



PLATFORM and SOFTWARE SUPPORT

2024.1 – March 2024

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2024.1 Platform and Software Support

This document outlines the support for different servers and clients that work with 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, there are times we must work with third-party support / desupport dates when considering compatibility.

Note: The information in this document applies to on-premises STEP deployments only.

STEP Database Server

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	Red Hat Enterprise Linux 8.9 (or higher minor release) 64-bit Oracle Linux 8.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ¹ Red Hat Enterprise Linux 7.9 (or higher minor release) 64-bit ² Oracle Linux 7.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ^{1, 2}
Database software	Oracle 19c 64-bit SE2 and EE ³ <i>Enterprise Edition may be needed if advanced Oracle options (like Oracle RAC or Dataguard) are requested.</i> – this must be checked with Oracle. The STEP application itself does not require any EE features.
Application Software (optional) ⁴	OpenJDK 11 (64-bit) STEP DB Server Toolbox

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

² Red Hat Enterprise Linux and Oracle Linux 7.9 is for existing customers only; new customers need to be on a higher version. 7.9 will be supported until it is officially desupported on June 30, 2024.

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

Important: On-premises and private cloud customers should be aware of future changes to deployment architecture as explained in the 2024.1 Platform and Software Support Changes update note.

Server Component	Supported Software
Hardware architecture	x86-64 (aka. x64, AMD64, Intel 64)
Operating system (OS)	Red Hat Enterprise Linux 8.9 (or higher minor release) 64-bit Oracle Linux 8.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ¹ Red Hat Enterprise Linux 7.9 (or higher minor release) 64-bit ² Oracle Linux 7.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ^{1,2}
Server runtime environment	OpenJDK 11 (64-bit) ³

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

² Red Hat Enterprise Linux and Oracle Linux 7.9 is for existing customers only; new customers need to be on a higher version. 7.9 will be supported until it is officially desupported on June 30, 2024.

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 2022 / 2019 ¹
Server runtime environment	OpenJDK 11 (64-bit)
Application software	Adobe InDesign® CC 2024 (19.0) Server (64-bit) Adobe InDesign® CC 2023 (18.0) Server (64-bit) Adobe InDesign® CC 2022 (17.0) Server (64-bit) ² STEP Asset Push ³

¹ On Windows Server OS, it is a requirement to run the English language version. MS Windows Server 2022 is only compatible with Adobe InDesign® CC 2023.

² Adobe InDesign® CC 2022 to be desupported with the STEP 2024.2 update.

³ 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)	Red Hat Enterprise Linux 8.9 (or higher minor release) 64-bit Oracle Linux 8.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ¹ Red Hat Enterprise Linux 7.9 (or higher minor release) 64-bit ² Oracle Linux 7.9 (or higher minor release) 64-bit (<i>UEK4/UEK3 or RHCK</i>) ^{1,2} MS Windows Server 2022 / 2019 ³
Server runtime environment	OpenJDK 11 (64-bit)
Application software	Asset Push ⁴

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

² Red Hat Enterprise Linux and Oracle Linux 7.9 is for existing customers only; new customers need to be on a higher version. 7.9 will be supported until it is officially desupported on June 30, 2024.

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

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

BeyondTrust Jump Proxy Server

This server¹ 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 2022 / 2019 ²
Application software	BeyondTrust PAM Jumpoint proxy BeyondTrust PAM Jump Client OpenJDK 11 (64-bit) STEP Workbench Client Adobe InDesign® CC 2024 / 2023 / 2022 ³ Browser: Chrome ⁴

¹ BeyondTrust was formerly Bomgar.

² On Windows Server OS, it is a requirement to run the English language version.

³ Refer to the Adobe InDesign® client requirements described below. Adobe InDesign® CC 2022 to be desupported with the STEP 2024.2 update.

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

Client Specification	Supported Software
Total system memory	Min. 8 GB
Operating system	Windows 10 and 11
Storage	Minimum 5 GB free disk space for STEP Workbench installation, including client cache Additional free storage required for usage of DTP applications
Software ¹	STEP Workbench Client Adobe InDesign® CC 2024 latest update ^{1,2} Adobe InDesign® CC 2023 latest update ^{1,3} Adobe InDesign® CC 2022 latest update ^{1,4} Browsers: Chrome, Firefox, and Edge ⁵ Microsoft Excel: Microsoft 365, Office 2021, Office 2019, Office 2016 (64-bit), 2013, 2010, and 2007

¹ Client version must match the server major version.

² Currently supported on Windows 10 versions 22H2, and Windows 11 version 21H2, 22H2.

³ Currently supported on Windows 10 64-bit (versions 20H2, 21H1, 21H2) and Windows 11 64-bit version 21H2.

⁴ Currently supported on Windows 10 64-bit (version 1909) or later; LTSC versions are not supported. Supported on Windows 10 versions 1909, 2004, 20H2, 21H1, 21H2. Adobe InDesign® CC 2022 to be desupported with the STEP 2024.2 update.

⁵ 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

Client Specification	Supported Software
Total system memory	Min. 8 GB
Operating system	macOS 14 (Sonoma) macOS 13 (Ventura) macOS 12 (Monterey) 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 2024 latest update ^{2,3} Adobe InDesign® CC 2023 latest update ^{2,4} Adobe InDesign® CC 2022 latest update ^{2,5} Browsers: Firefox, Safari, and Chrome ⁶ Microsoft Excel: Microsoft 365, Office 2021, Office 2019

¹ macOS 12 (Monterey) support ends with the STEP 2024.4 update.

² Client version must match the server major version.

³ Adobe InDesign® 2024 is currently supported on macOS version 12 and 13.

⁴ Adobe InDesign® 2023 is currently supported on macOS version 12 and 13.

⁵ Adobe InDesign® 2022 is currently supported on macOS version 12. Adobe InDesign® CC 2022 to be desupported with the STEP 2024.2 update.

⁶ 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.