operating systems supported by Server products, and the corresponding notes.

Server Products	OS	Minimum Hardware Requirements
iServer	Windows 2000 Windows Server 2003 Windows XP Pro Solaris 8, 9, 10 AIX 5L v5.2, v5.3 HP-UX 11i v1 Red Hat Enterprise Linux AS 3.0‡, 4.0‡ SUSE Linux Enterprise Server 9‡	<u>Processor</u> Windows: Pentium 1 Ghz or higher Solaris: UltraSPARC III, IV, T1 HP-UX: PA-RISC 2.0 AIX: Power4, Power4+, PowerPC, Power5 Linux: Pentium 1 Ghz or higher <u>RAM</u> : 1024 MB minimum Free Disk Space (See table below)
iPortal	Windows Server 2003 Windows XP Pro Solaris 10 AIX 5L v5.3 Red Hat Enterprise Linux AS 4.0 SUSE Linux Enterprise Server 9	<u>Processor</u> Windows: Pentium 1 Ghz or higher Solaris: UltraSPARC IV, T1 AIX: Power4, Power4+, PowerPC, Power5 Linux: Pentium 1 Ghz or higher <u>RAM</u> : 1024 MB minimum Free Disk Space (See table below)
Management Console Proxy	Same as iServer	<u>Processor</u> : Same as iServer <u>RAM</u> : 256 MB minimum, 512 MB recommended Free Disk Space (See table below) <u>Resolution</u> : 1024x768, 256 colors, 96 dpi

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 v5.2) 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.

‡ iServer Data Integration Service under Linux

The iServer Data Integration Service (EII) and the related Information Objects Caching option are not available under Linux. This applies to both Red Hat Enterprise Linux and SUSE Linux Enterprise Server.

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.

Free Disk Space

Actuate Product	Free Disk Space
iServer	1 GB
iPortal	300 MB
Management Console Proxy	20 MB

Windows 2000

Windows 2000 Service Pack 3 & Service Pack 4 are supported. Base level Windows 2000, Windows 2000 Service Pack 1 & Service Pack 2 are not supported. Windows 2000 Datacenter Server is not supported.

Windows Server 2003

Base level Windows Server 2003 and Windows Server 2003 Service Pack 1 are supported.

Windows XP Pro

Base level Windows XP Pro, Windows XP Pro Service Pack 1 and Service Pack 2 are supported.

Linux

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

Solaris

Solaris is the marketing name for SunOS.

For iServer on Solaris, X Windows run-time library (X11.base.lib) is required in conjunction with a running X Server (see [X Server Notes](#)).

On Solaris 8 and 9 Actuate iServer requires Sun patch # 108434-18 as well as the following two packages: SUNWlibC and SUNWlibCx. In general, the latest Solaris patch cluster should be installed.

The Solaris 10 containers technology is transparent to Actuate. Note that since non-global Solaris 10 containers don't allow for CPU sub-setting, this feature can't be used with Actuate.

HP-UX

For iServer on HP-UX, X Windows run-time library (X11.base.lib) is required in conjunction with a running X Server (see [X Server Notes](#)).

For HP-UX 11.11, ld(1) and linker tools cumulative patch PHSS_30049 (or higher) is required.

AIX

For iServer on AIX, X Windows run-time library (X11.base.lib) is required in conjunction with a running X Server (see X Server Notes). In addition IBM XL C/C++ V6.0 for AIX Runtime Environment Component or the IBM VisualAge C++ Professional V6.0 for AIX Runtime Environment component is required.

For AIX 5L v5.2, IBM recommends that the kernel parameter tcp_nodelayack is set to 1 by using the following command: "no -o tcp_nodelayack=1" and that Fix IY53254 is applied. For more information visit IBM's support website (<http://www-1.ibm.com/support/docview.wss?uid=isg1IY53254>).

For iServer on AIX 5.2 and 5.3 OS levels 5200-07 and 5300-03 respectively are required.

Distributed File Systems (DFS)

Entegrity DFS does not support standard operating system calls to determine available disk space. For this reason, Entegrity DFS is not supported for use with the Actuate iServer.

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. [Information Object Designer – Database Software](#)
2. [Actuate BIRT Designers – Database Software](#)
3. [Actuate 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/HP-UX/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
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.

Application Servers for Management Console Proxy

This section lists application servers supported by the Management Console Proxy, and the corresponding notes.

	Windows	Solaris	HP-UX	AIX
Servers				
BEA WebLogic App. Server	7.0 SP2, 7.0 SP4, 8.1 SP2, 9.0			
IBM Websphere App. Server	5.0.1, 5.1, 6.0			
Sun JS App. Server	7.0, 8.1		N/A	
Sun JS Web Server	6.1 SP1, 6.1 SP5			
Apache Tomcat	5.5			
Macromedia JRun	4 Updater 3		N/A	

	Red Hat Enterprise Linux AS	SUSE Linux Enterprise Server
Servers		
BEA WebLogic App. Server	8.1 SP4, 9.0	8.1, 8.1 SP4, 9.0
IBM Websphere App. Server	5.0, 5.1, 6.0	5.1, 6.0
Sun JS Web Server	6.1 SP1	N/A
Apache Tomcat	5.5	

Notes

General

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

Portal Servers for iPortal JSR-168 Portlets

This section lists the portal servers supported for the iPortal JSR 168 portlets introduced in Actuate 9

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

Notes

General

The iPortal portlets are fully compliant with the JSR-168 portlet specifications and should work under any JSR-168 compliant portal server. The portal servers above have been explicitly tested.

IBM Websphere Portal Server

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

Web Browsers and Adobe Reader for iPortal

This section lists web browsers and Adobe Reader versions supported for the iPortal application and the iPortal JSR-168 portlets.

	Windows	Linux	Mac OS X/Solaris/AIX/HP-UX
Web Browsers			
Microsoft Internet Explorer	6 SP1	Not Applicable	Not Applicable
Mozilla Firefox	1.5	1.5	Not Supported
Adobe PDF			
Adobe Reader	7.0	Not Supported	Not Supported

Notes

Adobe Reader

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

e.Spreadsheet Products

Browsers for e.Spreadsheet option are supported on Windows only.

Web Browsers for Management Console

This section lists web browsers supported by Management Console, and the corresponding notes.

	Windows	Solaris/AIX/HP-UX/Linux
Web Browsers		
Microsoft Internet Explorer	6.0, 6 SP1	Not Applicable

Java Runtime Environment (JRE)

This section lists JRE supported by iServer, and the corresponding notes.

	Windows/Solaris/Linux	AIX	HP-UX
Java Runtime Environment (JRE)			
JRE	Sun JRE 5.0	IBM JRE 5.0	HP JRE 5.0

Notes

General

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

Server Integration Technology

This section lists Actuate iServer APIs and Extensions supported in this release of Actuate, and the corresponding notes.

	Windows	Solaris	HP-UX	AIX	Linux
Development Environments					
RS API	See note below table				
Requester API	See note below table				
Information Delivery API	This is a platform independent, XML API based on SOAP 1.1 specification. Communication with the iServer is through HTTP (version 1.0 and 1.1 are supported).				
Report Server Security Extension	Same as compilers supported for RSAPI				Not Applicable
Java Report Server Security Extension	This is a Java based, platform independent interface				

Notes

RS API and Requester API

As previously announced via Support bulletins, since RS API and Requester API are scheduled to be discontinued in Actuate 10, using existing Actuate 8 SP1 RS API and Requester API applications is supported in Actuate 9, but developing new ones is not. As a way of enforcing this policy the Rogue Wave Tools.h++ header files necessary for compiling RS API applications are no longer distributed on the Actuate products CDs. Note that existing RS API and Requester API applications compiled with the Actuate 8 SP1 libraries are guaranteed to be fully binary compatible with Actuate 9 and do not require a re-compilation.

Third-party Products

Customers must obtain the following development tools directly from their manufacturers or authorized distributors: Visual Basic; Visual C++; Solaris, HP-UX, and AIX C++ compilers

WSDL Toolkits for Information Delivery API

This section lists WSDL toolkits supported by Information Delivery API.

	Windows	Solaris/AIX/HP-UX/Linux
WSDL Toolkits		
Microsoft Visual Studio .NET	2002, 2003	Not Applicable
Apache Axis	1.0, 1.1, 1.2	

Notes

Microsoft Visual Studio .NET

The following .NET languages are supported: Visual C# .NET and Visual Basic .NET

Email Servers

This section lists email servers supported by the iServer.

	Windows Server	Solaris/AIX/HP-UX/Linux
iServer Email		
Microsoft Exchange	2000	Not Applicable
Sendmail	Not Applicable	For supported OS release
SMTP Servers	For supported OS release	

Notes

SMTP Servers

A mail server that implements the Simple Mail Transfer Protocol is referred to as SMTP Server. An SMTP server is supported if it complies with the following IETF standards: RFC 821 and RFC 822. Virtually all commercially available SMTP servers comply with the above standards, including Lotus Domino R5 and 6, Sun SIMS 3.5, and Novell Groupwise 5.5.

Directory Servers

This section lists directory servers supported out-of-the-box by the provided, configurable iServer RSSE implementations. Other directory servers or security models can be integrated using the iServer Security Extension interfaces.

iServer Platform:	Windows	Solaris/AIX/HP-UX	Linux
Directory Servers accessed via the C++ RSSE interface			
Sun JS Directory Server (formerly Sun ONE Directory Server)	5.1		Not Supported
Directory Servers accessed via the Java RSSE interface			
Sun JS Directory Server (formerly Sun ONE Directory Server)		5.1, 5.2	

Notes

General

The listed directory servers can be deployed under any platform supported by their vendor.

X Server

This section lists X server versions supported by iServer, and the corresponding notes.

	Windows Server	Solaris/AIX/HP-UX/Linux
X Server		
X Server	Not Applicable	X11R5, X11R6

Notes

General

Actuate iServer on UNIX requires an X Server for report rendering and printing. Actuate fully supports and tests X11R5.x and X11R6.x X Server installations using graphics hardware.

If the UNIX machine does not have graphics hardware installed, Actuate also supplies and supports an X Server software emulator, Xvfb (X Server virtual frame buffer). Refer to the product documentation for more information.

Export to Excel

This section lists the spreadsheet viewers supported by iServer.

	Windows
Microsoft Excel	
	Excel 2000, 2002, 2003

Export to RTF

This section lists the RTF viewers supported by iServer.

	Windows
Microsoft Word	
	Word 2000, 2002, 2003

Printers

This section lists printers supported by iServer, and the corresponding notes.

	Windows Server	Solaris/AIX/HP-UX/Linux
Printer Support		
Printers	All printers supported by Windows	Actuate supports PostScript (Level 1 or 2) printers on Unix

Notes

General

Due to the inherent differences between onscreen and printed output, as well as Windows and UNIX, viewing and "print preview" are not precisely WYSIWYG. Actuate uses best efforts to achieve WYSIWYG but this is not guaranteed.

Reports printed on Windows, Solaris, HP-UX, AIX and Linux will not print identically. Text (fonts), graphs, and images may exhibit differences. For better consistency between Windows and UNIX, the new charting package must be used.

On Windows, Actuate supports any Windows supported printer. On UNIX and Linux, color printing of text, images and graphs is only supported for Postscript printers.

Windows Platforms

Actuate uses standard system calls to access printer resources on Windows. Any printer supported by Windows should work with Actuate.

While it is not possible for Actuate to obtain and certify all of these printers, Actuate does test printers. In some cases it may take longer to provide fixes in situations where problems cannot be readily reproduced.

Note that the quality of printed output will vary depending on the capabilities of the printers. For example, dot-matrix printers do not typically support high-resolution graphics, exact font positioning and multiple fonts.

Solaris, HP-UX, AIX

Actuate supports PostScript (Level 1 or 2) printers on Unix.

While it is not possible for Actuate to obtain and certify all printers, Actuate does test printers. In some cases it may take longer to provide fixes in situations where problems cannot be readily re-produced.

Printer Security

The Xerox Internal Electronic Auditron feature is explicitly not supported.

Information Object Designer

This section lists hardware and operating systems supported by the Information Object designer, and the corresponding notes.

Product	OS	Minimum Hardware Requirements
Information Object Designer	Windows 2000 Windows XP Pro Windows Server 2003	<u>Processor</u> Windows: Pentium 1Ghz or higher <u>RAM</u> : 512 Mb <u>Free Disk Space</u> : 250 Mb

Database Software

This section lists the database software supported by Information Objects and Information Object Designer in the Actuate 9 release.

	Windows/Solaris/AIX/HP-UX/Linux
Database Clients	
Informix	Connect 2.60
Database Servers	
Oracle	9.0.1, 9.2, 10G
IBM DB2 Universal Database	8.1, 8.2
Microsoft SQL Server	2000, 2005 (Windows only)
Sybase Adaptive Server (ASE)	12.0, 12.5.2, 12.5.3
Informix	9.3, 9.4

Notes

Linux

Even though the utilized database servers can be Linux based, the Information Objects technology itself is not available under Linux. This applies to both the Red Hat Enterprise Linux and SUSE Linux Enterprise.

Wire Protocol

Information Objects will use the native database network protocol (wire protocol) to connect to all database servers listed above except for Informix, which requires the Informix client.

Generic Data Access

Information objects can be configured to access additional ODBC data sources as well as custom data sources defined via the Open Data Access (ODA) framework. Refer to the product documentation for additional information.

IBM DB2 UDB

The following additional DB2 configurations are supported as well: DB2 UDB v7.1 for z/OS and DB2 UDB V5R2 for OS/400

Information Objects Caching Feature

The Information Objects caching feature is supported for Oracle 9.0.1, Oracle 9.2, Oracle 10G, IBM DB2 8.1, IBM DB2 8.2, MS SQL Server 2000 and MS SQL Server 2005 across all of the platforms specified for the corresponding DBMS in the table above.

Microsoft SQL Server

SQL Server 2000 Service Pack 2 or earlier are not supported. SQL Server 2000 Service Pack 3a or later are supported.

Additional Data Sources

This section lists additional data sources supported by the Information Object Designer products 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
XML	Supported		
Flat Files	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

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.

Actuate BIRT

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

Actuate BIRT Product	OS	Minimum Hardware Requirements
Actuate BIRT Report Designer	Windows 2000 Windows XP Pro Windows Server 2003	<u>Processor</u> Windows: Pentium 1 GHz <u>RAM</u> : 512 MB (1GB recommended) <u>Free Disk Space</u> : 300 MB
Actuate 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.

Database Software

This section lists the certified database software supported by the Actuate BIRT designer products and the corresponding notes.

	Supported JDBC Driver
Oracle Database Server	
Oracle 10G	DataDirect Connect for JDBC 3.5 for Oracle, Oracle 10G Thin JDBC driver
IBM DB2 Server	
UDB 8.1	IBM DB2 Universal JDBC Driver, DataDirect Connect for JDBC 3.5 for DB2
Microsoft SQL Server	
SQL Server 2000	DataDirect Connect for JDBC 3.5 for SQL Server, jTDS 0.9 JDBC driver for MS SQL Server
Sybase Adaptive Server	
ASE 12.5.2	DataDirect Connect for JDBC 3.5 for Sybase, jTDS 0.9 JDBC driver for Sybase
IBM Informix Server	
Informix 9.4	DataDirect Connect for JDBC 3.5 for Informix, IBM Informix JDBC driver
MySQL Database Server	
MySQL 4.1, 5.0	My SQL Connector/J 3.1.10 JDBC Driver
Apache Derby Database	
Derby 10.0.x	Apache Derby JDBC driver
PostgreSQL Database	
PostgreSQL 8.0	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

Even though this is not officially supported, the Actuate BIRT products are expected to work with 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

Additional Data Sources

This section lists additional data sources supported by the Actuate BIRT Designer products 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
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.

Actuate e.Spreadsheet Designer

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

e.Spreadsheet Products	OS	Minimum Hardware Requirements
e.Spreadsheet Designer	Windows 2000 Windows XP Pro Windows Server 2003	<u>Processor</u> Windows: Pentium 550 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.

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.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.

Excel

This section lists Excel versions supported by the e.Spreadsheet 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.

	OS	Minimum Hardware Requirements
e.Spreadsheet Engine	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 or higher Solaris: UltraSPARC-I, II, Ili, III, IV HP-UX: PA-RISC 1.0, 1.1, 2.0 AIX: Power, Power2, Power3, Power4, Power4+, PowerPC, Power5 Linux: Pentium 550 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 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		
IBM Websphere Application Server			5.0, 5.1, 6.0		
Sun JS Application Server	7.x, 8.1			Not Supported	
JRun			4.0		
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	Not Applicable
Mozilla Firefox	1.5	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 September 2006, the Current Release is Release 9.

Previous Release: The previous Major Release Family. As of September 2006, 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.

Note: This is Actuate's standard obsolescence policy. Extended Life Support can be negotiated at an additional cost on a case-by-case basis. Extended Life Support offers the same product support as "End of Life" for up to a year from the retirement date for the corresponding Actuate release. Contact Customer Support for more information.

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.

* The shipment date for Actuate 9 Service Pack 1 will serve as the start date for the Actuate 9 release support lifecycle, and will be used as the trigger for the start of the Actuate 8 obsolescence policy, thus effectively extending the support terms for both Actuate 8 and 9.

Actuate Obsolescence Roadmap

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

Release	RTM Date	Status	Forecast
Release 1	Jan. 96	Retired	n/a
Release 2	Sept. 96	Retired	n/a
Release 3			
3.0	10/10/97	Retired	n/a
3.1	5/11/98	Retired	n/a
3.2	9/30/98	Retired	n/a
Release 4			
4.0	12/17/99	Retired	n/a
4.1	5/25/00	Retired	n/a
Release 5			
5.0	12/21/00	Retired	n/a
Service Pack 1	4/27/01	Retired	n/a
Service Pack 2	8/10/01	Retired	n/a
Release 6			
6.0	5/18/02	Retired	n/a
Service Pack 1	9/14/02	Retired	n/a
Release 7			
7.0	4/30/03	End of Life	Retired 4/30/06
Service Pack 1	8/13/03	End of Life	Retired 4/30/06
Service Pack 2	1/30/04	End of Life	Retired 4/30/06
Release 8			
8.0	7/22/04	End of Life	Retired 18 months after Actuate 9 SP1 ships
Service Pack 1	6/30/05	End of Life	Retired 18 months after Actuate 9 SP1 ships
Release 9			
9.0	9/28/06	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	11i v1 (B11.11)
BEA	Weblogic App Server 7.x
Sun Microsystems	Sun ONE App Server 7.x
IBM	Informix 9.3
Microsoft	IIS 5.x
Mozilla	Mozilla 1.4 browser
Microsoft	Excel 2000
Adobe	Adobe Reader 6.x