Saperion

Technical Specifications

Version: 7.5.6

Written by: Documentation Team, R&D
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Hyland

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About Saperion technical specifications

The technical specifications in this document are specific to Saperion version 7.5 SP6.

End of Life Dates

Saperion Versions	Date
Version 7.5	December 2019 Extended support: December 2020

Obligations concerning upgrades

We recommend that you update from a 32-bit Saperion version to a 64-bit Saperion version. You should plan this as a project with the help of our Professional Services team.

Recommendations concerning upgrades

Plan updates to Version 7.5 from versions earlier than Version 7 as a project, due to the many user interface changes. For further information, refer to the corresponding update guidelines.

Compatibility Mode

When you update to Saperion version 7.5 and higher from a pre-7.5 version, you must update the clients as well as the servers.

Discontinued Components and Platforms

Product/ Component	Comment
Virtual printer drivers BlackIce (Tiff) Amyuni (PDF)	Replaced by PDF Tools (version 7.5)
Saperion Render plugin	Replaced by render.exe (version 7.5)
Saperion ECM Lotus Notes Rendering (Coextant Render Engine)	Replaced by Swing Framework (version 7.5)
Microfiche	Microfiche display of tray contents. Function of Rich Client (version 7.5)
ELM 5.5	E-Mail Lifecycle Management; use ELM 6.3 or higher
Abbyy FineReader 9	Barcode/ OCR Software; use Abbyy FineReader 10

Product/ Component	Comment
SAP Web Viewer	ZUL-based Viewer in 7.5 SP3 replaced by JSP version (sapviewer.zul and sapviewermail.zul)
iSAPERION App	Support for the mobile app is discontinued

Planned Discontinuations

Product/ Component	Comment
Java Core Server (32-bit)	Beginning with Saperion version 7.5 SP6, the 32-bit Java Core Server is no longer supported for new installations. The 32-bit Java Core Server will be discontinued with Saperion version 8.0.
Snowbound applet viewer	Beginning with Saperion version 8.0, the Snowbound applet viewer will no longer be supported. We recommend using the Snowbound HTML5 viewer beginning with Saperion version 7.5 SP6

Saperion

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Operating Systems</td><td>
<table>
<tr><th>Operating System</th><th>Version</th></tr>
<tr><td>Windows Server</td><td>2008 R2 SP1 (Build 7601) for Intel 64/AMD64 (not IA-64)
Saperion offers a 32-bit*2 and a 64-bit*1 based version
Windows Server 2012 Standard Edition (64-bit) (Build 6.2.9200)
Windows Server 2012 R2
Windows Server 2016
Note Saperion is not supported in server clusters unless it is implemented by Professional Services or a qualified partner.</td></tr>
<tr><td>Windows
(Client use)</td><td>Windows 7 and 7 SP1, 32-bit, 64-bit in 32-bit mode
Windows 8.1. No support for RT.
Windows 10</td></tr>
<tr><td colspan="2">Notes: Saperion offers a 32-bit*2 and a 64-bit*1 based version
*1 64-bit based operating systems are natively supported with the following restrictions:
Server maintenance via 32-bit MMC
No support for the Render plugin
No black-marking on scanned pages in Web Client
No time-stamping
*2 If you need such features, use the Saperion 32-bit-based version in 32-bit mode on 64-bit based Windows Server, with the following restrictions:
SCSI devices are not supported. However, accessing them through 3rd-party software together with our NAS plug-in is supported.
The MMC has to be installed as a 32-bit version (available from Microsoft) to configure the Saperion servers.
The ODBC driver has to be installed as a 32-bit version.</td></tr>
</table>
</td></tr>
</table>

Specification	Description
Virtualization Software	Hyland Software Germany GmbH confirms that we will support customers running Saperion software on supported Operating Systems in a VMware virtual machine environment. Hyland Software Germany GmbH will provide unqualified support for Hyland Software Germany GmbH software product running in a VMware virtual environment in an identical manner as with Saperion software products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware. Should Hyland Software Germany GmbH suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue. While Hyland Software Germany GmbH products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate Saperion software typical sizing and recommendations. The Saperion Client use on Windows Terminal Server is supported. With Citrix XenDesktop Hyland Software Germany GmbH products are likewise expected to function properly. Note: Application virtualization is not supported. Desktop virtualization is supported. Feel free to inquire about the availability of support for other operating systems.
Cloud	Hyland Software Germany GmbH support customers running Saperion instances on supported Operating Systems on a Cloud environment. Hyland Software Germany GmbH provides unqualified support for Hyland Software Germany GmbH software products running on a Cloud environment in an identical manner as with Saperion software products running on any other Windows based systems without initially requiring reproduction of issues on native hardware. Should Hyland Software Germany GmbH suspect that the Cloud environment is the root cause of an incident, the customer will be required to contact the appropriate cloud service provider to resolve the issue. While Hyland Software Germany GmbH products are expected to function properly in a Cloud environment, there may be performance implications which can invalidate Saperion software typical sizing and recommendations. To inquire about the availability of supported operating systems, contact Support.

Databases

For version 7.5 of Saperion ECM, the following databases are certified to work.

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>DBMS</td><td>Feel free to inquire about the availability of support for other databases.
<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td rowspan="6">Microsoft SQL Server</td><td>2008 R2 (SP1, SP2) *2, *3</td></tr>
<tr><td>2008</td></tr>
<tr><td>2012 (SP1) *2, *3</td></tr>
<tr><td>2014</td></tr>
<tr><td>2016</td></tr>
<tr><td>2017</td></tr>
<tr><td>Oracle</td><td>11g R2 32-bit/64-bit</td></tr>
<tr><td>Oracle</td><td>12c R2 32-bit/64-bit *4</td></tr>
<tr><td>DB2*5</td><td>9.7</td></tr>
<tr><td colspan="2">Prerequisites: Installation of the desired ODBC driver on all Core Servers. We recommend checking the functionality of the ODBC driver with a simple test program before installing Saperion.
*1: 64-bit based DB can be only used with 32-bit ODBC-Driver for 32-bit-based Saperion version
*2: We recommend using MS SQL Server with an isolation level of UNCOMMITTED_READ
*3: SQL Server Native Client ODBC driver should not be used with fulltext
*4: To use Oracle 12c with XML files, you must modify them to CLOB. In addition, the MAX_STRING_SIZE instance parameter must be set to STANDARD. Refer to the Setup chapter in the Installation manual for more information.
*5: There are several special configurations that need to be executed, including the DB2 installation with UTF-8. In addition, the tablespace should be 32k.</td></tr>
</table>
Important FULLTEXT SUPPORT
Fulltext search is supported by use of the database functionality of Oracle DB or Microsoft SQL Server, or by use of the dtSearch Engine Version 7.
All file types generally supported by dtSearch are listed on the dtSearch support site.
dtSearch can only be used on Windows and in non-distributed environments.</td></tr>
</table>

Storage

For version 7.5 of Saperion ECM, the following storage systems are supported.

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Hardware</td><td>The following storage plugins are supported in a Windows environment.
<table>
<tr><th>Storage Plugin</th></tr>
<tr><td>IBM SSAM/TSM DR450/DR550 Client: 5.4.0.2 Server: 5.2.2.0</td></tr>
<tr><td>IBM SSAM/TSM Information Archive Client: 6.1 32-bit</td></tr>
<tr><td>EMC Centera CentraStar via CLIP</td></tr>
<tr><td>NetApp SnapLock ONTAP via CIFS</td></tr>
<tr><td>KOM Networks KOMpliance KOMworx via CIFS</td></tr>
<tr><td>EMC Isilon OneFS via CIFS</td></tr>
<tr><td>Generic NAS Direct file system access</td></tr>
<tr><td>Hitachi Content Platform (HCP) via HTTP</td></tr>
<tr><td>IBM Content Manager (ICM)</td></tr>
<tr><td>Amazon S3 (Supported in Saperion 7.5.6 Patch Level revision 96108 and higher)</td></tr>
</table>
Storage systems that are 100% compatible with the plugins listed above can be used with those plugins.
The following storage systems can be used with the NetApp plugin/Isilon plugin (SnapLock), depending on whether the storage you use has the 2038 retention problem. For more information about NetApp’s extended date range mechanism, refer to the NetApp support documentation.
• EMC VNX (Celerra, Clarion)
• FAST LTA Silent Cube Version 1.00.18. Prerequisite: SW-Option „Compliance“
• GRAU FILELOCK. Prerequisite: must be set to mode SFR
• iTernity iCAS Version 3.7 / (also HP iCAS)
Generic NAS has been tested against remote Windows share.</td></tr>
</table>

Comparison of storage system vs. records management functions:

Storage system	Storage system vs Records Management Functions	Fixed Retention	Prolongation	Event-based Retention	Litigation Hold	Dispo-sition	Privileged Delete	Electronic Shredding	Duplicate Write
EMC² Centera	Governance	X	X	S	S	X	O		X
	Governance advanced retention feature	X	X	X	X	X	O	V	X
	Compliance plus advanced retention feature	X	X	X	X	X	-	V	X
NetApp SnapLock™	Compliance/Enter-prise	X	X	S	S	S	O	O	O
EMC Isilon	Compliance/Enter-prise	X	X	S	S	S	O	O	O
Hitachi Content Platform	via HTTP	X	X	X	X	S	-	V	-
	via Genric NAS	X	X	S	S	S	-	V	-
IBM SSAM/TSM	IBM DR550	X	X	S	S	X	O	V	-
KOM Networks KOMpliance	KOM Networks KOMpliance	X	X	S	S	S	-		-
Generic NAS	Generic NAS	S	S	S	S	S	-		-
Amazon S3									

Legend: "X" = supported by storage and Saperion

"S" = not supported by storage but simulated by Saperion

"O" = supported by storage but not by Saperion

"V" = supported by storage, independent from Saperion

Saperion Integration Server

Saperion Integration Server 2.0.1 includes the following component.

JEE Container

- WildFly 15.0.1

Web Server & Browser

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software</td><td>For version 7.5 of Saperion ECM Web Client, the following browsers are certified to work with Saperion.
<table>
<tr><th>Operating System</th><th>IE[1]</th><th>Firefox</th><th>Chrome</th><th>Safari</th></tr>
<tr><td>Windows</td><td>10.0, 11.0</td><td>31 ESR, 45 ESR, 46, 48, 49</td><td>58.0.3029.110</td><td>5.1.4</td></tr>
<tr><td colspan="5">Remarks: Browsers of other vendors and on other platforms may also work. Saperion ECM Version 7.5 Web Client also includes a multi-format viewer supporting annotations.
The supported formats can be seen in the Java/Read column of the table on this web page:
http://www.snowbound.com/format/all_formats.html

Customers using the additional ViewOne or ViewOne prof viewer from Deaja offered for Version 7 can use this as well.

[1] The HTML5 viewer in the Web Client does not work with Internet Explorer’s Compatibility View.</td></tr>
</table>
</td></tr>
</table>

Oracle Java for Clients and Server

Specification	Description
Software	Oracle JDK, version 8 AdoptOpenJDK, version 8 **Note** • AdoptOpenJDK 8 is only supported with the HotSpot JVM. • Amazon S3 is compatible with AdoptOpenJDK 8, build number 192 and higher. **JRE Expiration Date** The Java Runtime Environment (JRE) relies on periodic checks with an Oracle Server to determine whether the JRE is still up-to-date with all available security fixes above the security baseline. If the JRE is unable to contact the Oracle Server, it still behaves as though it is the most recent version with regard to security, until it is expired.For more information about the expiration date, refer to the Oracel web site for the release notes for your Java version. **Other Saperion ECM Java Core Server requirements**: The following Web Application Server can be used as containers: Apache Tomcat, Version 9.0.12, both 32-bit and 64-bit. **Patch levels** Refer to the current patch level to see with which Java version the patch-level testing was done. Note that only basic functionality and code changes are covered by patch-level testing. Full compatibility cannot be guaranteed.

Visual C++ redistributable

To enable Saperion Internal Viewer to render a PDF file to PNG file format, Visual C++ redistributable 2015 is required.

FineReader Integration

For version 7.5 of Saperion ECM, version 10 of FineReader Engine for OCR and Barcode recognition is integrated.

Capture & Scanner Support

The Saperion Rich Client (no Web Client support) connects to scanners through TWAIN or preferably through a native ISIS interface or a Kofax Adrenaline board. ISIS is a standard for scanner drivers developed by EMC that is also an MS61 standard as specified by AIIM. High-quality scanners already have ISIS drivers included; otherwise they are available from Pixel Translations. Due to the high quality of ISIS drivers, they rarely need additional adjustment. Special features, such as endorsing or barcode recognition, may require customization. The native ISIS Interface supports automatic document feed (ADF) and duplex scanning, but does not actively support endorsing. To allow connectivity to scanners that do not have an ISIS driver, developer toolkits are provided by Pixel Translations and LEADTOOLS. Saperion supports Kofax Software VRS and Adrenaline Boards as well. Adrenaline is a set of scanner controllers, image processing accelerators, and software engines for professional document scanning. Based on positive feedback, the use of scanners from Kodak, Fujitsu or Canon is recommended, in addition to all certified scanners by Kofax. Kofax is now part of Lexmark. For more information about LEAD Technologies, check their web site.

The Saperion ECM Release Script for Kofax Capture 10 has been successfully implemented and tested by various partners.

Signature Integrations

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software</td><td>The following signature solutions are the minimum for use with the 7.5 version of Saperion ECM Rich Client.
<table>
<tr><th>Vendor</th><th>Version</th><th>Module</th></tr>
<tr><td>secrypt</td><td>3.7.0.6</td><td>digiSeal office</td></tr>
<tr><td></td><td>3.7.0.6</td><td>digiSeal office pro</td></tr>
<tr><td></td><td>2.2.7.3</td><td>digiSeal server for verification</td></tr>
<tr><td></td><td>1.0.1.6</td><td>digiSeal archive</td></tr>
</table>
Note For more information about requirements of third-party tools such as card readers, chip cards, algorithms or key lengths, consult the manufacturer’s product specifications or the Bundesnetzwerkagentur (BNetzA), as appropriate.</td></tr>
</table>

LDAP Support

Specification	Description
Software	For version 7.5 of Saperion ECM, we support synchronization with the Microsoft directory service AD DS[1], for Windows Server 2008 R2 2008 and Windows Server 2012. [1]Active Directory® Domain Services (AD DS) stores information about users, computers, and other resources on a network. AD DS helps administrators manage this information securely. It also facilitates resource sharing and collaboration among users. AD DS is required for directory-enabled applications, such as Microsoft® Exchange Server, and for other Windows Server® technologies, such as Group Policy. **Note** LDAP is a standard with a wide range of possibilities, and there are many configurations which may not work in combination with the synchronization implementation of Saperion. We therefore recommend scheduling time for a detailed analysis of the requirements for using the synchronization with Saperion. The use of OpenLDAP in projects in particular needs expertise in complex environments. This must be accounted for in your planning.

Document import

For version 7.5 of Saperion ECM, we recommend the Universal Importer, which runs separately via UBI and Classic Connector.

COLD Support

COLD is supported for 32-bit Core Server/Java Core (server-side COLD for 7.5) and for

64-bit Core Server/Java Core (server-side COLD for 7.5 64-bit).

Language Support

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Language</td><td>For version 7.5 of Saperion ECM, the following languages are supported as shown.
<table>
<tr><th>Language</th><th>User Interface</th><th>Workflow Inbox</th><th>Manuals (PDF)</th><th>Online Help</th><th>Standard</th></tr>
<tr><td>Arabic</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>English</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr>
<tr><td>German</td><td>X</td><td>X</td><td>X</td><td>X</td><td>X</td></tr>
<tr><td>Polish</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>Russian</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>Spanish</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>Turkish</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>French</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>Italian</td><td>X</td><td>X</td><td>-</td><td>-</td><td>X</td></tr>
<tr><td>Legend:</td><td colspan="5">- The documentation and online help is in English for all languages other than German.
[1] The Workflow Inbox User Interface can be configured individually.
Standard: X This language is included with every new version.
Standard: o This language is not standard but is currently available. The delivery with the next version is not guaranteed. If you need this language, contact us.</td></tr>
</table>
</td></tr>
</table>

Saperion Products

Saperion ECM ContentLink for Microsoft SharePoint

For version 7.5 of Saperion ECM, Saperion InterServer 2.7.3.0 (20130801) for SharePoint 2010-2016 is integrated. SharePoint Online is not supported.

Saperion Office Integration

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software</td><td>For version 7.5 of Saperion ECM, the following Microsoft Office products are certified to work.
<table>
<tr><th>Office System</th><th>Version</th><th>Component</th><th>Operating System</th></tr>
<tr><td>Microsoft Office (Word, Excel, Powerpoint, Outlook)</td><td>2007, 2010[*2], 2013[*3], 2016, Office 365 Pro Plus

only 32-bit</td><td>Office Integration 3[*1]</td><td>All client systems as listed above.</td></tr>
<tr><td colspan="4">[*1] The Office Integration is independent of the Saperion version used.

[*2] Mapping only works with the legacy forms from older MS Office versions.

[*3] Microsoft Office Professional Plus 2013, Microsoft Office Professional 2013, Microsoft Office Home and Business 2013, Microsoft Office 2013 Standard. OEM and volume licenses.</td></tr>
</table></td></tr>
</table>

Saperion E-Mail Lifecycle Management (ELM)

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software</td><td>For version 7.5 of Saperion ECM, the following components are certified to work. For more information, see the ELM Release Notes in the Saperion documentation portal.
<table>
<tr><th>Operating System</th><th>ELM 3 for Notes</th><th>ELM 6.6 for Exchange</th></tr>
<tr><td>Windows Workstation</td><td>Notes 8 and higher</td><td>Outlook 2010, 2013, and 2016</td></tr>
<tr><td>Windows Server</td><td>Notes 8 and higher</td><td>Exchange
2010, 2013, and 2016 (EWS)
For database compatibility, see the Saperion “Databases” section above.</td></tr>
</table>
</td></tr>
</table>

Saperion ECM Process Modeler Powered by SIGNAVIO

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software

Browser</td><td>For version 7.5 of Saperion ECM, Version 6.7.0.9 (Process Modeler powered by Signavio) and 7.2.0 is supported.

<table>
<tr><th>Version</th><th>Only for viewing processes</th><th>Modeling Function</th></tr>
<tr><td>6.7.0.9</td><td>Microsoft Internet Explorer from Version 6.0, Mozilla Firefox from Version 4.5, Apple Safari from Version 4.0, Google Chrome from Version 10.0, Signavio Thin Client from Version 1.0</td><td>Microsoft Internet Explorer from Version 9.0, Mozilla Firefox from Version 3.5, Apple Safari from Version 4.0, Google Chrome from Version 10.0, Signavio Thin Client from Version 1.0 (only for Microsoft Windows XP/Vista/7)</td></tr>
<tr><td>7.2.0</td><td>Microsoft Internet Explorer from Version 6.0, Mozilla Firefox from Version 4.5, Apple Safari from Version 4.0, Google Chrome from Version 10.0, Signavio Thin Client from Version 1.0</td><td>Microsoft Internet Explorer from Version 9.0, Mozilla Firefox from Version 3.5, Apple Safari from Version 4.0, Google Chrome from Version 10.0, Signavio Thin Client from Version 1.0 (only for Microsoft Windows XP/Vista/7)</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>
</td></tr>
</table>

Saperion ECM Suite for SAP Solutions

<table>
<tr><th>Specification</th><th>Description</th></tr>
<tr><td>Software</td><td>For version 7.5 of Saperion ECM, the following components are certified for SAP as noted below.
<table>
<tr><th>Component</th><th>Version</th><th>Comments</th></tr>
<tr><td>Saperion ECM DATA Archiving for SAP</td><td>1.0</td><td>Available from Saperion V7.1 SP1
SAP Certified – BC-ILM 3.0 WEBDAV Storage Interface</td></tr>
<tr><td>Saperion ECM R/Indexer for SAP</td><td>1.0</td><td>Available from Saperion V7.1 SP 1, needs Saperion Java Server (Classic Connector Application) available for SAP ERP 6.0</td></tr>
<tr><td>Saperion ECM

R/Link</td><td>-</td><td>All operating systems supported by Saperion

SAP certified – BC 7.20 Certification</td></tr>
<tr><td>R/Indexer (Procomp)</td><td>5.0.1</td><td>Microsoft® Windows</td></tr>
<tr><td>MDS Extractor</td><td>1.0</td><td>Independent from Saperion ECM. Microsoft SQL Server Native Client or Oracle 10 or higher is required. On request, every project must be approved by Saperion´s Competence Center</td></tr>
<tr><td>FastLink</td><td>2.1.0.0</td><td>All Microsoft Windows operating systems supported by Saperion</td></tr>
<tr><td>Migration Tool</td><td>2.1</td><td>SAP ERP 6.0
Supported SAP objects:
Incoming documents (FAX / TIF)
Outgoing documents (PDF)
Drag & Drop Documents as DOC / XLS / TXT / JPG / GIF / BMP / PPT / FAX / TIF
Archive files out of SAP ADK (REO data)
Printlists (ALF)</td></tr>
<tr><td>Sap Web Viewer</td><td></td><td>Saperion version 7.5 SP3 and higher
SAP ERP 6.0 and higher (earlier versions on request)
Internet Explorer version 11</td></tr>
<tr><td colspan="3">[1] Contact us regarding support of other ERP Systems based on relational databases.</td></tr>
</table>
</td></tr>
</table>