



IDBS Platform Software Compatibility and Support Information

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Date of issue: 12-January-2012

IDBS Platform Software Compatibility and Support Information

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Introduction

This document summarises the levels of support that IDBS currently provide for its products in different software environments. It also indicates version compatibility between key IDBS products. The IDBS Support policy for its products is defined below. Support information can be found in the Customer Support Charter using the link below.

[Customer Support Charter](#)

Support levels for all product versions are defined as one of the following.

Key	Support Level	Description
Y	Supported Configuration	The defined configuration has been fully tested by IDBS as part of the Product Release process. Any reported issue will be processed by IDBS Support, where the IDBS Product is still within the supported timeframe (see Product Lifecycle Support below)
N	Not Supported	The defined configuration has not been tested at IDBS and this environment may not even be available for any issue investigation. It will not be possible for IDBS Support to investigate any reported issues using this configuration
S	Special Support	Not explicitly tested at IDBS, but Help Desk support and fixes/workarounds will be provided where possible
N/A	Not Applicable	This configuration does not exist e.g. Windows 2000 Server 64 Bit
TBA	To be Announced	Support is likely to be provided for this platform in the future, but no date for this has currently been set

Product Support Lifecycle

IDBS are committed to providing support for all active versions of released software. However products will reach the end of their supported lifespan as new versions are released. The standard support policy is to provide level Full Support for the superseded version for a minimum period of 2 years. After Full Support expires, the product version will be supported with Extended Support for a further 6 months.

Full Support

All calls to the Help Desk will be dealt with, including logging of enhancement requests, and defect fixes that will be considered for the next service release or the next product version, where possible.

Extended Support

The Help Desk will answer general questions and assist with providing workarounds to problems. No service releases for these versions will be released.

General Platform Support

Windows XP Professional Edition is Tested at IDBS. It cannot be guaranteed that other editions will function as expected.

Windows Vista Business Edition is Tested at IDBS. It cannot be guaranteed that other editions will function as expected.

Windows 7 Support is for Professional, Enterprise or Ultimate Editions. It cannot be guaranteed that other editions will function as expected.

Please note that for ActivityBase, SARgen and XLfit mixed MS Office environments e.g. Office 2003 and 2007 are not supported for the same IDBS product installation.

All IDBS Development and Testing is performed with only a single version of the IDBS software installed. Attempting to use multiple versions at the same time is not supported by IDBS and should any issues be encountered it will be requested that only a single software version is installed.

IDBS support the latest Windows service pack unless otherwise stated. Customers are recommended to upgrade to the latest patch set for maximum stability.

IDBS support the latest Microsoft Office service pack unless otherwise stated. Customers are recommended to upgrade to the latest patch set for maximum stability.

IDBS support the latest Oracle patch set for each major version unless otherwise stated. Customers are recommended to upgrade to the latest patch set for maximum stability.

Both Standard and Enterprise editions of Oracle (and Oracle 10g Standard Edition One) are supported with the exception of ActivityMart which are only supported on Enterprise Edition.

For each Oracle client installation you should ensure that the Oracle NLS_LANG parameter matches that of the database. To find out what character set, language, or version of Oracle you are currently using, the following query should be executed in SQL Plus:

```
SELECT A.VALUE FROM NLS_DATABASE_PARAMETERS A WHERE A.PARAMETER='NLS_NUMERIC_CHARACTERS';
```

This should be compared to the Oracle Client settings. This can be determined by executing the following query in SQL Plus:

```
SELECT A.VALUE FROM NLS_SESSION_PARAMETERS A WHERE A.PARAMETER='NLS_NUMERIC_CHARACTERS';
```

The results of both these queries should be the same.

The client workstation Regional Settings should match those of the Oracle Client Settings i.e. if the Oracle decimal separator is set as '.' then this should be the same within the Windows Regional options. Failure to do this can result in numeric data corruption.

For client applications running on Windows 7 and Vista, all development and testing at IDBS is performed when User Account Control (UAC) is disabled. If experiencing problems please disable this feature.

Platform support details always relate to the latest service release of the IDBS product unless otherwise indicated.

All IDBS Software Development and Testing is performed using the Windows Groups "Administrators" followed by "Users". This ensures Non-Administrative Users can successfully use IDBS Software. The "Users" group is used as per Microsoft recommendations for running applications. Customer specific User Groups must be validated by the customer and IDBS does not take responsibility for the configuration or testing of these.

Citrix/Terminal Server Support

Where applicable, Citrix Terminal Server Full Support is limited to the following configurations:

Configuration 1

- Citrix Presentation Server 4.0 x32 (with all recommended hot fixes applied)
- Windows 2003 Server 32 Bit SP3
- Microsoft Office 2003 SP2
- Oracle Client 10.2.0.x

Configuration 2

- Citrix XenApp Server 5.0 x32 (with all recommended hot fixes applied)
- Windows 2003 Server 32 Bit SP3
- Microsoft Office 2007 SP2
- Oracle Client 10.2.0.x

Configuration 3

- Citrix XenApp Server 6.0 (with all recommended hot fixes applied)
- Windows 2008 Server R2 64 Bit SP1
- Microsoft Office 2007 SP2
- Oracle Client 11.2.0.x

When using Citrix it is necessary to ensure that all IDBS Applications are published ensuring that Session Sharing is set correctly due to applications calling others e.g. SARgen and SARview. For details on Citrix Session Sharing please refer to the following Citrix article:

[Citrix Knowledge Center Document ID CTX159159 – Troubleshooting and Explaining Session Sharing](#)

The Result Writing Component (RWC) server for ActivityBase 7.x is not currently supported when run on the same Windows 2003 server as the Citrix Server.

IDBS do not support Windows Terminal Server with any of their products.

Virtualisation Support

Software virtualisation, such as VMWare is supported by IDBS according to a standard set of definitions. This includes running Windows emulators such as VM Fusion for Macs. These can be found in the following document:

[IDBS Virtualisation Support Information](#)

Symyx Direct Chemistry Support

This is the support policy for IDBS products that make connections to the Symyx Direct chemistry data cartridge.

IDBS will support customers who run IDBS products that make connections with Symyx Direct versions 5.1 and above. However, IDBS may not be able to recreate the exact client environment with respect to the Symyx Direct version.

Investigation of problems that may, in the sole opinion of IDBS be related to connection to Symyx Direct, will be handled as follows:

- 1) IDBS will provide standard support to all IDBS products
- 2) If a problem is encountered, the client may be required to assist IDBS in locating the cause of the issue by recreating and troubleshooting the problem on the client installation
- 3) If a defect is confirmed and a fix is provided, IDBS may request the client to assist in confirmation of the fix

E-WorkBook Suite This includes E-WorkBook, BioBook and ChemBook

Version	Client Operating System						MS Office Version			Application Server										Citrix Support			Language Support			
	Windows XP		Windows Vista		Windows 7		2003	2007	2010		Windows Server 2003		Windows Server 2008 R2		Solaris 10		Red Hat Linux 4.0		Red Hat Linux 5.0		Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit						
8.1.x	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	N	Y	N	N	Y	S
8.2.x	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	Y	Y	Y	N	Y	S
8.3.x	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	Y	Y	Y	N	Y	S
8.4.x	Y	N	Y	N	Y	N	Y	Y	N	N	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	N	Y	N	Y	S
9.0.x	Y	N	Y	N	Y	N	Y	Y	N	N	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	N	Y	N	Y	S
9.1.x	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	N	Y	Y	Y	S

E-WorkBook Suite Oracle Database Server

Web Client

Version	Server Operating System										Oracle Version				RAC Support	Version	Web Browser										
	Windows Server 2003		Windows Server 2008 R2		Solaris 5.9 (Solaris 9)		Solaris 5.10 (Solaris 10)		RedHat Linux 4.0		RedHat Linux 5		10.2.x				11.2.x		Firefox 3.6	Firefox 4 (All Windows & Mac OSX 10.6)	Internet Explorer 7	Internet Explorer 8	Internet Explorer 9	Safari 5 (Mac OSX 10.6)			
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit			32Bit	64Bit									
8.1.x	Y	Y	N	N	N	Y	N	Y	Y	Y	N	S	Y	Y	N	N	N	N	N	N	9.1.x	Y	Y	Y	Y	Y	Y
8.2.x	Y	Y	N	N	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N							
8.3.x	Y	Y	N	N	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N							
8.4.x	Y	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N							
9.0.x	Y	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N							
9.1.x	Y	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y							

E-WorkBook Suite IDBS & Third Party Software Compatibility

Version	ActivityBase			ActivityMart			Chemistry Drawing Packages										Prism Support						ChemAxon		
	7.0.x - 7.3.x	7.4.x	8.0.x	3.1.x	3.2.x	3.3.x	ChemDraw				ISIS Draw 2.1 - 2.4	ISIS Draw 2.5	Symyx Draw 3.1	Symyx Draw 3.2	Symyx Draw 3.3	Accelrys Draw 4.0	5.02		5.03		5.04		5.2	5.4	
							9	10	11	12							Viewer	Full	Viewer	Full	Viewer	Full			
8.1.x	Y	N	N	Y	Y	S	S	Y	S	N	S	Y	N	N	N	N	N	N	N	N	N	N	N	N	N
8.2.x	N	Y	N	N	Y	Y	S	Y	S	N	S	Y	N	N	N	N	N	N	N	N	N	N	N	N	N
8.3.x	N	Y	N	N	Y	Y	S	Y	S	N	S	Y	Y	N	N	N	Y	Y	Y	N	N	N	N	N	N
8.4.x	N	Y	N	N	S	Y	N	Y	Y	Y	N	Y	Y	S	Y	N	Y	Y	Y	N	Y	N	N	N	N
9.0.x	N	Y	N	N	S	Y	N	Y	Y	Y	N	Y	S	S	Y	N	Y	Y	Y	N	Y	N	Y	N	N
9.1.x	N	Y	Y	N	N	Y	N	S	Y	Y	N	Y	S	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y

Notes

For E-WorkBook 8.1, 8.2 and 8.3 Oracle 10.2.0.4, including the latest patchset, or Oracle 10.2.0.5, must be installed due to corrected Oracle defects in the database version. If running Windows Server 2003 32 Bit edition then Oracle patchset 29 or above is recommended due to an additional defect corrected by Oracle in this release.

ActivityBase Compatibility refers to the ability to register Chemical compounds from E-WorkBook to ActivityBase. This also requires a compatible Oracle Client and TNS Entry to be installed and configured

If working with Office 2007 documents in an environment where Office 2003 is still utilised, the Office 2003 installations must have the 'Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats' installed. This is required to ensure that Office 2007 document formats such as .docx and .xlsx can be opened with Office 2003.

In E-WorkBook versions 8.4.0 and below Office 2007 document types such as .docx and .xlsx can be used with E-WorkBook, but cannot be included as items to be indexed for Text Searching. From version 8.4.1 onwards Office 2007 document Text Searching is supported if using Oracle 11.2 or Oracle 10.2.0.5

IDBS Platform Software Compatibility and Support Information

There appears to be an intermittent issue in oracle 10.2.0.5 that causes some Microsoft Office 2007 documents to fail during the text indexing upgrade step included in a number of E-WorkBook versions.

There does not appear to be anything wrong with the documents in question and this does not happen on all systems (it has been seen on 64bit Windows server) and is currently being investigated with Oracle (metalink reference number 3-2824788361). IDBS advises upgrading to the latest patch set for your release.

Prism Support shows the versions of the Prism Viewer or Full version used for IDBS Testing. Where the Full version has not been tested, but the Viewer has, IDBS would expect this to function as expected but cannot guarantee this.

For full E-WorkBook to ActivityBase compatibility for version 7.4.x please refer to the ActivityBase Page of this document.

ActivityBase Suite This includes all related utilities (e.g. Object Manager, PTA)

Version	Client Operating System						MS Office Version				Oracle Client Version						Fileserver O/S				Application Server		Citrix Support			Language Support							
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	9.2.x		10.1.x		10.2.x		11.1.x		11.2.x		Windows XP	Windows Server 2003	Windows Server 2008	SAMBA	Windows Server 2003		Windows Server 2008 R2	Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit			
7.0.x - 7.3.x	Y	N	Y	N	N	N	N	Y	Y	N	Y	N	Y	N	Y	N	N	N	N	N	Y	Y	N	N	Y	N	N/A	N	Y	N	N	Y	Y
7.4.0 - 7.4.2	Y	N	Y	N	N	N	N	Y	Y	N	N	N	N	Y	N	N	N	N	Y	N	Y	Y	N	N	Y	N	N/A	N	Y	N	N	Y	Y
7.4.3 - 7.4.4	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	N	N	Y	N	N	N	Y	N	Y	Y	N	N	Y	N	N/A	N	Y	S	S	Y	Y
8.0.x	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	N	N	Y	N	N	N	Y	N	Y	Y	N	N	N	N	N/A	Y	N	S	Y	Y	Y

ActivityBase Suite Oracle Database Server

Version	Server Operating System												Oracle Version										RAC Support	Web Client							
	Windows Server 2000		Windows Server 2003		Windows Server 2008		Solaris 5.9 (Solaris 9)		Solaris 5.10 (Solaris 10)		RedHat Linux 3.0		RedHat Linux 4.0		RedHat Linux 5		9.2.x		10.1.x		10.2.x			11.1.x		11.2.x		Version	Web Browser		
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit		32Bit	64Bit	32Bit	64Bit		Firefox 3.6	Internet Explorer 7	Internet Explorer 8
7.0.x - 7.3.x	N	N/A	Y	Y	N	N	N	Y	N	Y	Y	N	Y	Y	N	S	Y	N	Y	N	Y	Y	N	N	N	N	N	N			
7.4.0 - 7.4.2	N	N/A	Y	Y	N	Y	N	Y	N	Y	N	N	Y	Y	Y	Y	N	N	N	N	Y	Y	N	N	S	Y	N				
7.4.3 - 7.4.4	N	N/A	Y	Y	N	Y	N	Y	N	Y	N	N	Y	Y	Y	Y	N	N	N	N	Y	Y	N	N	S	Y	N				
8.0.x	N	N/A	Y	Y	N	Y	N	Y	N	Y	N	N	Y	Y	Y	N	N	N	N	Y	Y	N	N	S	Y	N					

ActivityBase Suite IDBS Software Compatibility

Version	ActivityBase XE				SARview			XLfit		E-WorkBook						ActivityMart			Chemistry Drawing Packages								
	7.3.x	7.4.x	7.5.x	7.6.x	7.1.x	7.2.x	7.3.x	4.3.x	5.x	8.1.x	8.2.x	8.3.x	8.4.x	9.0.x	9.1.x	3.1.x	3.2.x	3.3.x	ChemDraw				ISIS Draw 2.1 - 2.4	ISIS Draw 2.5	Symyx Draw 3.1	Symyx Draw 3.2	Symyx Draw 3.3
																				9	10	11	12				
7.0.x - 7.3.x	Y	Y	N	N	Y	Y	Y	Y	Y	Y	N	N	N	N	N	Y	Y	Y	S	Y	S	N	S	Y	N	N	N
7.4.0 - 7.4.2	Y	Y	N	N	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	Y	Y	Y	S	Y	S	N	S	Y	N	N	N
7.4.3 - 7.4.4	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	S	Y	S	Y	S	Y	N	S	Y
8.0.x	N	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	N	Y	N	N	Y	N	Y	Y	Y	N	Y	S	S	Y

Notes

If running ActivityBase 7.2.x or above and using IDBS Reporter to perform Chemical Searching, Oracle 9.2.x is not functional due to an Oracle defect. This is described in Known Problem KB200810000466 on the Customer Support Web Portal.

Non-chemistry customers may run ActivityBase on any server hardware supported by the indicated Oracle version. IDBS Chemistry customers must adhere to the Oracle Database Server definitions shown above.

The following must be present or checked for each client running ActivityBase:

- Microsoft Internet Explorer 6 or above
- A supported version of Microsoft Office
- A supported version of the Oracle Client
- MDAC version 2.8
- Microsoft MSXML4
- .Net 2.0 required for ActivityBase 6.1.x and above
- .Net 3.0 required for ActivityBase 7.0.x and above
- .Net 3.5 required for ActivityBase 7.4.x and above

If installing the IDBS Meta Data Administration Console (MAC) it is necessary to install the Oracle provided OLEDB driver on the client workstation.

If using the Oracle Data Provider for .Net (ODP.Net) to connect with IDBS .Net applications such as Plate Creator and Reporter it is necessary to use those components installed with the provided ODAC1020221.exe Prerequisites file. The ODP.Net components supplied with Oracle 10.2.0.4 cause connection problems with these tools.

Office 2007 support for ActivityBase 6.1.x is currently restricted to saving Excel documents using the Excel 97-2003 Compatibility setting. This will result in the loss of advanced Office 2007 features and formatting on saving ActivityBase Excel documents. For ActivityBase 7.x and above, full Office 2007 Excel support is available.

Old style ActivityBase Templates e.g. Standard 4.0, HTS 4.0 and UHTS 4.0 are no longer supported. Support for these ceased on the 2nd of April 2007.

IDBS Platform Software Compatibility and Support Information

Running the ActivityBase system, client - Fileserver - Application Server - Oracle Database Server, is only supported in a LAN (Local Area Network) environment. IDBS do not support the use of the ActivityBase Suite over a WAN (Wide Area Network). It is recommended that the connectivity between the ActivityBase Client and the Oracle Server, Application Server and File Server be at least 100MB/s. Ideally network latency not exceeding 50ms roundtrip time.

ActivityBase XE																									
Version	Client Operating System						MS Office Version				Citrix Support			ActivityBase Compatibility											
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	Conf. 1	Conf. 2	Conf. 3												
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit										6.0.x	6.1.x	7.0 - 7.3	7.4.0 - 7.4.2	7.4.3 - 7.4.4	8.0.x
7.3.x	Y	N	Y	N	N	N	N	y	y	N	Y	N	N	N	N	Y	Y	Y	Y						
7.4.x	Y	N	Y	N	N	N	N	y	y	N	Y	N	N	N	N	Y	Y	Y	Y						
7.5.x	Y	N	Y	N	Y	Y	N	y	y	Y	Y	S	Y	N	N	N	N	Y	Y						
7.6.x	Y	N	Y	N	Y	Y	N	y	y	Y	N	N	Y	N	N	N	N	Y	Y						

Notes

XE 7.4, 7.3, 7.2, 7.1 and 7.0 Support with ActivityBase 7.4.3 and above does not include Windows 7 support

XE 7.3 and 7.4 require the Microsoft .Net 3.5 Framework.

The Microsoft Oracle Data Provider for .Net is required. It is necessary to use those components installed with the provided ODAC1020221.exe Prerequisites file. The ODP.Net components supplied with Oracle 10.2.0.4 cause connection problems with XE Designer and Runner.

Running the ActivityBase system, client - Fileserver - Application Server - Oracle Database Server, is only supported in a LAN (Local Area Network) environment. IDBS do not support the use of the ActivityBase Suite over a WAN (Wide Area Network). It is recommended that the connectivity between the ActivityBase Client and the Oracle Server, Application Server and File Server be at least 100MB/s. Ideally network latency not exceeding 50ms roundtrip time.

SARview															
Version	Client Operating System						MS Office Version				Citrix Support			Language Support	
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit					
7.0.x - 7.2.0	Y	N	Y	N	N	N	N	Y	Y	N	Y	N	N	Y	S
7.2.1	Y	N	Y	N	Y	Y	N	Y	Y	Y	Y	S	N	Y	S
7.3.x	Y	N	Y	N	Y	Y	N	Y	Y	Y	Y	S	Y	Y	S

SARview IDBS Software Compatibility														
Version	ActivityBase Compatibility						Chemistry Drawing Packages							
	7.0.x	7.1.x	7.2.x	7.3.x	7.4.x	8.0.x	ChemDraw 10	ChemDraw 11	ChemDraw 12	ISIS Draw 2.1-2.4	ISIS Draw 2.5	Symyx Draw 3.1	Symyx Draw 3.2	Symyx Draw 3.3
7.0.x - 7.1.1	Y	Y	Y	N	N	N	Y	S	N	S	Y	Y	N	N
7.1.2 - 7.1.4	Y	Y	Y	Y	Y	N	Y	S	N	S	Y	Y	N	N
7.2.0	Y	Y	Y	Y	Y	N	Y	S	N	S	Y	Y	N	N
7.2.1	Y	Y	Y	Y	Y	N	Y	S	Y	S	Y	Y	S	Y
7.3.x	Y	Y	Y	Y	Y	Y	Y	S	Y	S	Y	Y	S	Y

Notes

Windows 7 support for SARview 7.x is only for version 7.2.1 and above

Office 2010 support for SARview 7.x is only for version 7.2.1 and above.

SARview 7.x requires Microsoft .Net Framework version 3.5 to be installed.

Running the SARview client - Oracle Database Server, is only supported in a LAN (Local Area Network) environment. IDBS do not support the use of SARview over a WAN (Wide Area Network). It is recommended that the connectivity between the SARview Client and the Oracle Server be at least 100MB/s. Ideally network latency not exceeding 50ms roundtrip time.

SARgen																									
Version	Client Operating System						MS Office Version				Oracle Client Version								Citrix Support			Language Support			
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	8.1.7		9.2.x		10.1.x		10.2.x		11.2.x		Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit					
7.0.x	Y	N	N	N	N	N	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	Y	N	N	Y	Y
7.1.0	Y	N	Y	N	N	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	Y	N	N	Y	Y
7.2.x	Y	N	Y	N	N	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	Y	N	N	Y	Y
7.3.x	Y	N	Y	N	N	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	N	N	Y	N	N	Y	Y
7.4.0 - 7.4.1	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	Y	N	Y	N	Y	N	Y	N	Y	N	S	Y	Y
7.4.1.3	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	Y	N	Y	N	Y	N	Y	N	Y	N	S	Y	Y

IDBS Software Compatibility							
Version	ActivityBase Compatibility						
	7.0.x	7.1.x	7.2.x	7.3.x	7.4.x	8.0.x	
7.0.x	Y	N	N	N	N	N	
7.1.0	N	Y	N	N	N	N	
7.2.x	N	N	Y	N	N	N	
7.3.x	N	N	N	Y	N	N	
7.4.0 - 7.4.1	N	N	N	N	Y	N	
7.4.1.3	Y	Y	Y	Y	Y	Y	

Notes
 Windows 7 support for SARgen 7.4.x is only for version 7.4.1 and above.

Office 2010 support for SARgen 7.4.x is only for version 7.4.1 and above.

The SARgen Client launches in 32 bit mode on 64-bit Windows 7 and requires a 32-bit Oracle Client.

Running the SARgen client - Oracle Database Server, is only supported in a LAN (Local Area Network) environment. IDBS do not support the use of SARgen over a WAN (Wide Area Network). It is recommended that the connectivity between the SARgen Client and the Oracle Server be at least 100MB/s. Ideally network latency not exceeding 50ms roundtrip time.

Reporter																									
Version	Client Operating System						MS Office Version				Oracle Version								Citrix Support			Language Support			
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	8.1.7		9.2.x		10.1.x		10.2.x		11.2.x		Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit					
7.4.x	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	N	N	N	N	Y	N	Y	N	Y	S	N	Y	S
7.5.x	Y	N	Y	N	Y	Y	N	Y	Y	Y	N	N	N	N	N	N	Y	N	Y	N	Y	S	Y	Y	S

Reporter IDBS Software Compatibility																			
Version	ActivityBase Compatibility						E-WorkBook Compatibility					Chemistry Drawing Packages							
	7.0.x	7.1.x	7.2.x	7.3.x	7.4.x	8.0.x	8.2.x	8.3.x	8.4.x	9.0.x	9.1.x	ChemDraw 10	ChemDraw 11	ChemDraw 12	ISIS Draw 2.1-2.4	ISIS Draw 2.5	Symyx Draw 3.1	Symyx Draw 3.2	Symyx Draw 3.3
7.4.x	Y	Y	Y	Y	Y	N	N	N	Y	Y	N	Y	S	Y	S	Y	Y	S	Y
7.5.x	N	N	Y	Y	Y	Y	N	N	N	Y	Y	Y	S	Y	S	Y	Y	S	Y

Notes

Windows 7 support for Reopoter 7.4.x is only for version 7.4.4 and above.

Office 2010 support for Reporter 7.4.x is only for version 7.4.4 and above.

The Reporter Client launches in 32 bit mode on 64-bit Windows 7 and requires a 32-bit Oracle Client.

Running the Reporter client - Oracle Database Server, is only supported in a LAN (Local Area Network) environment. IDBS do not support the use of Reporter over a WAN (Wide Area Network). It is recommended that the connectivity between the Reporter Client and the Oracle Server be at least 100MB/s. Ideally network latency not exceeding 50ms roundtrip time.

XLfit																		
Version	Client Operating System						MS Office Version					Citrix Support			Language Support		ActivityBase Compatibility	
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010		Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office	7.x	8.x
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	32Bit	32Bit	32Bit	64Bit							
4.3.x	Y	N	Y	N	N	N	y	y	Y	N	N	Y	N	N	S	S	Y	N
5.1.x	Y	N	Y	N	N	N	N	y	y	N	N	Y	N	N	Y	S	Y	Y
5.2.x	Y	N	Y	N	Y	Y	N	y	y	Y	N	Y	S	Y	Y	S	Y	Y
5.3.x	Y	N	Y	N	Y	Y	N	y	y	Y	Y	Y	S	Y	Y	S	Y	Y

Notes

XLfit is only supported on Microsoft Windows operating systems as indicated above. IDBS do not support any Apple MAC operating systems.

Windows 7 64Bit support for XLfit 5.2.x is only for version 5.2.1 and above only.

Support for XLfit using Office XP (Office 2002) is defined as full support within the scope of Microsoft Full Support policies. Please note that although Office XP is defined as supported with Windows Vista, Microsoft do not define this as full support and therefore IDBS do not test this combination. For further details about Office support with Windows Vista please use the following Microsoft link:

<http://support.microsoft.com/kb/932087>

ChemXtra																									
Version	Server Operating System														Oracle Version										RAC Support
	Windows Server 2003		Windows Server 2008 R1		Solaris 5.9 (Solaris 9)		Solaris 5.10 (Solaris 10)		RedHat Linux 3.0		RedHat Linux 4.0		RedHat Linux 5		9.2.x		10.1.x		10.2.x		11.1.x		11.2.x		
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	
6.x	Y	Y	N	N	N	Y	N	Y	Y	N	Y	N	N	N	Y	N	Y	N	Y	Y	N	N	N	N	N
7.x	Y	Y	N	N	N	Y	N	Y	Y	N	Y	Y	N	S	Y	N	Y	N	Y	Y	N	N	N	N	N
8.0.x	Y	Y	N	Y	N	Y	N	Y	N	N	Y	Y	Y	Y	N	N	N	N	Y	Y	N	Y	N	N	N

Notes

On Solaris systems a set of patches will be required as part of an Oracle Installation. Further software products, patches and packages may also be necessary for the installation of Oracle.

The two required patches for IDBS Chemistry are:

111712 This is the C++ standard library patch

111722 This is the maths library libm patch

Latest patches are available for download (<http://sunsolve.sun.com>). Please install the latest updated patches.

To check if a given patch is present (e.g., 109147) enter (as root):

1. Type the following:

patchadd -p | grep 109147

will show all versions of the patch you have, and you need to have at least the required dash-revision or higher.

Patch: 109147-24 Obsoletes: Requires: Incompatibles: Packages:

Only SPARC versions of Solaris are supported for IDBS Chemistry.

ChemIQ																				
Version	Client Operating System								Language Support		Chemistry Drawing Packages									
	Windows 2000		Windows XP		Windows Vista		Windows 7		European O/S & MS Office	Japanese O/S & MS Office	ChemDraw 8	ChemDraw 9	ChemDraw 10	ChemDraw 11	ChemDraw 12	ISIS Draw 2.1-2.4	ISIS Draw 2.5	MDL Draw 3.0	Symyx Draw 3.1	Symyx Draw 3.2
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit												
6.x	N	N/A	Y	N	N	N	N	N	S	S	N	S	Y	N	N	S	Y	N	N	N
7.x	N	N/A	Y	N	Y	N	N	N	S	S	N	S	Y	S	N	S	Y	N	N	N
8.0.x	N	N/A	Y	N	Y	N	N	N	S	S	N	N	Y	Y	N	N	Y	N	Y	N

Notes

IDBS only support ISIS advanced stereochemical representations available in ISIS Draw 2.5 and above, it Chemistry Technology version 8.x and above

ActivityMart																														
Version	Server Operating System												Oracle Version								ActivityBase Compatibility		E-WorkBook Compatibility						Language Support	
	Windows 2003 Server		Windows 2008 Server		Solaris 9 & 10		Red Hat Linux 4		Red Hat Linux 5		Other UNIX Platforms		9.2.x		10.1.x		10.2.x		11.2.x										European O/S	Japanese O/S
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	7.X	8.x	8.1.x	8.2.x	8.3.x	8.4.x	9.x			
3.1.x	Y	Y	Y	Y	Y	Y	N	N	N	N	S	S	Y	N	Y	Y	Y	Y	N	N	Y	N	Y	N	N	N	N	Y	Y	
3.2.x	Y	Y	Y	Y	Y	Y	N	Y	N	N	S	S	Y	N	Y	Y	Y	Y	N	N	Y	N	Y	Y	S	N	N	Y	Y	
3.3.x	N	Y	N	Y	N	Y	N	Y	N	Y	S	S	N	N	N	N	N	Y	N	Y	Y	Y	S	Y	Y	Y	Y	Y	Y	

ActivityMart Admin Console							
Version	Application Server				Web Browser		
	Windows 2003 Server		Windows 2008 Server		Firefox 3.6	Internet Explorer 7	Internet Explorer 8
	32Bit	64Bit	32Bit	64Bit			
3.3.x	N	Y	N	Y	Y	Y	Y

Notes

ActivityMart 3.2, a RedHat Linux issue requires that the Oracle server to be patched to version 4.3 of the RedHat operating system.

ActivityMart 3.1.1 is only compatible with E-WorkBook 8.1.1 and above.

ActivityMart 3.1 must be run with an Oracle 10.2.0.4 version of Oracle due to corrected oracle defects in this version.

Oracle 8 bit character set such as WE8ISO8859P1 is required. For the Japanese platform a multibyte character set such as JA16SJIS is required.

An FTP service must be available to transfer files between the ActivityBase Oracle server and the ActivityMart Oracle server(s).

Oracle Java options must be installed.

PredictionBase																													
Version	Client Operating System						MS Office Version				Oracle Version								Oracle Server Operating System								Citrix Support		ActivityBase Compatibility
	Windows XP		Windows Vista		Windows 7		XP	2003	2007	2010	9.2.x		10.1.x		10.2.x		11.2.x		Windows Server 2003		Solaris 5.8 (Solaris 8)		RedHat Linux 3.0		RedHat Linux 5		Conf. 1	Conf. 2	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit					32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit			
7.0.x	Y	N	N	N	N	N	Y	Y	N	N	Y	N	Y	N	Y	N	N	N	Y	N	Y	Y	Y	N	Y	N	N	N	Y

Notes

Compatibility with ActivityBase is limited to basic access to key data required to support PredictionBase analysis.

InforSense Suite																																	
Version	Client Operating System												Application Server Operating System												Citrix Support		Language Support						
	Windows 2000		Windows XP		Windows Vista		Windows 7		Mac OS X Tiger		Mac OS X Leopard		Windows 2000		Windows Server 2003		Windows Server 2008		Red Hat Linux 5		SuSe Linux 9		Mac OS X Tiger		Mac OS X Leopard		Solaris 8		Conf. 1	Conf. 2	European O/S	Japanese O/S	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit					
4.1.x	S	N	Y	N	N	N	N	N	Y	N	N	N	S	N	S	Y	N	N	Y	Y	S	S	Y	N	N	N	Y	N	N	N	S	S	
5.0.x	S	N	Y	N	N	N	N	N	Y	N	N	N	S	N	S	Y	N	N	Y	Y	S	S	Y	N	N	N	Y	N	N	N	S	S	
5.1.x	N	N	Y	S	S	N	N	N	N	N	N	S	Y	N	S	Y	N	N	Y	Y	N	N	N	N	N	S	Y	N	N	N	N	S	S

InforSense Suite															
Version	User Portal Web Browser						Admin Portal Web Browser						MS Office Version		
	Internet Explorer			Fire Fox			Internet Explorer			Fire Fox			2003	2007	2010
	6.0.x	7.0.x	8.0.x	2.0.x	3.0.x	3.5.x	6.0.x	7.0.x	8.0.x	2.0.x	3.0.x	3.5.x	32Bit	32Bit	32Bit
4.1.x	N	Y	N	Y	N	N	Y	Y	S	Y	S	S	y	N	N
5.0.0	N	Y	N	Y	N	N	S	Y	S	Y	S	S	y	N	N
5.0.1	N	Y	N	S	Y	N	S	Y	S	S	Y	S	y	N	N
5.1.x	N	Y	Y	N	N	Y	S	Y	Y	S	Y	Y	y	N	N

InforSense Suite Java Runtime Requirements										
Version	Client				Application Server					
	1.5.0_09 - 15		1.6.0_18		1.5.0_09		1.5.0_15		1.6.0_17	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
4.1.x	Y	N	N	N	Y	Y	S	S	N	N
5.0.x	Y	N	N	N	N	N	Y	Y	N	N
5.1.x	N	N	Y	N	N	N	N	N	Y	Y

InforSense Suite Database Vendor Support																					
Version	Oracle Version								MySQL		SQL Server		DB2		Postgres		Access (ODBC)				
	9.2.x		10.1.x		10.2.x		11.2.x		RAC Support	4.1.x		5.0.x		9.0.x		8.2.x		8.2.x		2003	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit		32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
4.1.x	S	S	Y	S	Y	S	N	N	Y	S	S	Y	S	Y	S	Y	S	N	N	S	N
5.0.x	S	S	Y	S	Y	S	N	N	Y	S	S	Y	S	Y	S	Y	S	N	N	S	N
5.1.x	S	S	S	S	Y	S	S	Y	Y	N	N	Y	S	Y	S	Y	S	Y	S	S	N

Notes

Exporting to Microsoft Powerpoint from the workflow requires the InforSense server installation to be in under a Windows OS environment with Office 2003 preinstalled

ClinicalSense Application Server												
Version	Application Server Operating System											
	Windows Server 2003		Windows Server 2008		Red Hat Linux 5		SuSe Linux 9		Mac OS X Leopard		Solaris 8	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
4.1.x	S	Y	N	N	S	Y	S	S	N	N	N	N
5.0.x	S	Y	N	N	S	Y	S	S	N	N	N	N
5.1.x	S	Y	N	N	S	Y	N	N	N	N	N	N

ClinicalSense Oracle Database Server							
Version	Oracle Version						RAC Support
	10.1.x		10.2.x		11.2.x		
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	
4.1.x	S	S	S	Y	N	N	N
5.0.x	S	S	S	Y	N	N	N
5.1.x	N	N	S	Y	S	Y	N

ClinicalSense Web Client						
Version	User Portal Web Browser					
	Internet Explorer			Fire Fox		
	6.0.x	7.0.x	8.0.x	2.0.x	3.0.x	3.5.x
4.1.x	N	Y	N	Y	N	N
5.0.x	N	Y	N	S	Y	N
5.1.x	N	Y	Y	N	N	Y

Notes

Oracle 11.2.x support for ClinicalSense version 5.1.x excludes the support of 5.1.0.0 and only applies to subsequent versions

ChemSense Application Server												
Version	Application Server Operating System											
	Windows Server 2003		Windows Server 2008		Red Hat Linux 5		SuSe Linux 9		Mac OS X Leopard		Solaris 8	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
5.1.x	S	Y	N	N	S	Y	N	N	N	N	N	N

ChemSense Workflow Builder												
Version	Client Operating System											
	Windows 2000		Windows XP		Windows Vista		Windows 7		Mac OS X Tiger		Mac OS X Leopard	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
5.1.x	N	N	Y	S	S	N	N	N	N	N	S	Y

ChemSense Web Client						
Version	User Portal Web Browser					
	Internet Explorer			Fire Fox		
	6.0.x	7.0.x	8.0.x	2.0.x	3.5.x	3.6.x
5.1.x	N	Y	Y	N	Y	Y

Notes

Minimum JVM is 1.6.0_18 for the client and 1.6.0_17 for the server

Accelrys Jdraw: The supported version for the accelrysdraw plugin is 1.1 SP2 (licensed with AccelrysDraw 4.0)®

ChemAxon: The supported version is 5.4.0.1 – the way they supply this in so many resource files which change from release to release means that IDBS cannot easily support even a different minor release. They still make available all old versions such as this, easily available from their download site at www.chemaxon.com

IDBS: The IDBS plugin is only supported on servers running Windows (32 of 64 bit) and on client machines running 32-bit windows (or using a 32-bit JVM and 32-bit browser). It should not be installed at all on different configurations.

The supported OS versions for IDBS chemistry are a superset of those supported for InforSense. Note that as it incorporates version 8.2 of chemistry, the output of the IDBS nodes cannot be used for querying ChemXtra versions older than 8.0 unless Molfiles/Rxnfiles/SMILES strings are used to transmit the query structures.

The Chemical Drawing tool configurations are the same as for ChemTech 8.2, i.e.: ISIS/Draw 2.5, SymyxDraw 3.1 & 3.3, and ChemDraw 10-12.

JRE versions 1.6.0_24 and later do not confer full privileges on applet code that is not loaded straight away, so you cannot copy to the clipboard properly from the AccelrysJDraw popup applet in these versions. Downgrade JRE to circumvent the problem, or adjust the security profile in your Java Web Start config directories. This does not affect the AccelrysJDraw sketcher applet, or the other technologies.

Certain older minor versions of FireFox 3.6 do not work correctly with applets at all – any applet relaunched or reloaded fails and gets displayed as a black square on the screen (affects ChemAxon, IDBS and Accelrys applets). The solution is to upgrade to a later minor release.

Inchi file format support depends on ChemAxon code that uses presupplied native libraries: these are currently available for Linux 32 and 64 bit, Windows 32 and 64-bit, and Mac OSX

Biomolecular Hub Application Server

Version	Operating System Version												InforSense Version			
	Windows Server 2003		Windows Server 2008		Red Hat Linux 5		SuSe Linux 9		Mac OS X Leopard		Solaris 8		5.0.x		5.1.x	
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit
1.0.0	N	N	N	N	S	Y	N	N	N	N	N	N	N	N	S	Y

Biomolecular Hub Database Server

Version	Oracle Version						RAC Support
	10.1.x		10.2.x		11.2.x		
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	
1.0.0	N	N	N	N	S	Y	Y

Notes

Support for Oracle 11.2 is for both Enterprise and Standard versions

Quantrix																	
Version	Client Operating System							MS Office Version					Citrix Support			Language Support	
	Windows XP		Windows Vista		Windows 7		OS X	XP	2003	2007	2010	2011	Conf. 1	Conf. 2	Conf. 3	European O/S & MS Office	Japanese O/S & MS Office
	32Bit	64Bit	32Bit	64Bit	32Bit	64Bit	Intel - 64Bit	32Bit	32Bit	32Bit	32Bit	Mac OS X					
3.7.x	Y	Y	Y	Y	Y	Y	Y	N	y	y	y	y	S	S	S	S	S
4.0.x	Y	Y	Y	Y	Y	Y	Y	N	y	y	y	y	S	S	S	S	S
4.1.x	Y	Y	Y	Y	Y	Y	Y	N	y	y	y	y	S	S	S	S	S

Notes

Support for OS X is for Intel-based Mac's running OS X v10.6 + and Java SE6

Quantrix Version 1.x and 2.x have reached end of life and are not longer actively developed or supported.