

# PLATFORM and SOFTWARE SUPPORT

Release 9.2-MP3 (updated October 30, 2019)

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## 9.2 Platform and Software Support

### STEP Database Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating System (OS)	Red Hat Enterprise Linux 7.5+ / 6.10 64-bit <sup>1</sup> Oracle Enterprise Linux 7.5+ / 6.10 64-bit (UEK4/UEK3 or RHEL kernel) <sup>1,2</sup> MS Windows Server 2016 / 2012 R2 64-bit <sup>3</sup>
Database software	Oracle 18c (18.7+) 64-bit SE2 and EE <sup>4</sup> Oracle 12.2.0.1 64-bit SE2 and EE <sup>5</sup> Oracle 12.1.0.2 64-bit SE2 and EE <sup>5,6</sup> <i>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.</i>
Application Software (optional) <sup>7</sup>	AdoptOpenJDK 8u192 (64-bit) STEP DB Server Toolbox

<sup>1</sup> All Red Hat Enterprise Linux / Oracle Enterprise Linux 6 versions will be desupported with the 9.3 release.

<sup>2</sup> UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

<sup>3</sup> On Windows Server OS, it is a requirement to run the English language version.

<sup>4</sup> Stibo Systems applies and tests the quarterly Release Updates (RU) from Oracle.

<sup>5</sup> Stibo Systems recommends using Oracle Database 18c. Customers using Oracle Database version prior to 12.1.0.2 must upgrade to a supported version.

<sup>6</sup> Oracle Database version 12.1.0.2 will be desupported with the 9.3 release.

<sup>7</sup> 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 e.g., 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 7.5+ / 6.10 64-bit <sup>1</sup> Oracle Enterprise Linux 7.5+ / 6.10 64-bit(UEK4/UEK3 or RHEL kernel) <sup>1,2</sup> MS Windows Server 2016 / 2012 R2 64-bit <sup>3</sup> (including Microsoft Visual C++ 2015 Redistributable (x64))
Server runtime environment	AdoptOpenJDK 8u192 (64-bit) <sup>4</sup>
Reverse Proxy	STEP 9.2 <sup>5</sup>
Application Software	STEP 9.2 Asset Push <sup>6</sup>

<sup>1</sup> All Red Hat Enterprise Linux / Oracle Enterprise Linux 6 versions will be desupported with the 9.3 release.

<sup>2</sup> UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

<sup>3</sup> On Windows Server OS, it is a requirement to run the English language version. Windows is not supported for In-Memory installations.

<sup>4</sup> New Java versions will be updated automatically once tested with the STEP software. This occurs during patching of the STEP platform software using the SPOT tool.

<sup>5</sup> STEP 9.2+ includes a frontend solution based on HAProxy, which provides both load balancing between app servers and frontend failover.

<sup>6</sup> Asset Push is configured if images from the STEP system are to be used in different formats for e.g., a website.

## STEP InDesign Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating System (OS)	MS Windows Server 2016 / 2012 R2 64-bit <sup>1</sup> macOS 10.12 (Server 5.3) / 10.13 (Server 5.6) / 10.14 (Server 5.7) 64-bit
Server runtime environment	AdoptOpenJDK 8u192 (64-bit)
Application Software	Adobe® InDesign® CC2019 (14.0) Server (64-bit) <sup>2</sup> Adobe® InDesign® CC2018.1 (13.1) Server (64-bit) <sup>3</sup> Adobe® InDesign® CC2017 (12.0) Server (64-bit) <sup>4</sup> STEP Asset Push <sup>5</sup>

<sup>1</sup> On Windows Server OS, it is a requirement to run the English language version.

<sup>2</sup> macOS 10.14 (Server 5.7) / 10.13.5 (Server 5.6) and Windows Server 2016.

<sup>3</sup> macOS 10.14 (Server 5.7) / 10.13.5 (Server 5.6) and Windows Server 2012 R2 and 2016.

<sup>4</sup> Supported on: macOS 10.13.5 (Server 5.6) / 10.12 (Server 5.3) and Windows Server 2012 R2.

<sup>5</sup> 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 10.14 (Server 5.7) / 10.13.5 (Server 5.6) 64-bit Red Hat Enterprise Linux 7.5+ / 6.10 64-bit <sup>1</sup> Oracle Enterprise Linux 7.5+ / 6.10 64-bit (UEK4/UEK3 or RHEL kernel) <sup>1,2</sup> MS Windows Server 2016 / 2012 R2 64-bit <sup>3</sup>
Server runtime environment	AdoptOpenJDK 8u192 (64-bit)
Application Software	Asset Push <sup>4</sup>

<sup>1</sup> All Red Hat Enterprise Linux / Oracle Enterprise Linux 6 versions will be desupported with the 9.3 release.

<sup>2</sup> UEK = Unbreakable Enterprise Kernel, RHCK = Red Hat Compatible Kernel.

<sup>3</sup> On Windows Server OS, it is a requirement to run the English language version.

<sup>4</sup> 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 2016 64-bit <sup>1</sup>
Application Software	Bomgar PAM Jumpoint proxy Bomgar PAM Jump Client AdoptOpenJDK 8u192 (64-bit) STEP Workbench Client Adobe InDesign CC2019 / CC2018 / CC2017 <sup>2</sup> Browsers: IE 11, Chrome <sup>3</sup>

<sup>1</sup> On Windows Server OS, it is a requirement to run the English language version.

<sup>2</sup> Refer to the Adobe InDesign client requirements described below.

<sup>3</sup> Internet Explorer version 11 will no longer be supported with the 9.3 release. The latest version of Chrome will be 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
Processor	Intel based 2.4GHz Core i3 Kaby Lake or newer
Number of Processor Units	1
Total System Memory	Min. 4 GB (8 GB recommended)
Operating System	Windows 7 / 8 / 8.1 / 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® CC2019 (14.0) (latest update is recommended) <sup>1</sup> Adobe® InDesign® CC 2018.1 (13.1) / CC 2018 (13.0) (latest updated is recommended) <sup>1</sup> Adobe® InDesign® CC2017.1 (12.1) (latest update is recommended) <sup>1</sup> Adobe® Illustrator® CC 2017  Browsers: IE 11, Firefox, Safari, Chrome, Edge for Windows 10 (manually tested only) <sup>2,3</sup> Microsoft Excel: Office 2016 (64-bit), 2013, 2010, 2007, and 2003 <sup>4</sup>

<sup>1</sup> Client version must match the server major version.

<sup>2</sup> Internet Explorer version 11 will no longer be supported with the 9.3 release nor will Safari for Windows clients. For 9.3 Windows clients, the latest versions of Chrome, Firefox, and Edge will be supported. 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.

<sup>3</sup> Organizations that use Microsoft Edge in relation to Stibo Systems' software should ensure that they are using the latest / most up-to-date browser version to have the best possible user experience.

<sup>4</sup> In an upcoming STEP release, Excel Office 2003 and 2007 versions will no longer be supported. Customers should ensure that they are using a supported, newer version of Microsoft Excel; With 9.2, 32-bit platforms for the workbench are no longer supported.



## Mac Client

Server Component	Supported Software
Processor	Intel based 2.4GHz Core i3 Kaby Lake or newer
Number of Processor Units	1
Total System Memory	Min. 4 GB (8 GB recommended)
Operating System	macOS 10.14 (Mojave) macOS 10.13 (High Sierra)
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® CC2019 (14.0) (latest update is recommended) <sup>1,4</sup> Adobe® InDesign® CC2018.1 (13.1) / CC2018 (13.0) (latest update is recommended) <sup>2,4</sup> Adobe® InDesign® CC2017.1 (12.1) (latest update is recommended) <sup>3,4</sup> Adobe® Illustrator® CC 2017  Browsers: Firefox, Safari, Chrome <sup>5</sup>  Microsoft Excel: Office 2016 (64-bit), Office for Mac 2011 <sup>6</sup>

<sup>1</sup> InDesign CC2019 is supported on macOS 10.14 and 10.13.

<sup>2</sup> InDesign CC2018.1 and CC2018 are supported on macOS 10.14 and 10.13.

<sup>3</sup> InDesign CC2017.1 (12.1) is supported on macOS 10.14 and 10.13.

<sup>4</sup> Client version must match the server major version.

<sup>5</sup> With the 9.3 release, only the latest versions of these browsers will be supported. The term 'latest' is defined by the browser vendors. 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.

<sup>6</sup> In an upcoming STEP release, the Office for Mac 2011 Excel version will no longer be supported. Customers should ensure that they are using a supported, newer version of Microsoft Excel; With 9.2, 32-bit platforms for the workbench are no longer supported.