BlueCielo Kronodoc 2012

Supported Software

Manual

Legal Notice

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Handelskade 49
2288 BA Rijswijk
The Netherlands

Acknowledgements

This product includes the following third-party software:

- Apache Software Foundation (http://www.apache.org/).

- OpenSSL Workspace for use in the OpenSSL Toolkit. (http://www.openssl.org/)

- jQuery (http://jquery.com/): Copyright (c) 2008 John Resig (jquery.com). Dual licensed under the MIT (`MIT-LICENSE.txt`) and GPL (`GPL-LICENSE.txt`) licenses.

- jUpload (http://www.jupload.biz/), license http://www.jupload.biz/manual/#appendix_license.

- Regular expression support is provided by the PCRE library package, which is open source software written by Philip Hazel and copyright of the University of Cambridge, England.

Contents

Introduction

<mark>This document lists the supported applications and features of BlueCielo Kronodoc for release 2012.</mark> It also describes how BlueCielo supports each existing version of its products over the course of time. When new products or versions are released, this document is updated to include the new product or version and any changes in the support status of previous versions. We publish this document to enable customers to plan for deploying BlueCielo Kronodoc and the many applications that can be used in combination with it.

This document details the operating systems, database management systems, and client applications supported by BlueCielo Kronodoc.

The current status of each of these products (as of the time this document was written) is shown in "Current support life cycle status" on page 2 for easy reference.

In addition to the applications listed in this document, specific applications, versions, or configurations may have additional requirements that can be found in the *Administrator's Guide* or the *Release Notes* for the particular BlueCielo product. Moreover, some applications, versions, or combinations might be compatible with BlueCielo products but have not been tested by BlueCielo and are therefore not supported. In all cases, technical support from BlueCielo is only provided as described in "Getting technical support" on page 3.

This document is updated when a new release of Kronodoc becomes available. The latest revision of this document can be found on the BlueCielo ECM Solutions web site.

Unless specifically stated otherwise, this policy applies to all BlueCielo customers unless superseded by a different written and signed agreement between BlueCielo ECM Solutions and the customer.

Legend

The following typographical combinations are used in the tables in this document.

Legend

Convention	Description
✔	Tested and supported combination.
✖	Unsupported combination. Known to have limitations or cause problems.
Number	See notes at the end of each section.
<mark>Highlighted</mark>	The item has been updated since the previous major release of the product.

Support life cycle

BlueCielo releases new products and new versions of existing products on a regular basis based on product road maps and release planning.

In order to have proper resources available to support the customers of these products, BlueCielo gradually stops supporting older versions in three phases.

The support phases are:

- End of Life Announced

- End of Life Initiated

- End of Life

These phases make it possible for our customers to prepare for and plan upgrades and configuration changes.

The level of support that will be provided for the products listed in "Introduction" on page 1 for each phase is described in the following table.

Support life cycle phases

Phase	Description
Full Support	Fully supported.
End of Life Announced	Fully supported. However, plan to upgrade to the next available release within the next 12 months in order to maintain full support.
End of Life Initiated	Support is limited to answering questions and offering possible workaround solutions that might require upgrading to a newer version. No hotfixes or service packs will be made available.
Unsupported	Support may be discontinued in the future without notice. Such products are no longer supported in any way. Paid consultancy is available on request.

As each new major version of a product is released (for example, 2012), the status of older major and associated minor versions (if any) changes to the next phase until they are no longer supported. For the current status of supported versions, see "Current support life cycle status" on page 2.

Current support life cycle status

The following table indicates the new life cycle status of versions as of the release date of version 2012. These statuses apply to the products listed in "Introduction" on page 1.

The support services that are provided for each status are described in the following documents:

- *BlueCielo Customer Guide to Support Services* (1 MB A4 size PDF)

- *BlueCielo Customer Guide to Support Services* (1 MB LTR size PDF)

Expected future status changes are estimates only. Pre-release and Beta versions are meant for evaluation and demonstration purposes only and should not be used for production purposes. Consequently, they are not supported.

The life cycle status of each Kronodoc module version is the same as the corresponding Kronodoc version.

Kronodoc support life cycle status

Product Version	Full Support	End of Life Announced	End of Life Initiated	End of Life
2012	✔	March 1, 2013	March 1, 2014	March 1, 2015
4.x	✔	December 1, 2012	December 1, 2013	December 1, 2014
3.x			✔	June 1, 2012	June 1, 2013
2.x				✔	July 1, 2012

0.1   Getting technical support

Technical support for BlueCielo products is available from a variety of sources if you have an active support contract. Your first source of support is the authorized contacts designated by your company to participate in the support contract. They are the persons that are responsible for resolving problems with BlueCielo software before contacting outside sources of support. If your company works with a BlueCielo Partner, that partner is your second source of support. BlueCielo Partners are responsible for providing technical support to their customers in order to maintain their status as BlueCielo Partners. BlueCielo will assist the partner company, if necessary, to help resolve your problem. If your company is a direct BlueCielo customer, your authorized contacts may communicate directly with BlueCielo to resolve your problem.

BlueCielo Partners and direct customers have access to all of these BlueCielo technical support resources:

- Online Issue Registration System – Around the clock support issue entry, update, and status.

- Knowledge bases – Continuously updated product-related problem solutions, hotfixes, and how-to articles about advanced techniques.

- FTP server – Downloadable versions of all BlueCielo products and an upload area for files to assist with problem resolution.

- Email notifications – Immediate alerts to support issue status changes and new or changed knowledge base articles.

- Telephone support – Direct access to highly qualified software support engineers with extensive experience in BlueCielo products.

- BlueCielo customer forum – Online user-led discussions about BlueCielo products.

The available support contract options, terms, and other details are described in these documents that are available from your BlueCielo Partner or on the BlueCielo extranet:

- *BlueCielo Customer Guide to Support Services* (1 MB A4 size PDF)

- *BlueCielo Customer Guide to Support Services* (1 MB LTR size PDF)

Operating systems

The server operating systems that are supported by Kronodoc 2012 are listed in the following table.

Operating System	Details	Notes
Red Hat Enterprise Linux 6	Red Hat Enterprise Linux 6.2	Supported only on IA-64 hardware.
Red Hat Enterprise Linux 5	Red Hat Enterprise Linux 5.2	Supported only on IA-64 hardware.

The client operating systems that are supported by Kronodoc 2012 are listed in the following table.

Client Operating System	Details	Notes
Windows Vista		TBA
Windows XP Professional	Service Pack 1 or higher	

Java virtual machines

The Java virtual machines that are supported by Kronodoc 2012 are listed in the following table.

Java Version	Details	Notes
Sun Java JRE 7.0		TBA
Sun Java JRE 6.0	Sun Java JRE 6.0 Update 2 and newer	
Sun Java JRE 5.0	Sun Java JRE 5.0 Update 6 and newer	

Database management systems

The database management systems that are supported by Kronodoc 2012 are listed in the following table.

Database	Details	Notes
Oracle 11g		TBA
Oracle 10g	Oracle10gR2 10.2.0.4 or newer	Recommended
Oracle9i	Oracle9iR2 9.2.0.7 or newer	

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Note The Oracle server must be running on one of the supported server platforms listed in "Operating systems" on page 4.

Web browsers

The web browsers that are supported by Kronodoc 2012 are listed in the following table.

Browser	Notes
Internet Explorer 7	
Internet Explorer 6	
Mozilla Firefox 3	

Module and add-on requirements

The Kronodoc module and add-on requirements are described in the following topics.

CADRef module

The CADRef module system requirements are the same as those described in "Operating systems" on page 4. Both 32-bit and 64-bit client operating systems are supported by the CADRef module.

CADViewer module

The CADViewer module requires one of the web browsers described in "Web browsers" on page 5.

Office Integration module

The Office Integration module system requirements are the same as those described in "Operating systems" on page 4.

MS Office versions

The Microsoft Office versions that are supported by the Office Integration module are listed in the following table.

Microsoft Office versions	Details	Notes
Office 2007 (Word, Excel, and PowerPoint 2007)	Service Pack 1 and newer	
Office 2003 (Word, Excel, and PowerPoint 2003)		

Outlook Integration module

The Office Integration module requirements are the same as those described in "Operating systems" on page 4.

MS Outlook versions

The Microsoft Outlook versions that are supported by the Outlook Integration module are listed in the following table.

Microsoft Outlook versions	Details	Notes
Microsoft Office Outlook 2007		
Microsoft Office Outlook 2003		Latest patches should be installed