STIBO SYSTEMS
MASTER DATA MANAGEMENT

PLATFORM and SOFTWARE SUPPORT

Rel 10.2-MP3 (September 21, 2021)

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10.2 Platform and Software Support

This document outlines the support for different servers and clients that work with and/or supports the Stibo Systems Enterprise Platform (STEP). It is our recommendation that customers use the latest version of any given supported version. And, while we strive to give advance notice before desupporting any version, but there are times we must work with third-party support / desupport dates when considering compatibility.

STEP Database Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	Red Hat Enterprise Linux 8.2 (or higher **minor** release) 64-bit Oracle Linux 8.2 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[1] Red Hat Enterprise Linux 7.8 (or higher **minor** release) 64-bit Oracle Linux 7.8 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[1] MS Windows Server 2019 / 2016 64-bit [2]
Database software	Oracle 19c 64-bit SE2 and EE [3] *Enterprise Edition may be needed if advanced Oracle options (like Oracle RAC or Dataguard) are requested – this must be checked with Oracle. The STEP application itself does not require any EE features.*
Application Software (optional) [4]	AdoptOpenJDK 8u232 (64-bit) STEP DB Server Toolbox

[1] UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

[2] MS Windows-based Database Servers are not an option for new customers; existing customers must transition off of Windows-based Database Servers by the Spring 2022 feature release. On Windows Server OS, it is a requirement to run the English language version. Windows is not supported for In-Memory and/or Customer MDM installations.

[3] Stibo Systems applies and tests the quarterly Release Updates (RU) from Oracle. Using the latest RU is highly recommended.

[4] Required if customer has a DBA Support agreement with Stibo Systems or if customer / hosting partner wishes to utilize the STEP DB Server Toolbox, which includes scripts, for example, Oracle RMAN backup and restore and Oracle Datapump export / import, etc.

STEP Application Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	Red Hat Enterprise Linux 8.2 (or higher **minor** release) 64-bit Oracle Linux 8.2 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[1] Red Hat Enterprise Linux 7.8 (or higher **minor** release) 64-bit Oracle Linux 7.8 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[1] MS Windows Server 2019 / 2016 64-bit [2] (including Microsoft Visual C++ 2015 Redistributable (x64))
Server runtime environment	Java 11 (64-bit) [3]

[1] UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

[2] MS Windows-based Application Servers are not an option for new customers; existing customers must transition off of Windows-based Application Servers by the Spring 2022 feature release. On Windows Server OS, it is a requirement to run the English language version. Windows is not supported for In-Memory and/or Customer MDM installations.

[3] Once STEP has been downloaded, the built-in Java will take over.

STEP InDesign Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	MS Windows Server 2019 / 2016 64-bit [1] macOS Server 11.0 / 10.15 / 10.14 64-bit [2]
Server runtime environment	AdoptOpenJDK 8u232 (64-bit)
Application software	Adobe® InDesign® CC 2021 (16.0) Server (64-bit) [3] Adobe® InDesign® CC 2020 (15.0) Server (64-bit) [3] Adobe® InDesign® CC 2019 (14.0) Server (64-bit) [3, 4] STEP Asset Push [5]

[1] On Windows Server OS, it is a requirement to run the English language version. Support for MS Windows Server 2016 ends with the next feature release (v10.3 / Fall 2021).

[2] macOS-based STEP InDesign servers can no longer be used as of the next feature release (v10.3 / Fall 2021).

[3] macOS 10.14 [2]and Windows Server 2019 / 2016.

[4] Adobe InDesign CC 2019 (Client and Server) will be removed during a 10.2 maintenance patch or with the next feature release (v10.3 / Fall 2021). Customers should use the newest Stibo Systems-supported version of InDesign.

[5] STEP Asset Push is configured to 'push' images to a file system on the server to be locally available for the InDesign® Server application.

STEP Asset Push File Server

This server is required only if the customer wishes to use high-resolution images in remote locations (i.e., offices that are not at the same site as the STEP server) for STEP'n'design (using Adobe® InDesign® Client). One server for each remote office location that uses high-resolution images is required.

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	macOS Server 11.0 / 10.5 / 10.14 64-bit [1] Red Hat Enterprise Linux 8.2 (or higher **minor** release) 64-bit Oracle Linux 8.2 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[2] Red Hat Enterprise Linux 7.8 (or higher **minor** release) 64-bit Oracle Linux 7.8 (or higher **minor** release) 64-bit *(UEK4/UEK3 or RHCK)*[2] MS Windows Server 2019 / 2016 64-bit [3]
Server runtime environment	AdoptOpenJDK 8u232 (64-bit)
Application software	Asset Push [4]

[1] macOS Servers will no longer be valid server options for Asset Push File Servers as of the next feature release (v10.3 / Fall 2021).

[2] UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

[3] On Windows Server OS, it is a requirement to run the English language version. Support for MS Windows Server 2016 ends with the next feature release (v10.3 / Fall 2021).

[4] Asset Push is configured to 'push' images to a file system on the server to be locally available for the InDesign® Server application.

Bomgar Jump Proxy Server

This server is required to establish a remote support access connection to the STEP environments.

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	MS Windows Server 2019 / 2016 64-bit [1]
Application software	Bomgar PAM Jumpoint proxy Bomgar PAM Jump Client AdoptOpenJDK11 (64-bit) STEP Workbench Client Adobe InDesign CC 2021 / CC 2020 / CC 2019 [2, 3] Browser: Chrome [4]

[1] On Windows Server OS, it is a requirement to run the English language version. MS Windows Server 2016 will no longer be supported with the next feature release (v10.3 / Fall 2021).

[2] Refer to the Adobe InDesign client requirements described below.

[3] Adobe InDesign CC 2019 (Client and Server) will be removed during a 10.2 maintenance patch or with the next feature release (v10.3 / Fall 2021). Customers should use the newest Stibo Systems-supported version of InDesign.

[4] The latest version of Chrome is supported; the term 'latest' is defined by the browser vendors. Check with browser vendors to determine the latest version available.

STEP Client Requirements

Windows Client

Server Component	Supported Software
Total system memory	Min. 8 GB
Operating system	Windows 10
Storage	Minimum 5 GB free disk space for STEP Workbench installation, including client cache Additional free storage required for usage of DTP applications
Software	STEP Workbench Client Adobe® InDesign® CC 2021 latest update [1] Adobe® InDesign® CC 2020 latest update [1] Adobe® InDesign® CC 2019 latest update [1,2] Browsers: Chrome, Firefox, and Edge [3] Microsoft Excel: Office 2019, Office 2016 (64-bit), 2013, 2010, and 2007

[1] Client version must match the server major version.

[2] Adobe InDesign CC 2019 (Client and Server) will be removed during a 10.2 maintenance patch or with the next feature release (v10.3 / Fall 2021). Customers should use the newest Stibo Systems-supported version of InDesign.

[3] The latest versions of the browsers shown are supported. Organizations should ensure that they are using the latest / most up-to-date browser version to have the best possible user experience. The term 'latest' is defined by the browser vendor. Check with browser vendors to determine the latest version available. Stibo Systems strives to test all new supported browser versions, and on very rare occasions, may need to provide special instructions if a browser update has backward compatibility issues.

Mac Client

Server Component	Supported Software
Total system memory	Min. 8 GB
Operating system	macOS 11.0 (Big Sur) macOS 10.15 (Catalina) macOS 10.14 (Mojave)[1]
Storage	Minimum 5 GB free disk space for STEP Workbench installation, including client cache Additional free storage required for usage of DTP applications
Software	STEP Workbench Client Adobe® InDesign® CC 2021 latest update [1] Adobe® InDesign® CC 2020 latest update [2] Adobe® InDesign® CC 2019 latest update [2] Browsers: Firefox, Safari, and Chrome [3] Microsoft Excel: Office 2019 and Office 2016 (64-bit) [4]

[1] macOS 10.14 Mojave support will end with the next feature release (v10.3 / Fall 2021).

[2] Client version must match the server major version. Adobe InDesign CC 2019 (Client and Server) will be removed during a 10.2 maintenance patch or with the next feature release (v10.3 / Fall 2021). Customers should use the newest Stibo Systems-supported version of InDesign.

[3] The latest versions of the browsers shown are supported. Organizations should ensure that they are using the latest / most up-to-date browser version to have the best possible user experience. The term 'latest' is defined by the browser vendor. Check with browser vendors to determine the latest version available. Stibo Systems strives to test all new supported browser versions, and on very rare occasions, may need to provide special instructions if a browser update has backward compatibility issues.

[4] Office 2016 support ends with the next feature release (v10.3 / Fall 2021).