

Saperion

Technical Specifications

Version: Foundation EP7

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Table of Contents

About Saperion technical specifications.....	4
End of Life dates	4
Obligations concerning upgrades	4
Recommendations concerning upgrades.....	4
Compatibility mode.....	4
Discontinued components and platforms	4
Planned discontinuations	5
Saperion Foundation EP7 Specifications.....	6
Databases	7
Storage.....	9
<i>Path-based plug-ins.....</i>	<i>9</i>
<i>Object-based plug-ins.....</i>	<i>9</i>
Web servers & browsers	11
Oracle Java for Clients and Server	11
.NET Framework.....	12
Visual C++ redistributable	12
FineReader integration.....	13
Jadice Viewer	13
Capture & scanner support.....	13
LDAP support	13
Language support.....	14
Saperion products.....	15
Saperion ECM ContentLink for Microsoft SharePoint.....	15
Saperion Office Integration.....	15
Saperion E-Mail Lifecycle Management (ELM)	15
Saperion ECM Suite for SAP Solutions	16

About Saperion technical specifications

The technical specifications in this document are specific to Saperion version Foundation EP7.

End of Life dates

For End of Life dates of supported versions of Saperion ECM, refer to the [Release Strategy & End of Support Policy](#) document.

Obligations concerning upgrades

Saperion version Foundation EP7 supports only a 64-bit Java Core Server. If you are updating from a 32-bit Saperion version to a 64-bit Saperion version, seek assistance from the Professional Services team.

Recommendations concerning upgrades

- Updates to version Foundation EP7 are only possible from versions 7.5.6, 8.0.0, 8.0.1, 8.1.0, Foundation EP1, Foundation EP2, Foundation EP3, Foundation EP4, Foundation EP5, and Foundation EP6.
- While upgrading from 7.5.x, we strongly recommend planning an update as a project due to the reworking of the user management structure in version 8.0.1 and higher. If your user management system is larger or more complex, it may require manual modification. For further information, see the “Migrate User Management” section of the Update Guide on the Product Documentation portal at docs.hyland.com.

Compatibility mode

When you update to Saperion version Foundation EP7 from a previous version, you must update the clients as well as the servers.

Discontinued components and platforms

Product/ Component	Comment
All 32-bit and 64-bit Core Servers	Use a 64-bit Java Core Server. Non-Java Core Servers are no longer supported.
Snowbound applet viewer	Use Hyland Viewer for the Web Client and SAPWebViewer.
Snowbound VirtualViewer HTML5	This component is no longer available. Snowbound VirtualViewer HTML5 is replaced by Hyland Viewer.
Java applets (Viewer, Mailer, Upload)	These components are no longer supported.
Java 8 Java 11	Not supported.
Signavio Process Modeler	This component is no longer available.

C/Link for SAP	This component is no longer available.
Authenticate	This component is no longer available.
Secrypt	This component is no longer available.
iSaperion	Support for this mobile app is discontinued.
Saperion Web Services	Beginning with version 8.0, use ECM Services for new projects.
Saperion App Services	No longer supported with version 8.0.1.
Business Rules Server	Beginning with version 8.0, use the Integration Server for new projects.
Amyuni and Black Ice	Not supported
Saperion ECM Release Script for Kofax	This component is out of code maintenance. However, usability and configuration issues are supported.
httpRPC	This feature is deprecated because it is known to cause performance issues on most systems. For additional information, refer to the "Enable secure RPC communication using http(s)" topic in the online help.
Server <ul style="list-style-type: none"> Windows Server 2012 Standard Edition (64-bit) (Build 6.2.9200) Windows Server 2012 	These components are no longer supported.

Planned discontinuations

Product/ Component	Comment
UBI	Use ECM Services for new projects.
Classic Connector	<p>Classic Connector functionality is deprecated. Currently, some extensions, such as those in Web Client Events or in the Integration Server, may still be easier to implement when the events include the Classic Connector.</p> <p>Other than these exceptions, use the ECM Services for new projects.</p>
Updates for Saperion ELM for Notes	Starting January 1, 2023, updates for Saperion ELM for Notes will not be available and maintenance contracts will not be extended. However, analysis and configuration issues are still supported.

Saperion Foundation EP7 Specifications

For version Foundation EP7, the following operating systems are certified to work.

Operating systems	Description
Server	<p>Windows Server 2016</p> <p>Windows Server 2019</p> <p>Windows Server 2022</p> <p>Note Saperion is not supported in server clusters unless it is implemented by Professional Services or a qualified partner.</p>
Clients	<p>Windows 10</p> <p>Windows 11</p>
Virtualization Software	<p>Hyland Software Germany GmbH confirms that we support customers running Saperion software on supported Operating Systems in a VMware virtual machine environment.</p> <p>Hyland Software Germany GmbH provides unqualified support for Hyland Software Germany GmbH software products 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.</p> <p>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.</p> <p>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.</p> <p>Using the Saperion Client on Windows Terminal Server is supported. Hyland Software Germany GmbH products are likewise expected to function properly with Citrix XenDesktop.</p> <p>Note Application virtualization is not supported. Desktop virtualization is supported.</p> <p>To inquire about the availability of supported operating systems, contact Support.</p>

Operating systems	Description
Cloud	<p>Hyland Software Germany GmbH support customers running Saperion instances on supported Operating Systems on a Cloud environment.</p> <p>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 supported Windows systems without initially requiring reproduction of issues on native hardware.</p> <p>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.</p> <p>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.</p> <p>To inquire about the availability of supported operating systems, contact Support.</p>

Databases

For version Foundation EP7 of Saperion ECM, the following databases are certified to work. To inquire about the availability of support for other databases, contact Support.

DBMS	Description
Microsoft SQL Azure V12	12.0.2000.8
Microsoft SQL Server	2016
	2017
	2019
	2022
	18c 19c

Oracle	<p>Prerequisites Install the desired ODBC driver on all Core Servers. Check the functionality of the ODBC driver with a simple test program before installing Saperion.</p> <p>* Oracle 19c is only supported by Oracle ODBC Instant client driver version 19.11 and higher.</p> <p>¹ Saperion supports Microsoft ODBC Driver, version 17. However, creating a fulltext catalog for a text field with this driver requires you to perform some manual steps. For additional information, refer to the "Adding fulltext field when Microsoft ODBC Driver 17 is installed" topic in the Saperion online help > Best Practices > ODBC.</p> <p>² We recommend using MS SQL Server with an isolation level of UNCOMMITTED_READ</p> <p>³ SQL Server Native Client ODBC driver must not be used with fulltext</p> <p>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. See the Setup chapter in the Installation manual for more information.</p>
	<p>Fulltext support</p> <p>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.</p> <p>All file types that dtSearch generally supports are listed on the dtSearch support site. dtSearch can only be used on Windows and in non-distributed environments.</p>
	<p>ECM Services</p> <p>The ECM Services are supported for MS SQL Server and Oracle.</p>

Storage

For version Foundation EP7 of Saperion ECM, the following storage systems are supported in a Windows environment.

Note Only storage systems that are 100% compatible with the plug-ins listed below can be used with those plug-ins.

Path-based plug-ins

Storage type	Supported systems	Saperion plug-in
NetApp (CIFS)	NetApp ONTAP/SnapLock and other compatible systems that include an extended date range mechanism for the range 2038 to 2071. For more information about the extended date range mechanism, see TR-3738, "SnapLock Record Retention Date Implementation Strategy", on the NetApp website (registration required).	pnetapp.dll
Isilon (CIFS)	EMC Isilon OneFS and other compatible systems.	psilon.dll
GenericNAS	NAS / Windows file system	pgennas.dll
HCP (REST)	Hitachi Data Systems via HTTP	com.saperion.storage.ConnectorHCP

Object-based plug-ins

Storage type	Supported systems	Saperion plug-in
CAS (CLIP)	EMC Centera CentraStar, EMC Elastic Cloud Storage	pcentera.dll
S3 (REST)	All S3 compatible systems, such as Amazon S3, NetApp StorageGrid via HTTP/HTTPS	com.saperion.storage.ConnectorS3
IBMCM (REST)	IBM Content Manager via HTTP/HTTPS	com.saperion.storage.ConnectorICM

Comparison of storage system vs. records management functions:

Storage system	Storage system vs Records Management Functions	Fixed Retention	Prolongation	Event-based Retention	Litigation Hold	Disposition	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/Enterprise	X	X	S	S	S	O	O	O
EMC Isilon	Compliance/Enterprise	X	X	S	S	S	O	O	O
Hitachi Content Platform	via HTTP	X	X	X	X	S	-	V	-
	via Generic 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		S	S	S	S	S	-		-
Amazon S3		X	X	S	X	S			

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

*ECM Service is not supported

Note

- Saperion Foundation EP7 only supports v4 authentication for EMC ECS storage. Existing users of EMC ECS storage must upgrade to version 3.x because previous versions do not support v4 authentication.
- As large number of different storages and firmware versions are available, Hyland could only verify the general compatibility with the listed storage interfaces and not with

specific versions. It is, therefore, recommend to test the specific storage in the customer environment before production use. Most vendors offer virtual machines, which can be connected to the test system to verify that everything is working as expected.

Web servers & browsers

Note For version Foundation EP7 of Saperion ECM Web Client, the following browsers are certified to work with Saperion.

Operating System	Microsoft Edge (Chromium)	Firefox	Chrome
Windows	130.0.2849.80	132.0.2	130.0.6723.117
Note Browsers of other vendors and on other platforms may also work. The ECM Web Client also includes a multi-format viewer supporting annotations. For more information about supported formats, consult the Snowbound Software website.			

Oracle Java for Clients and Server

Specification	Description												
Software	<p>Oracle JDK, version 17</p> <p>Temurin (OpenJDK from Adoptium), version 17</p> <p>Note</p> <ul style="list-style-type: none">• Temurin is only supported with the HotSpot JVM.• Integration Server supports Java 17.• Saperion uses Oracle JDBC driver (ojdbc19) version 19.0.0.0. <p>You must install the operating system specific ODBC driver to support Oracle JDK 17 and Temurin 17. The following table lists the compatible drivers according to the operating system.</p> <table><tr><th>Operating system</th><th>Driver name in ODBC Data Source Administrator</th><th>Version</th><th>File</th></tr><tr><td>Windows Server 2022</td><td>SQL Server</td><td>10.00.19041.4291</td><td>SQLSRV32.DLL</td></tr><tr><td>Windows Server 2019</td><td>SQL Server</td><td>10.00.17763.01</td><td>SQLSRV32.DLL</td></tr></table>	Operating system	Driver name in ODBC Data Source Administrator	Version	File	Windows Server 2022	SQL Server	10.00.19041.4291	SQLSRV32.DLL	Windows Server 2019	SQL Server	10.00.17763.01	SQLSRV32.DLL
Operating system	Driver name in ODBC Data Source Administrator	Version	File										
Windows Server 2022	SQL Server	10.00.19041.4291	SQLSRV32.DLL										
Windows Server 2019	SQL Server	10.00.17763.01	SQLSRV32.DLL										

Specification	Description			
	Version 1809			
	Windows Server 2016 Version 1607	SQL Server	10.00.14393.00	SQLSRV32.DLL
<p>JRE Expiration Date</p> <p>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, see the Oracle web site for the release notes for your Java version.</p> <p>Other Saperion ECM Java Core Server requirements:</p> <p>The following Web Application Server can be used as containers:</p> <p>Apache Tomcat 64-bit, version 10.1.31</p>				

.NET Framework

To install version Foundation EP7 of Saperion ECM, .NET Framework version 4.x is required.

Visual C++ redistributable

The following table lists the Visual C++ redistributable versions that are required by the specified components.

Component	Package/File	Microsoft Visual C++ Redistributable Version
Tomcat (rendering)	ISYS (App.Render.exe)	MS Visual C++ 2015-2022 Redistributable (x64)
ClassicConnector rendering with ISYS	ISYS (App.Render.exe)	MS Visual C++ 2015-2022 Redistributable (x64)
RichClient Multiformat Viewer	snbdcm.dll	MS Visual C++ 2015-2022 Redistributable (x86)
Oracle ODBC / JDBC	driver	instantclient 19.x = Visual C++ 2017 (v14.1) For more information, refer to Oracle documentation

FineReader integration

For version Foundation EP7 of Saperion ECM, version 9 and 10 of FineReader Engine for OCR and Barcode recognition is integrated. Abby has ended the support for these versions. As a result, changes in the hardware might disable this integration. While using FineReader in productive systems, carefully evaluate any changes you make to the system where FineReader is installed to avoid disruptions.

With Saperion EP6, new COM API calls are introduced using alternate engines for OCR and barcode recognition, which can be used in Rich Client as a replacement for FineReader. These alternatives are free for FineReader users. Other users can buy an additional license to use it.

Jadice Viewer

Saperion version Foundation EP7 includes a trial version of the Jadice Viewer, which can be used in the Web Client to view SAP print lists. If you would like to upgrade to a licensed version, contact your Account Manager.

Capture & scanner support

The Saperion Rich Client (no Web Client support) connects to scanners through TWAIN or ISIS drivers, which are provided by scanner manufacturers.

LDAP support

Specification	Description
Software	<p>LDAPv3 compatible Microsoft Active Directory Services¹ are supported.</p> <p>¹Active Directory® Domain Services (AD DS) are required for directory-enabled applications, such as Microsoft® Exchange Server, and for other Windows Server® technologies, such as Group Policy.</p> <p>Note</p> <p>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. Contact Professional Services for assistance.</p>

Language support

Specification	Description																																																												
Language	<div>For version Foundation EP7 of Saperion ECM, the following languages are supported as shown.</div> <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>-</td><td>-</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></table> <div><div>Legend:</div><div><div>-</div><div>The documentation and online help is in English.</div></div><div><div>¹</div><div>The Workflow Inbox User Interface can be configured individually.</div></div><div><div>Standard: X</div><div>This language is included with every new version.</div></div><div><div>Standard: o</div><div>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.</div></div></div>	Language	User Interface	Workflow Inbox	Manuals (PDF)	Online Help	Standard	Arabic	X	X	-	-	X	English	X	X	X	X	X	German	X	X	-	-	X	Polish	X	X	-	-	X	Russian	X	X	-	-	X	Spanish	X	X	-	-	X	Turkish	X	X	-	-	X	French	X	X	-	-	X	Italian	X	X	-	-	X
Language	User Interface	Workflow Inbox	Manuals (PDF)	Online Help	Standard																																																								
Arabic	X	X	-	-	X																																																								
English	X	X	X	X	X																																																								
German	X	X	-	-	X																																																								
Polish	X	X	-	-	X																																																								
Russian	X	X	-	-	X																																																								
Spanish	X	X	-	-	X																																																								
Turkish	X	X	-	-	X																																																								
French	X	X	-	-	X																																																								
Italian	X	X	-	-	X																																																								

Saperion products

Saperion ECM ContentLink for Microsoft SharePoint

Saperion InterServer 2.7.3.0 (20130801) for SharePoint 2010-2016 is currently not supported for Saperion ECM version Foundation EP7. SharePoint Online is not supported.

Saperion Office Integration

Specification	Description						
Software	<p>For version Foundation EP7 of Saperion ECM, the following Microsoft Office products are certified to work.</p> <table><tr><th>Office System</th><th>Version*</th><th>Operating System</th></tr><tr><td>Microsoft Office (Word, Excel, Powerpoint, Outlook)</td><td>2013^{*1}, 2016, 2019, 2021 32-bit and 64-bit</td><td>All client systems as listed above.</td></tr></table> <p>* The listed Microsoft Office versions are also supported when they are installed using Microsoft Office 365 Pro Plus.</p> <p>^{*1} Microsoft Office Professional Plus 2013, Microsoft Office Professional 2013, Microsoft Office Home and Business 2013, Microsoft Office 2013 Standard. OEM and volume licenses.</p>	Office System	Version*	Operating System	Microsoft Office (Word, Excel, Powerpoint, Outlook)	2013 ^{*1} , 2016, 2019, 2021 32-bit and 64-bit	All client systems as listed above.
Office System	Version*	Operating System					
Microsoft Office (Word, Excel, Powerpoint, Outlook)	2013 ^{*1} , 2016, 2019, 2021 32-bit and 64-bit	All client systems as listed above.					

Saperion E-Mail Lifecycle Management (ELM)

For Saperion ECM Foundation EP7, the following components are certified to work.

Operating System	ELM 3 for Notes
Windows Workstation	Notes 8 and higher
Windows Server	Notes 8 and higher

Note

- Starting January 1, 2023, updates for Saperion ELM for Notes will not be available and maintenance contracts will not be extended. However, analysis and configuration issues are still supported.
- Saperion Foundation EP7 is compatible with ELM 6.9 when SAPERION Store Access 6.7 or higher is installed.
- For compatibility of other components, such as Microsoft Exchange, see the release notes in the Saperion ELM Online Help available at docs.hyland.com.

Saperion ECM Suite for SAP Solutions

For version Foundation EP7 of Saperion ECM, the following components are certified for SAP.

Component	Version	Comments
Saperion ECM DATA Archiving for SAP	1.0	Available from Saperion V7.1 SP1 SAP Certified – BC-ILM 3.0 WEBDAV Storage Interface
Saperion ECM R/Indexer for SAP	1.0	Available from Saperion V7.1 SP 1 Needs Saperion Java Server (Classic Connector Application) available for SAP ERP 6.0
Saperion ECM R/Link	-	All operating systems supported by Saperion SAP certified – BC 7.20 Certification
R/Indexer (Procomp)	5.0.1	Microsoft® Windows
MDS Extractor	1.0	Independent from Saperion ECM. Microsoft SQL Server Native Client or Oracle 10 or higher is required. A project approval from Saperion is required.
FastLink	2.1.0.0	All Microsoft Windows operating systems supported by Saperion
Migration Tool	2.1	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)
Sap Web Viewer		Saperion version 7.5 SP3 and higher SAP ERP 6.0 and higher (earlier versions on request) Internet Explorer version 11

Saperion components use RLink and the RFC Interface of SAP. The Saperion components for SAP work with all SAP versions that support these interfaces as supported in SAP ERP 6.0.