

Pega Platform

PLATFORM SUPPORT GUIDE

VERSION 7.4

**Includes Pega Platform versions
7.1.0 – 7.4**

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Policy Statement

Pega® Platform is designed as an open system which complies with industry standards. It is implemented in Java, using standard facilities to ensure compatibility and operability with similarly compliant 3rd party components such as Server Operating Systems, Databases, Applications Servers, Client Operating Systems, Browsers and Integration Service Components.

Our expectation is that Pega Platform can be deployed successfully in tandem with any combination of environmental and infrastructure components from this document – including hybrid heterogeneous combinations of dissimilar servers. It is also our expectation, gained from experience, that with such deployments there are many details to take into consideration, and that the first such deployment should only be undertaken by experienced engineers who have the necessary skills to ensure smooth and complete installation and reliable and performant operation.

In addition:

1. Customers should contact their Pegasystems representative to discuss their platform selection and their installation plan **before beginning the installation.**
2. Pega Platform and applications built on it are designed to run on any combination *within each category* of the published Platform Components in the *Platform Options* section, including a mixed deployment of different application server, database, or browser technology. Consult your Pegasystems representative to determine whether the desired platform combination has been deployed in production before, and to discuss risk mitigation strategies.
3. To obtain new features and capabilities, customers may be required to upgrade to newer versions of Pega Platform products, which may have different or additional prerequisites. Note also that updated versions of Platform Components (including bug fix releases of such Components) may themselves impose different or additional prerequisites.
4. Pegasystems will make commercially reasonable efforts to offer support in its products for a new release or version of the Platform Components listed in this document, within 12 months of that version becoming Generally Available (as differentiated from an alpha or beta version of the product). This support will normally be made available in a new release.
5. **Pega Platform and older Platform Components:** Providers of Platform Components may choose to end support for older versions of their products. A problem may occur with a Platform Component listed in this guide, where this Component is no longer supported by the Provider. If the problem is determined to be related to that Component, it may be necessary to upgrade that component to a version supported by the provider in order for Pega to be able to support that system.

6. **Pega Platform and newer Platform Components:** It is Pegasystems' policy not to backwards-test new versions of Platform Components with older releases of Pega Platform. Support for new platform products is provided through newer versions of Pega Platform software.

If you choose to upgrade Platform Components to the latest releases, but want to stay on older releases of Pega Platform, you may enter support requests for any problems encountered. However, if the root cause of these problems stems from the fact that the older versions of PRPC were not designed to handle functionality in the newer Components, Pegasystems may request that you upgrade your PRPC version to a Pega Platform release that directly supports that newer Component, as listed in this Guide.

Pegasystems Inc. Statement of Support for Virtualised Environments such as VMWare, OpenStack, PureAPP, Citrix and others

Pegasystems Inc. will support customers who run Pegasystems Inc. products on supported Operating Systems, irrespective of whether they are running in virtualized environments or not.

Virtualization vendor products support a set of certified Operating Systems and Hardware, and the customer and vendor will be responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of such products.

Pegasystems Inc. will not require clients to recreate and troubleshoot every issue in a non-virtualized environment; however, Pegasystems Inc. does reserve the right to request our customers to diagnose certain issues in a native certified Operating System environment, operating without the virtual environment. Pegasystems Inc. will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Any time spent on investigation of problems that may, in the sole opinion of Pegasystems Inc. be related to a virtualization product, will be handled in the following fashion:

1. Pegasystems Inc. will provide standard support to all Pegasystems Inc. products.
2. If a problem is encountered while a Pegasystems Inc. product is running in a virtualized environment, the client may be asked to recreate the problem on a non-virtualized server unit to assist with diagnostics and remediation.
3. Regardless of the problem type or source, time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual.

Pega Platform 7.4: Supported Server Platform List

IMPORTANT NOTES:

- The following Platform Options have all been tested by Pegasystems in at least one combination; however, not every combination of all of these options has been tested.
- Any compatible combination should work; but there may be specific setup or configuration requirements for a particular combination.
- Not all features may be available on all platforms.
- **Decision Strategy Manager (DSM)** supports all the platforms supported by Pega Platform – except for WebSphere “classic” on z/OS or WebSphere Liberty on z/OS.
- **Some Industry Applications have refinements on the list of platforms in this Guide.** For specific details, please reference the Installation Guides/Release Notes on the PDN for the application in question.

Please contact your Pegasystems representative if you have questions about any option.

Server Hardware

IBM System p (“pSeries”) or IBM Power Systems

IBM Mainframe System z (“zSeries”) with zAAP, zIIP processor¹ or IFL (Integrated Facility for Linux)

Oracle Sun Server (SPARC and Intel processors)

Wintel (with Intel or compatible chip – includes IBM System x and Lenovo System X)

Cisco Unified Computing System (UCS)

Decision Data Store

Decision Data Store (DDS) data sets can be created in Pega Platform to store your data in an internal Cassandra storage that is part of the platform. The Cassandra storage is a structured and distributed database that is scalable, highly available, and designed to manage very large amounts of data.

NOTE: These databases are *not* supported for the main relational database for the Pega Platform, but should only be used for DDS data sets.

¹ Requires a minimum of one IBM System z Application Assist Processor (zAAP) or IBM System z Integrated Information Processor (zIIP). Consult the installation guide and PDN for the latest set-up options.

Cassandra 2.1.14 is included in the Pega Platform, and is supported as an “internal” setup with the Decision Data Store dataset type.

Alternatively, if customers already have a Cassandra cluster (“external” setup), that can be used instead of the internal shipped database. For an external setup, Pega applications can connect to **any Cassandra version higher than 2.1**.

For more details on Decision Data Stores and Cassandra, please see the **Cassandra** tab on the [Big Data](#) page on the PDN.

Load Balancers

F5 BigIP versions 10.x.x, 11.x.x²

Beginning in Pega Platform, production systems may take advantage of high-availability features. Customers using this high-availability functionality *must* use a load balancer that supports:

- session affinity
- pool management (enable, disable, remove servers)
- server monitoring for crash detection

For details, please refer to the *High Availability* guide on the PDN.

Cloud Deployments

Pega Cloud

Pega Cloud provides industry-leading infrastructure, enterprise-grade services, and operational excellence for Pega Platform Platform and strategic application solutions in the cloud. For details on the **Pega-managed** cloud solution, please see the [Pega Cloud](#) landing page on the PDN.

Cloud Choice

Pega also gives customers the ability to choose **customer-managed** or **partner-managed** solutions. We support multiple deployment options:

Amazon Web Services (AWS)

For details on using AWS as a customer-managed or partner-managed solution, please see the [Deploying Pega Platform on Amazon Web Services](#) article on the PDN.

² Must include the Local Traffic Manager (LTM) module

Pivotal Cloud Foundry

For details on using Pivotal Cloud Foundry, please see the following articles on the PDN:
[Deploying Pega Platform Service Broker on Pivotal Cloud Foundry by using Ops Manager](#)

[Deploying Pega Platform Service Broker on Cloud Foundry by using BOSH](#)

Microsoft Azure

For details on using Microsoft Azure, please see the [Deploying Pega Platform on Microsoft Azure](#) article on the PDN.

Docker container version 1.9

Beginning in version 7.2.2, customers will be able to deploy and run their Pega Platform enterprise applications in customer-created Docker containers. For details on this functionality, please see the [Pega 7 Platform Docker Support](#) article on the PDN.

IMPORTANT: Some Docker orchestration tools or infrastructures may not allow session affinity (“sticky sessions”). They also may not allow communication between the containers.

In order for Pega Platform to run in a cluster of Docker containers behind a load balancer, verify that session affinity is supported, and that container-to-container communication is enabled.

NOTES:

- The platform combination tested for Docker support included:
 - Linux Docker Container
 - Tomcat webserver
 - PostgreSQL database
- Each customer-created Docker container must have separately-licensed servers and databases. It is the customer’s responsibility to make sure that their supporting software products are properly licensed.

A note on the charts: **GREEN** means “support added for this release.”

Operating systems

Operating Systems	Pega 7.2 (Feb 8, 2016)	Pega 7.2.1 (Jun 27, 2016)	Pega 7.2.2 (Dec 6, 2016)	Pega 7.3 (Jun 30, 2017)	Pega 7.3.1 (Oct 16, 2017)	Pega 7.4 (April 13, 2018)	IMPORTANT NOTES
IBM AIX v7.1	supported	supported	supported	supported	supported	supported	See important note about Pega Decisioning products below.
IBM AIX v7.2				supported	supported	supported	See important note about Pega Decisioning products below.
Red Hat Enterprise Linux v6	supported	supported	supported	supported	supported	supported	Pegasystems tests Linux on the Intel and zSeries (“zLinux” or “Linux on System z”) platforms.
Red Hat Enterprise Linux v7	supported	supported	supported	supported	supported	supported	
SUSE Linux Enterprise Server 11	supported	supported	supported	supported	supported	supported	Pegasystems tests Linux on the Intel and zSeries (“zLinux” or “Linux on System z”) platforms.
SUSE Linux Enterprise Server 12	supported	supported	supported	supported	supported	supported	
Oracle Enterprise Linux v7	supported	supported	supported	supported	supported	supported	
Oracle Solaris 10 (SPARC and Intel edition)	supported	supported	supported	supported	supported	supported	
Oracle Solaris 11 (SPARC and Intel edition)	supported	supported	supported	supported	supported	supported	
Microsoft Windows 2008	supported	supported	supported	supported	supported	supported	
Microsoft Windows 2012	supported	supported	supported	supported	supported	supported	
IBM z/OS v1.13	supported	supported	supported				
IBM z/OS v2.1	supported	supported	supported	supported	supported	supported	
IBM z/OS v2.2	supported	supported	supported	supported	supported	supported	

Important O/S Notes:

- The websites of Platform Options vendors may contain additional information about how they work with other hardware or software options on this list. If vendors state a particular combination will not work or is not supported, that combination will not be supported by Pegasystems.
- Applications built on Pega Platform may not function correctly if run on platforms which are not approved for Pega Platform.
- Prior versions of Pega Platform may not work with the most recent Platform Options.
- Pegasystems Strategic Applications may not yet be certified on Pega Platform. Please reference the **System Requirements for Pegasystems Solution Frameworks and Product Components** document on the PDN for product details.

Application Servers

Application Servers	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
IBM WebSphere 7.0.x (using IBM Java 6)	supported						As of Pega 7.2.1, IBM Java 6 is no longer supported, so this application server is no longer supported.
IBM WebSphere 8.0.x (using IBM Java 6)	supported						As of Pega 7.2.1, IBM Java 6 is no longer supported, so this application server is no longer supported.
IBM WebSphere 8.5 (using IBM Java 7)	supported	supported	supported	supported	supported		As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.
IBM WebSphere 8.5.5 (using IBM Java 8)	supported	supported	supported	supported	supported	supported	Requires Fixpack Version 8.5.5.2 or later to avoid Java Verify errors when using Java 7. Please see <i>Known Issues with JVMs</i> . IBM Java SE 8 is supported on WebSphere version 8.5.5.9 and later, for Pega versions 7.1.9 and later.
IBM WebSphere 9 (Classic) (using IBM Java 8)					supported	supported	

Application Servers	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
IBM WebSphere Liberty (8.5.5, fixpack 6 or higher) (using IBM Java 8)	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	
IBM WebSphere Liberty v16.0.0.4 (using IBM Java 8)					supported	supported	
IBM WebSphere Liberty v17.0.0.3 (using IBM Java 8)						supported	
IBM WebSphere Liberty v18.0.0.1 (using IBM Java 8)						supported	
Oracle WebLogic Server 11g (10.3.6 and higher) (using Oracle Java 7)	supported	supported					
Oracle WebLogic Server 12c (12.1.2) (using Oracle Java 7)	supported	supported	supported	supported	supported		As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.
Oracle WebLogic Server 12c R3 (12.1.3) (using Oracle Java 8)	supported	supported	supported	supported	supported	supported	
Oracle WebLogic Server 12.2.1 (using Oracle Java 8)				supported	supported	supported	
JBoss Redhat EAP 6.1.x (using Java 7)	supported	supported	supported	supported	supported		If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work). As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.

Application Servers	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
JBoss Redhat EAP 6.2.x (using Java 7)	supported	supported	supported	supported	supported		<p>If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work).</p> <p>As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.</p>
JBoss Redhat EAP 6.3.x (using Java 7)	supported	supported	supported	supported	supported		<p>If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work).</p> <p>As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.</p>
JBoss Redhat EAP 6.4.x (using Java 8)	supported	supported	supported	supported	supported	supported	
JBoss Redhat EAP 7.0 (using Java 8)					supported	supported	
JBoss EWS (Enterprise Web Server) 2.0 (using Java 7)	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only		<p>This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).</p> <p>As of Pega 7.4, Java 7 is no longer supported, so this application server is no longer supported.</p>
JBoss EWS (Enterprise Web Server) 3.0 (using Java 8)				supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	<p>This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).</p>

Application Servers	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Pivotal tc Server 2.9 (using Oracle Java 7 or 8)	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only		This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR). Pivotal has announced the end of support for this product as of December 2017; therefore, as of Version 7.4, Pega Platform will no longer support this webserver.
Pivotal tc Server 3.1 (using Oracle Java 8)			supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR). The System Management Application (SMA) is <i>not</i> supported for this appserver.
Apache Tomcat 7.x (using Java 7 or 8)	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR). In the next release of the Pega Platform, version 7.5, Tomcat 7 will no longer be supported.
Apache Tomcat 8.x (using Java 7 or 8)	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).

Important Application Server Notes:

- None of the “Community Editions” of these application servers (such as JBoss or WebSphere) have been tested with Pega Platform; therefore, these “Community Editions” are **not** supported with Pega Platform.
- Beginning in Version 7.4, the Pega Platform will no longer support Java 7, so the following application server versions will no longer be supported:
 - IBM WebSphere 8.5
 - Oracle WebLogic Server 12c (12.1.2)
 - JBoss Redhat EAP 6.1.x

- JBoss Redhat EAP 6.2.x
- JBoss Redhat EAP 6.3.x
- JBoss EWS (Enterprise Web Server) v2.0
- Beginning in the **next** release of Pega Platform, **version 7.5**, Tomcat 7 will no longer be supported.

Relational Databases

Relational Databases	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
IBM DB2 for LUW v10.1	supported	supported	supported	supported	supported		IBM has announced the end of support for this product; therefore, as of version 7.4, Pega Platform will no longer support this database. See note #2 below.
IBM DB2 for LUW v10.5	supported	supported	supported	supported	supported	supported	
IBM DB2 for LUW v11				supported	supported	supported	
IBM DB2 for z/OS v10	supported	supported	supported	supported	supported		IBM has announced the end of support for this product; therefore, as of version 7.4, Pega Platform will no longer support this database. See note #3 below.
IBM DB2 for z/OS v11	supported	supported	supported	supported	supported	supported	
IBM DB2 for z/OS v12					supported	supported	
Oracle 11g R2	supported	supported	supported	supported	supported	supported	PRPC has been successfully deployed in Oracle RAC (Real Application Cluster) configurations, and Pegasystems supports this deployment mode. Future product plans may broaden RAC support to leverage the Oracle Clusterware High Availability API and to publish scalability benchmark data.
Oracle 12c	supported	supported	supported	supported	supported	supported	

Relational Databases	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
PostgreSQL 9.1.x Community Edition	supported for WAR installations only	supported for WAR installations only					
Postgres Plus Standard Edition (Enterprise DB) 9.1.x	supported for WAR installations only	supported for WAR installations only					
PostgreSQL 9.3.x Community Edition	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
Postgres Plus Standard Edition (Enterprise DB) 9.3.x	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
PostgreSQL 9.4.x Community Edition	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
Postgres Plus Standard Edition (Enterprise DB) 9.4.x	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
PostgreSQL 9.5.x Community Edition			supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
Postgres Plus Standard Edition (Enterprise DB) 9.5.x			supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
PostgreSQL 9.6.x Community Edition				supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
Postgres Plus Standard Edition (Enterprise DB) 9.6.x				supported for WAR installations only	supported for WAR installations only	supported for WAR installations only	See important PostgreSQL notes below.
Amazon Aurora PostgreSQL 9.6.x						supported	
Microsoft SQL Server 2008 R2	supported	supported	supported	supported	supported		

Relational Databases	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Microsoft SQL Server 2012	supported	supported	supported	supported	supported	supported	
Microsoft SQL Server 2014	supported	supported	supported	supported	supported	supported	For Pega 7.2.2 and prior: Adaptive Decision Manager (ADM – an optional module of DSM) is not supported on SQL Server. (In 7.3, ADM is no longer separately deployable, so it will support whatever the Pega 7 Platform supports.)
Microsoft SQL Server 2016				supported	supported	supported	
Microsoft Azure SQL database				supported	supported	supported	For details on using Microsoft Azure, please see the Deploying Pega Platform on Microsoft Azure article on the PDN.

Important Database Notes:

1. Please note: none of the “Express” or “Personal” versions of these databases have been tested with the Enterprise version of Pega Platform; no express/personal version of a database is supported with Pega Platform.
2. IBM has announced the end of support for Db2 for LUW version 10.1 as of September 30, 2017: <http://www-01.ibm.com/support/docview.wss?uid=swg22001885> Therefore, beginning in Version 7.4, Pega Platform will no longer support this version of the database.
3. IBM has announced the end of support for Db2 for z/OS version 10 as of September 30, 2017: <http://www-01.ibm.com/software/support/lifecycleapp/PLCDetail.wss?synkey=Z736916P90323T50-N374421N08939B79-A375709J95876F78> Therefore, beginning in Version 7.4, Pega Platform will no longer support this version of the database.
4. PostgreSQL is only supported for the Tomcat webserver, or JBoss with WAR installations only.
5. PostgreSQL is NOT supported for zLinux.
6. PostgreSQL version 9.6.1 requires the latest PostgreSQL JDBC driver to avoid issues - this should be **postgresql-9.4-1212.jar** or later.

JDBC Drivers

Database	Java 7	Java 8	Notes
Oracle	ojdbc7.jar	ojdbc7.jar	<p>For Oracle 11gR2, two Oracle driver versions have a bug which causes updates to fail in Pega Platform. Do not use these versions:</p> <ul style="list-style-type: none"> • 11.1.0.6.0 • 11.1.0.7.0 <p>For Oracle 12c, using the following version can cause synchronization to fail when adding an offline attachment:</p> <ul style="list-style-type: none"> • 12.1.0.2.0 <p>Instead, please use version 12.2.0.1 or later.</p>
MSSQL	sqljdbc41.jar	sqljdbc42.jar	Do not use v 3.0.1301.101, as this causes problems with Pega Platform internal system date values.
Db2 LUW	db2jcc4.jar	db2jcc4.jar	
Db2 z/OS	db2jcc4.jar	db2jcc4.jar	<p>For Db2 for z/OS, JDBC drivers are only available from the Db2 for z/OS product.</p> <p>Additionally, you need db2jcc_license_cisuz.jar in the same directory as db2jcc4.jar.</p> <p>When running WebSphere on z/OS in Pega 7.2.1, the z/OS Db2 jar db2jcc4.jar must be at level 4.19.56 or higher (prior levels do not work).</p>
PostgreSQL 9.5.x	latest version <i>(must be at least postgresql-9.4-1211.jre7.jar)</i>	latest version <i>(must be at least postgresql-9.4-1211.jre7.jar)</i>	
PostgreSQL 9.6.x	latest version <i>(must be at least postgresql-9.4-1212.jre7.jar)</i>	latest version <i>(must be at least postgresql-9.4-1212.jre7.jar)</i>	
Microsoft JDBC Driver 6.0 for SQL Server and Azure	sqljdbc41.jar	sqljdbc42.jar	

Important Notes for JDBC drivers:

- For better performance, **JDBC 4-compliant drivers** are required.
- **There are several very important properties which must be set in the JDBC URL for Db2, both LUW and z/OS.** Neglecting to set these can cause multiple odd errors. Please see the “Configure the database connection” information in the Install Guide for Db2 (or Db2 z/OS) for details on these properties.

Java Versions

Java Versions - Oracle	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Java SE 7	supported	supported	supported	supported	supported		As of Version 7.4, Pega Platform will no longer support Java 7. See note #3 below.
Java SE 8	supported	supported	supported	supported	supported	supported	

Java Versions - IBM	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Java SDK 1.6 (WebSphere 7.0)	supported						Some Pega functionality (such as search or attachment indexing) will no longer work with IBM Java 1.6. As of Pega 7.2.1, IBM Java 6 is longer supported.
Java SDK 1.6.0.1 (WebSphere 8, 8.5)	supported						Some Pega functionality (such as search or attachment indexing) will no longer work with IBM Java 1.6. As of Pega 7.2.1, IBM Java 6 is longer supported.
Java SDK 1.7 (WebSphere 8.5)	supported	supported	supported	supported	supported		As of Version 7.4, Pega Platform will no longer support Java 7. See note #3 below.
Java SDK 8 (WebSphere Liberty) (7.2.1 only – WebSphere 8.5.5.9)	supported	supported	supported	supported	supported	supported	When running WebSphere on z/OS in Pega 7.2.1, the z/OS DB2 jar db2jcc4.jar must be at level 4.19.56 or higher (prior levels do not work).

Java Versions - OpenJDK	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
OpenJDK 1.7			supported	supported	supported		As of Version 7.4, Pega Platform will no longer support Java 7. See note #3 below.
OpenJDK 1.8					supported	supported	

Notes on Java Virtual Machines (JVMs): Pega Platform requires Java to be installed on the application server.

1. Pega Platform requires the use of the Java 7 or Java 8 specification (depending upon the version of Pega Platform, as shown in the charts above). Each of the Java vendors will routinely issue maintenance that addresses security, performance, and stability issues in the JDK. Pegasystems recommends that this maintenance be applied on a periodic basis; **customers' JDKs should never be more than a year behind current JDK maintenance levels.**
2. The last public release of Java 7 is Oracle Java **7 update 79** – 7u79 (subsequent updates are available if a support offering is purchased from Oracle). All users of Java 7 should have **update 79** or a later paid support update.
3. Oracle has ended support for Java 7 (see https://java.com/en/download/faq/java_7.xml). Specifically, Oracle is no longer issuing security patches for Java 7. Therefore, **beginning in Version 7.4, Pega Platform will no longer support Java 7.**
4. Oracle stopped providing public updates to Java 6 in February 2013. Therefore, **beginning in Pega Version 7.1.7, Oracle Java 6 is no longer supported by Pega Platform.**
5. Beginning in **Pega 7.2.1, IBM Java 6 is no longer supported by Pega Platform.** This means that the WebSphere 7.0 and 8.0 application servers will no longer be supported, and other application servers using IBM Java (such as Websphere 8.5 and 8.5.5) will only be supported on IBM Java 7 (or IBM Java 8, if that is supported by the application server).
6. Pega Platform recommends 64-bit JVMs on the platforms your application server supports. Please refer to the support matrix of your application server, and choose one of the Java versions supported by both your application server and Pega Platform.
7. When installing Pega Platform on a server with a 64-bit operating system, be sure to install the 64-bit JVM.
8. Pegasystems recommends that your verbose GC options be enabled, even in production (this adds negligible overhead).

9. For WebSphere, use the latest approved JVM provided by IBM for that version and patch level of the application server (unless it is specifically stated that it does not run with Pega Platform). Be sure to check the JVM Known Issues section on the next page to avoid issues with certain JVM versions.

For IBM WebSphere Network Deployment, the Deployment Manager, the Node Agent, and the application servers must all be on the same IBM JDK.

10. For WebLogic, Pega has tested both “Hotspot” (Sun/Oracle) JVM and JRockit; either may be used.
11. Tomcat does not bundle a JVM in its application. Pega recommends using either Oracle or IBM Java 8, at the Java vendor’s latest patch level (unless it is specifically stated that that patch level does not run with Pega Platform).
12. JBoss does not bundle a JVM in its application. Pega recommends Oracle Java 8, at the latest level (unless it is specifically stated that that level does not run with Pega Platform).
13. The amount of additional memory required for DSM services (what is required *in addition to* the recommendations for Pega Platform, found in the Install Guides) will depend upon your application’s use of ADM and VBD. Contact Pega Support for specialized sizing recommendations.
14. Per IBM, when using the Windows platform, the IBM JDK will only support the WebSphere application server. On the Windows platform, use an Oracle JDK for all application servers other than WebSphere.

Known Issues with JVMs:

1. IBM reported a bug with IBM Java 6 and 7:
<http://www-01.ibm.com/support/docview.wss?uid=swg11V06580> This issue manifests as corrupted records in the Pega Platform database, caused by a bug in the JVM used by WebSphere; this bug was observed when the JVM is under a load heavy enough to invoke the just-in-time (JIT) compiler feature.

Existing Pega Platform systems running earlier versions of WebSphere can avoid the risk by turning on a JIT switch for Idiom Recognition. The JVM argument is:

-Xjit:disableIdiomRecognition

2. IBM reported a bug with IBM Java 7 version 1.7.0 SR2: <http://www-01.ibm.com/support/docview.wss?uid=swg11V30057> This issue manifests as a “Wrong Method Type Exception” error in the Service Wizard.

Do not use SR2. All IBM Java 1.7.0 users should be on SR3 or later.

- The JBoss version 6.1, 6.2, and 6.3 application servers support Java versions 6 and 7. When using Pega's **System Management Application** (SMA) tool, there is an issue for **JBoss 6.x** and **Java 7**. With this combination, you must use a JDK update of **1.7.0_39 or lower**, as Update 40 (1.7.0_40) and above does not work.

The following are issues with WebSphere and the IBM Java versions. To avoid these issues, new installs of Pega Platform should use the following WebSphere Fixpack versions (or later) available from IBM:

WebSphere Version	Fixpack Version or later	SDK Version
7.0	7.0.0.25*	SDK 1.6 SR11
8.0	8.0.0.2	SDK 1.6.0.1 SR1
8.5.5**	8.5.5.2	SDK 1.6.0 SR7 FP1 SDK 1.7.0 SR6 FP1

*Pega 7.1.7 will require **WAS 7 fix pack 25 and above**. Due to a bug in older versions of WebSphere, the introduction of Elasticsearch causes WAS 7 to fail on startup: <http://www-01.ibm.com/support/docview.wss?uid=swg1Iz67813>

**The version of Java 1.7 shipped with WebSphere 8.5.5.1 reports a Java Verify error when loading classes for assembled rules. This appears to be related to an Eclipse bug: https://bugs.eclipse.org/bugs/show_bug.cgi?id=381172

The VerifyError does not appear to occur with the Java 1.7 SR6 release. See also: <https://www.ibm.com/developerworks/community/forums/html/topic?id=7f616d94-a4ec-4e32-9ccc-3406ee063a6f>

Pega Platform 7.4: Client Requirements

Operating Systems

Developer Client Software - OS	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Microsoft Windows 7	supported	supported	supported	supported	supported	supported	
Microsoft Windows 8	supported	supported	supported	supported	supported	supported	
Microsoft Windows 10	supported	supported	supported	supported	supported	supported	Windows 10 ships with two browsers: "Edge" and IE11. For Pega 7.2, only IE11 is supported. In Pega 7.2.1 and later, both IE11 and the Edge browser are supported.
Microsoft Vista	supported	supported	supported	supported	supported	supported	Only 32-bit Vista is supported.
Mac OSX	supported	supported	supported	supported	supported	supported	

NOTE: Touch-screen-based laptops are not supported for Pega Platform until Pega 7.2.1.

End-User Browsers

END-USER CLIENT	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Internet Explorer 9 32-bit and 64-bit	supported						See Important Browser Note #4 below for IE9 & IE10.
Internet Explorer 10 32-bit and 64-bit	supported						For IE9 and IE10, Pega 7.2 will no longer support the IE8 "compatibility mode" (EmulateIE8). Browsers in IE8 compatibility mode will not display correctly.
Internet Explorer 11 32-bit and 64-bit	supported	supported	supported	supported	supported	supported	
Microsoft Edge		supported	supported	supported	supported	supported	See Important Browser Note #8 below.

END-USER CLIENT	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Firefox	supported	supported	supported	supported	supported	supported	See Important Browser Note #6 below for Mozilla Firefox's version 52.
Safari (MacOSX)	supported	supported	supported	supported	supported	supported	
Google Chrome	supported	supported	supported	supported	supported	supported	See Important Browser Note #7 below for Google Chrome version 42 and 45.

Important Browser Notes

1. Pega Platform is certified on the latest version of these supported browsers at the time a given version of Pega Platform is released. Reasonable efforts are made to test previous versions of the browsers. If you have an issue with Pega Platform guardrail-compliant UI in a particular version of a supported browser type, please contact Pega Support, and we will make commercially-reasonable efforts to resolve the issue.
2. Internet Explorer 64-bit browsers are supported beginning with Pega 7.1.5.
3. Beginning in Pega 7.3, ActiveX controls are *deprecated* (see *Microsoft Client Side Technologies Support* section below). You should migrate to HTML5-based solutions for increased performance, better security, and reduced compatibility issues.

Limited support will be provided for issues with ActiveX, although several compatibility issues cannot be addressed. For details, please see the PDN article [Deprecation of Microsoft ActiveX controls in the Pega Platform](#).

4. Microsoft® ended support for Internet Explorer 9 and 10 (IE9 and IE10) in January 2016. Instead, Microsoft points customers to more recent browsers, like Internet Explorer 11. See <https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support> for more information.

Therefore, in accordance with Microsoft's discontinuation of support for these browsers, **Internet Explorer 9 and 10 are no longer supported as of Pega 7.2.1**. Customers who plan to stay on Internet Explorer 9 or 10 should *not* upgrade to Pega 7.2.1. See the PDN article [End of support for Microsoft Internet Explorer 9 and Internet Explorer 10](#).

For full details on Pega's support for Internet Explorer browsers, please see [Support for Internet Explorer \(IE\) V11](#) on the PDN.

5. Version 52.0 of the Mozilla Firefox browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [End of support for Microsoft Silverlight in Mozilla Firefox 52.](#)) For a limited time, Mozilla is offering a 64-bit Extend Support Release (ESR) of Firefox 52.0 that will support Silverlight through early 2018. For more information, see <https://blog.mozilla.org/futurereleases/2015/10/08/npapi-plugins-in-firefox/>.
6. Version 42.0 of the Google Chrome browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [Client-side technologies in Pega 7.2.1.](#)) For details on re-enabling Silverlight, see <https://support.microsoft.com/en-us/kb/3058254>.

Chrome version 45.0 or later *fully removes* Silverlight support – use IE, Firefox or Safari instead. See <http://www.chromium.org/developers/npapi-deprecation> for more information; also, please reference the PDN article [End of support for Netscape Plugin API in Google Chrome 45.](#)

7. **Microsoft Edge will not support Silverlight.** (For details, see <https://blogs.windows.com/msedgedev/2015/07/02/moving-to-html5-premium-media/>)
8. The System Management Application (SMA) will *only* work with Microsoft Internet Explorer. No other browser is supported.

Microsoft Client Side End-User Technologies Support

ActiveX Support

As of May 2017, all ActiveX controls in Pega Platform are marked as "**deprecated.**" A deprecated control will continue to "work" (assuming no other changes are introduced on the customer's Windows desktop), but they should not be used, and technical support for issues related to these controls will be limited. Here's why:

Compatibility risks

While Pega 7.3 ActiveX controls will still run in IE11, you may experience compatibility issues between these ActiveX controls and the newest software on your desktop, such as **Windows 10** or **Microsoft Office 365**. If your Pega application relies on ActiveX, you may wish avoid upgrading to Windows 10 or Office 365.

Security risks

ActiveX controls contain significant security vulnerabilities and are no longer supported in the Microsoft Edge browser on Windows 10. Pega strongly recommends that customers migrate ActiveX-based functionality towards HTML5-based, cross-browser solutions.

For details, please see the PDN article [Deprecation of Microsoft ActiveX controls in the Pega Platform](#).

Silverlight Support

Microsoft has committed to supporting Silverlight 5 through October 2021. There are several optional runtime features that leverage Microsoft Silverlight technology (NPAPI plugins) and these will continue to be supported. (For details on which Pega tools are affected by Silverlight, please see the PDN article [Client-side technologies in Pega 7.3](#).)

NOTES: The following browsers no longer support Microsoft Silverlight technology:

- Google Chrome (version 45 and later)
- Mozilla Firefox (version 52 and later)
- Microsoft Edge

Flash Support

Adobe is planning to end-of-life Flash, and will stop updating and distributing the Flash Player at the end of 2020. <https://theblog.adobe.com/adobe-flash-update/> The Pega Platform team will replace or remove all the Flash-based developer productivity tools in the Pega Platform in a future release. These tools include Reference Rules, the Declarative Network Analyzer, and a few other charts accessible from the Designer Studio. This work will be done before Adobe officially ends support for the Flash Player in 2020.

Developer Browsers

DESIGNER STUDIO/ DEVELOPER PORTAL	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Internet Explorer 9 32-bit and 64-bit	supported						See Important Browser Note #3 below for IE9 & IE10. For IE9 and IE10, Pega 7.2 will no longer support the IE8 “compatibility mode” (EmulateIE8). Browsers in IE8 compatibility mode will not display correctly.
Internet Explorer 10 32-bit and 64-bit	supported						
Internet Explorer 11 32-bit and 64-bit	supported	supported	supported	supported	supported	supported	
Microsoft Edge		supported	supported	supported	supported	supported	See Important Browser Note #7 below.
Firefox	supported	supported	supported	supported	supported	supported	See Important Browser Note #3 below for Mozilla Firefox's version 52.
Safari (Mac OSX)	supported	supported	supported	supported	supported	supported	
Google Chrome	supported	supported	supported	supported	supported	supported	See Important Browser Note #4 below for Google Chrome version 42 and 45.

Important Browser Notes

1. We support current and future versions of Safari, Chrome, and Firefox to the extent possible. Pega will make reasonable efforts to continue to support future versions of each browser – barring any major architectural or backward compatibility changes from the browser vendors, we will support users on those platforms.
2. In Pega versions prior to 7.1, Designer Studio functionality depended entirely on Internet Explorer browsers. Starting with Pega 7.1, the vast majority of development activities can be accomplished using Chrome, Firefox, or Safari. A few optional features continue to require Internet Explorer. For a complete listing of these features, please refer to the following article on the PDN: [Client-side technologies in Pega 7.3](#)

3. Version 52.0 of the Mozilla Firefox browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [End of support for Microsoft Silverlight in Mozilla Firefox 52.](#)) For a limited time, Mozilla is offering a 64-bit Extend Support Release (ESR) of Firefox 52.0 that will support Silverlight through early 2018. For more information, see <https://blog.mozilla.org/futurereleases/2015/10/08/npapi-plugins-in-firefox/>.
4. Version 42.0 of the Google Chrome browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [Client-side technologies in Pega 7.3.](#)) For details on re-enabling Silverlight, see <https://support.microsoft.com/en-us/kb/3058254>.

Chrome version 45.0 or later fully removes Silverlight support – use IE, Firefox or Safari instead. See <http://www.chromium.org/developers/npapi-deprecation> for more information; also, please reference the PDN article [End of support for Netscape Plugin API in Google Chrome 45.](#)

5. Microsoft® ended support for Internet Explorer 9 and 10 (IE9 and IE10) in January 2016. Instead, Microsoft points customers to more recent browsers, like Internet Explorer 11. See <https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support> for more information.

Therefore, in accordance with Microsoft’s discontinuation of support for these browsers, **Internet Explorer 9 and 10 are no longer supported as of Pega 7.2.1.** Customers who plan to stay on Internet Explorer 9 or 10 should *not* upgrade to Pega 7.2.1. See the PDN article [End of support for Microsoft Internet Explorer 9 and Internet Explorer 10.](#)

For full details on Pega’s support for Internet Explorer browsers, please see [Support for Internet Explorer \(IE\) V11](#) on the PDN.

6. **Microsoft Edge will not support Silverlight.** (For details, see <https://blogs.windows.com/msedgedev/2015/07/02/moving-to-html5-premium-media/>)
7. The System Management Application (SMA) will *only* work with Microsoft Internet Explorer. No other browser is supported.

Microsoft Client Side Developer Technologies Support

Microsoft Office Support for Developers in Pega Platform

Starting with Pega 7.1.8, Designer Studio integration points with Microsoft Office have been steadily replaced with simple import/export paradigms that don’t require ActiveX or Silverlight.

Specific areas of Designer Studio may behave differently based on your exact version of Pega. For details on which tools are affected and the required third-party components, please see the PDN articles below.

We recommend updating to the latest version of Pega Platform for an ActiveX-free development experience. This allows developers to generally use **any version of Office that can read and write .docx, .xlsx, and .csv files.**

Note on Office 365: There are two different types of Office 365 that are available:

- Click-to-install
- Click-to-run

Click-to-install is the traditional “InstallShield wizard” installation that most users are familiar with – they click on an installation file, and Office is installed on their local desktop. Click-to-install is supported by Pega Platform applications.

Click-to-run is a new Microsoft virtualization technology that helps users run multiple (usually older) versions of Office on the same computer. **Click-to-run is *not* supported by Pega Platform applications.**

[Client-side technologies in Pega Platform 7.3](#)

[Client-side technologies in Pega 7.2.1](#)

[Client-side technologies in Pega 7.2](#)

Microsoft Visio

Beginning in Version 7.1, Microsoft Visio will no longer be used for flow editing. For customers upgrading older versions of PRPC who have flows created in Visio, the first time those flows are edited, they will automatically be upgraded to use Process Modeler, and will save as Process Modeler flows.

Visio is still required for Entity Relationship Diagrams. In versions of Pega Platform prior to Pega 7.1.8, Visio is required to generate and also view ERDs. For supported versions of Microsoft Visio, please reference the *Legacy Support* chart below.

In Pega 7.1.8 and later, documentation generation is being done on the server, which creates .vdx files. This type of file can be viewed by a Visio Viewer, and does not require a full Visio installation (although that will work). Any version of Visio Viewer which supports the .vdx file format can be used.

Pega Platform 7.4: Mobile Platform Support

NOTE: Due to the large number and diversity of physical Android devices on the market, it is not possible to test each and every device. This matrix is intended to be a guide, rather than an exhaustive list of supported devices. Your experience on your mobile device may differ from results indicated in this matrix.

Platform	Browser	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
IOS 7	Safari	supported	supported					
IOS 8	Safari	supported	supported					
	Pega Mobile Client	supported	supported					
IOS 9	Safari	supported	supported	supported	supported	supported	supported	
	Pega Mobile Client	supported	supported	supported	supported	supported	supported	
IOS 10	Safari			supported	supported	supported	supported	
	Pega Mobile Client			supported	supported	supported	supported	
IOS 11	Safari				supported	supported	supported	
	Pega Mobile Client				supported	supported	supported	
Android 4.1.X	Google Chrome	supported	supported					
	Pega Mobile Client	supported	supported					See important Mobile note #1 below.
Android 4.2.X - 4.3.x	Google Chrome	supported	supported	supported				
	Pega Mobile Client	supported	supported	supported	supported	supported		See important Mobile note #1 below.
Android 4.4.x	Google Chrome	supported	supported	supported	supported	supported	supported	
	Pega Mobile Client	supported	supported	supported	supported	supported	supported	

Platform	Browser	Pega 7.2	Pega 7.2.1	Pega 7.2.2	Pega 7.3	Pega 7.3.1	Pega 7.4	IMPORTANT NOTES
Android 5.0, 5.1	Google Chrome	supported	supported	supported	supported	supported	supported	
	Pega Mobile Client	supported	supported	supported	supported	supported	supported	
Android 6.0	Google Chrome	supported	supported	supported	supported	supported	supported	
	Pega Mobile Client	supported	supported	supported	supported	supported	supported	
Android 7.0	Google Chrome			supported	supported	supported	supported	
	Pega Mobile Client			supported	supported	supported	supported	
Android 7.1	Google Chrome			supported	supported	supported	supported	
	Pega Mobile Client			supported	supported	supported	supported	
Android 8.0	Google Chrome					supported	supported	
	Pega Mobile Client					supported	supported	
Android 8.1	Google Chrome					supported	supported	
	Pega Mobile Client					supported	supported	
Windows 10	Client for Windows				supported	supported	supported	See important Mobile note #2 and #3 below.

Important Mobile Notes:

1. User interfaces built using layouts that use the new "Flexbox" setting will not render correctly in the Pega Mobile Client running on Android versions prior to 4.4. This issue does not occur on the Chrome browser on these versions of Android.
2. Windows 10/Client for Windows supports desktop, laptop, and tablet devices running x86 and x64 Windows 10.
3. In Pega 7.3, you can build a deployable binary inside our hosted server for Pega Mobile Client, but this is not yet supported for **Client for Windows**. If you want to build a deployable binary for Client for Windows, please contact your Pega representative for help in doing this manually, or reference the PDN article [Building a Pega Client for Windows Application](#).

Prior Release Information: Pega 7.1.x (7.1.0 – 7.1.9)

Supported Server Platform List

The following Platform Options have all been tested by Pegasystems in at least one combination; however, not every combination of all of these options has been tested. Any compatible combination should work; but there may be specific setup or configuration requirements for a particular combination. In addition, not all features may be available on all platforms.

Decision Strategy Manager (DSM) supports all the platforms supported by Pega 7 – except SQL Server, as noted.

Some Industry Applications have refinements on the list of platforms in this *Guide*. For specific details, please reference the Release Notes on the PDN for the application in question.

Please contact your Pegasystems representative if you have questions about any option.

Server Hardware

- IBM System p (“pSeries”)
- IBM System x (“xSeries”)
- Lenovo System x (“xSeries”)
- IBM Mainframe System z (“zSeries”) with zAAP, zIIP processor³ or IFL (Integrated Facility for Linux)
- Oracle Sun Server (SPARC and Intel processors)
- Wintel (with Intel or compatible chip)
- HP 9000 series
- HP Integrity servers (Itanium)
- Cisco Unified Computing System (UCS)

Load Balancers

F5 BigIP versions 10.x.x, 11.x.x⁴

Beginning in Pega 7, production systems may take advantage of high-availability features. Customers using this high-availability functionality *must* use a load balancer that supports:

- session affinity
- pool management (enable, disable, remove servers)
- server monitoring for crash detection

For details, please refer to the *High Availability* guide on the PDN.

³ Requires a minimum of one IBM System z Application Assist Processor (zAAP) or IBM System z Integrated Information Processor (zIIP). Consult the installation guide and PDN for the latest set-up options.

⁴ Must include the Local Traffic Manager (LTM) module

Operating systems

	Pega 7.1 (Sept 30, 2013)	Pega 7.1.5 (May 2, 2014)	Pega 7.1.6 (Aug 11, 2014)	Pega 7.1.7 (Nov 7, 2014)	Pega 7.1.8 (May 26, 2015)	Pega 7.1.9 (August 30, 2015)	IMPORTANT NOTES
IBM AIX v6.1	supported	supported	supported	supported	supported	supported	
IBM AIX v7.1	supported	supported	supported	supported	supported	supported	
HP-UX 11i v3	supported	supported	supported	supported	supported	supported	
Red Hat Enterprise Linux v5	supported	supported	supported	supported	supported	supported	Red Hat Enterprise Linux Life-cycle Dates: https://access.redhat.com/support/policy/updates/errata
Red Hat Enterprise Linux v6	supported	supported	supported	supported	supported	supported	
Red Hat Enterprise Linux v7					supported	supported	Pegasystems tests Linux on the Intel and zSeries ("zLinux" or "Linux on System z") platforms.
SUSE Linux Enterprise Server 10	supported	supported	supported	supported	supported	supported	Pegasystems tests Linux on the Intel and zSeries ("zLinux" or "Linux on System z") platforms.
SUSE Linux Enterprise Server 11	supported	supported	supported	supported	supported	supported	
SUSE Linux Enterprise Server 12					supported	supported	
Oracle Enterprise Linux v7					supported	supported	
Oracle Solaris 10 (SPARC and Intel edition)	supported	supported	supported	supported	supported	supported	
Oracle Solaris 11 (SPARC and Intel edition)	supported	supported	supported	supported	supported	supported	
Microsoft Windows 2008	supported	supported	supported	supported	supported	supported	
Microsoft Windows 2012	supported	supported	supported	supported	supported	supported	
IBM z/OS v1.12	supported	supported	supported	supported	supported	supported	
IBM z/OS v1.13	supported	supported	supported	supported	supported	supported	
IBM z/OS v2.1					supported	supported	

Application Servers

	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
IBM WebSphere 7.0.x (supports IBM Java 6)	supported	supported	supported	supported	supported	supported	
IBM WebSphere 8.0.x (supports IBM Java 6)	supported	supported	supported	supported	supported	supported	
IBM WebSphere 8.5 (supports IBM Java 6 or 7)	supported	supported	supported	supported	supported	supported	
IBM WebSphere 8.5.5 (uses IBM Java 6, 7, or 8)	supported	supported	supported	supported	supported	supported	Requires Fixpack Version 8.5.5.2 or later to avoid Java Verify errors when using Java 7. Please see <i>Known Issues with JVMs</i> . IBM Java SE 8 is supported on WebSphere version 8.5.5.9 and later for Pega versions 7.1.9 , 7.2 , and 7.2.1 .
Oracle WebLogic Server 11g (10.3.1 and higher) (WL 10.3.1 - 10.3.5 supports Oracle Java 6; 10.3.6 supports Oracle Java 6 or 7)	supported	supported	supported	supported	supported	supported	Beginning in Pega 7.1.7, only Java 7 is supported; therefore, for 7.1.7 and later versions, only versions 10.3.6 or later of Oracle WebLogic Server will be supported. (WebLogic 10.3.1 through 10.3.5 support only Java 6.)
Oracle WebLogic Server 12c (12.1.0 - 12.1.2) (WL 12.1.0-12.1.1 supports Oracle Java 6 or 7; 12.1.2 supports Java 7)	supported	supported	supported	supported	supported	supported	Oracle WebLogic Server 12c versions 12.1.0 and 12.1.1 are supported from Version 7.1 GA through 7.1.9. WebLogic 12.1.2.0 will not work with Pega 7.1.0, and is supported beginning in Pega version 7.1.1.
Oracle WebLogic Server 12c R3 (12.1.3) (WL 12.1.3 supports Java 7)					supported	supported	

Application Servers	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
JBoss Redhat EAP 5.0.x (supports Java 6)	supported	supported	supported				Beginning in Pega 7.1.7, only Java 7 is supported; therefore, for 7.1.7 and later versions, JBoss EAP 5.x is not supported.
JBoss Redhat EAP 5.1.2 (supports Java 6)	supported	supported	supported				Beginning in Pega 7.1.7, only Java 7 is supported; therefore, for 7.1.7 and later versions, JBoss EAP 5.x is not supported. NOTE: JBoss EAP 5.1.0 is not supported.
JBoss Redhat EAP 6.1.x (supports Java 6 or 7)	supported for WAR installations only	supported for WAR and EAR installations	supported for WAR and EAR installations	supported for WAR and EAR installations	supported for WAR and EAR installations	supported for WAR and EAR installations	For Pega 7.1 GA, JBoss 6.1 runs <i>only</i> with Pega 7 deployed in a servlet container (WAR). The EAR deployment is supported beginning in Pega 7.1.5. If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work)
JBoss Redhat EAP 6.2 (supports Java 6 or 7)				supported	supported	supported	If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work)
JBoss Redhat EAP 6.2.2 (uses Java 6 or 7)					supported	supported	If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work)
JBoss Redhat EAP 6.3.x (supports Java 6 or 7)				supported	supported	supported	If using the System Management Application tool (SMA) with Java 7, be sure to use a JDK update of 1.7.0_39 or lower (40 doesn't work)
JBoss Redhat EAP 6.4 (supports Java 6, 7, or 8)						supported	

Application Servers	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
JBoss EWS (Enterprise Web Server) 2.0 (supports Java 6 or 7)	supported	supported	supported	supported	supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).
Pivotal tc Server 2.8.2 (supports Java 6 or 7)	supported	supported	supported	supported	supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).
Pivotal tc Server 2.9 (supports Oracle Java 6, 7, or 8)					supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).
Apache Tomcat 6.x (supports Java 5 and later)	supported	supported	supported	supported	supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).
Apache Tomcat 7.x (supports Java 6 and later)	supported	supported	supported	supported	supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).
Apache Tomcat 8.x (supports Java 7 and later)					supported	supported	This web server runs <i>only</i> with Pega 7 deployed in a servlet container (WAR).

*Please note: none of the “Community Editions” of these application servers (such as JBoss or WebSphere) have been tested with Pega 7; therefore, these “Community Editions” are **not** supported with Pega 7.*

Relational Databases

	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
IBM Db2 for LUW v9.7	supported	supported	supported	supported	supported		IBM has withdrawn Db2 LUW v9.7 from marketing, so this will not be supported beginning in Pega 7.1.9.
IBM Db2 for LUW v10.1	supported	supported	supported	supported	supported	supported	
IBM Db2 for LUW v10.5	supported	supported	supported	supported	supported	supported	
IBM Db2 for z/OS v9	supported	supported	supported	supported			
IBM Db2 for z/OS v10	supported	supported	supported	supported	supported	supported	
IBM Db2 for z/OS v11					supported	supported	
Oracle 11g R2	supported	supported	supported	supported	supported	supported	PRPC has been successfully deployed in Oracle RAC (Real Application Cluster) configurations, and Pegasystems supports this deployment mode. Future product plans may broaden RAC support to leverage the Oracle Clusterware High Availability API and to publish scalability benchmark data.
Oracle 12c	supported	supported	supported	supported	supported	supported	
PostgreSQL 9.1.x Community Edition	supported	supported	supported	supported	supported	supported	<p>PostgreSQL is only supported for the Tomcat webserver.</p> <p>PostgreSQL is NOT supported for zLinux.</p> <p>IMPORTANT: The Postgres Community Editions are <i>not</i> supported for production enterprise systems. Only the Enterprise DB versions of Postgres are supported for enterprise installations.</p>

Relational Databases	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
Postgres Plus Standard Edition (Enterprise DB) 9.1.x	supported	supported	supported	supported	supported	supported	Supported for Enterprise installations PostgreSQL is NOT supported for zLinux.
PostgreSQL 9.3.x Community Edition					supported	supported	PostgreSQL is only supported for the Tomcat webserver. PostgreSQL is NOT supported for zLinux. IMPORTANT: The Postgres Community Editions are <i>not</i> supported for production enterprise systems. Only the Enterprise DB versions of Postgres are supported for enterprise installations.
Postgres Plus Standard Edition (Enterprise DB) 9.3.x					supported	supported	supported for Enterprise installations
Microsoft SQL Server 2008 R2	supported	supported	supported	supported	supported	supported	Adaptive Decision Manager (ADM – an optional module of DSM) is not supported on SQL Server.
Microsoft SQL Server 2012	supported	supported	supported	supported	supported	supported	
Microsoft SQL Server 2014					supported	supported	

Please note: none of the “Express” or “Personal” versions of these databases have been tested with the Enterprise version of Pega 7; no express/personal version of a database is supported with Pega 7.

Important Notes:

- The websites of Platform Options vendors may contain additional information about how they work with other hardware or software options on this list. If vendors state a particular combination will not work or is not supported, that combination will not be supported by Pegasystems.
- Applications built on Pega 7 may not function correctly if run on platforms which are not approved for Pega 7.
- Prior versions of Pega 7 may not work with the most recent Platform Options.
- Pegasystems Strategic Applications may not yet be certified on Pega 7. Please reference the **System Requirements for Pegasystems Solution Frameworks and Product Components** document on the PDN for product details.

JDBC Drivers

Database	Java 6	Java 7	Java 8	Notes
Oracle	ojdbc6.jar	ojdbc7.jar	ojdbc7.jar	Two Oracle driver versions have a bug which causes updates to fail in Pega 7. Do not use these versions: <ul style="list-style-type: none"> 11.1.0.6.0 11.1.0.7.0
MSQL	sqljdbc4.jar	sqljdbc4.jar	sqljdbc4.jar	Do not use v 3.0.1301.101, as this causes problems with Pega 7 internal system date values.
Db2 LUW	db2jcc4.jar	db2jcc4.jar	db2jcc4.jar	The property <code>useJDBC4ColumnNameAndLabelSemantics=2</code> must be set for this database; this information would be entered however the properties are set for your application server (in the administrator console, in a file, etc.)
Db2 z/OS	db2jcc4.jar	db2jcc4.jar	db2jcc4.jar	For Db2 for z/OS, JDBC drivers are only available from the Db2 for z/OS product. Additionally, you need <code>db2jcc_license_cisuz.jar</code> in the same directory as <code>db2jcc4.jar</code> .
PostgreSQL	postgresql-9.1-903.jdbc4.jar <i>or latest version</i>	postgresql-9.1-903.jdbc4.jar <i>or latest version</i>	postgresql-9.1-903.jdbc4.jar <i>or latest version</i>	This .jar file is required for PostgreSQL version 9.1.x.
PostgreSQL	postgresql-9.3-1102.jdbc4.jar <i>or latest version</i>	postgresql-9.3-1102.jdbc4.jar <i>or latest version</i>	postgresql-9.3-1102.jdbc4.jar <i>or latest version</i>	This .jar file is required for PostgreSQL version 9.3.x.

Important Notes for JDBC drivers:

- For better performance, ensure that you are using **JDBC 4-compliant drivers**.
- For better performance with a Tomcat webserver, use Tomcat 7 or higher. Tomcat 6 has a limitation that will cause the server to treat the JDBC driver as if it were a JDBC 3-compliant driver, *even if the system is using a JDBC 4-compliant driver*. Customers using Tomcat will see better performance if they upgrade to **Tomcat 7 or higher**, and make sure to use a JDBC 4 compliant driver.
- The engine will not start up if the incorrect JDBC driver is used. The following configurations are unsupported:
 - Using a Multi-tenant Oracle system using one of the Oracle JDBC drivers with issues (see chart above)
 - Using a Multi-tenant system with a JDBC 3 compliant driver, OR with Tomcat 6 (see above Tomcat note)
 - Using Microsoft SQL Server with a JDBC 3 compliant driver, OR with Tomcat 6 (see above Tomcat note)

When any of these unsupported configurations are encountered, Pega 7 will not start.

Java Versions

Java Versions - Oracle	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
Java SE 6	supported	supported	supported				Oracle stopped providing public updates to Java 6 in February 2013, so it has been desupported as of Pega 7.1.7.
Java SE 7	supported	supported	supported	supported	supported	supported	
Java SE 8					supported	supported	Java 8 will <i>not</i> work with any versions of Pega 7 <i>prior</i> to 7.1.8. To work with Java 8, compiler changes were required, which are not present in prior versions.

Java Versions - IBM	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9
Java SDK 1.6 (WebSphere 7.0)	supported	supported	supported	supported	supported	supported
Java SDK 1.6.0.1 (WebSphere 8, 8.5)	supported	supported	supported	supported	supported	supported
Java SDK 1.7 (WebSphere 8.5)	supported	supported	supported	supported	supported	supported

Notes on Java Virtual Machines (JVMs): Pega 7 requires Java to be installed on the application server.

1. Pega 7 requires the use of the Java 6 or Java 7 specification, or the Oracle Java 8 specification (depending upon the version of Pega 7, as shown in the charts above). Each of the Java vendors will routinely issue maintenance that addresses security, performance, and stability issues in the JDK. Pegasystems recommends that this maintenance be applied on a periodic basis; *customers' JDKs should never be more than a year behind current JDK maintenance levels.*
2. For systems with multiple nodes/servers, **all JVMs on the nodes in the system must use the same Java version.** This will ensure that our system will be able to depend on a consistent set of services from the installed Java platform the Pega products depend on, ensuring trouble-free operation. Mixed Java versions within a system (e.g., some nodes using Oracle Java SE 6 and other nodes using Oracle Java SE 7) may result in unpredictable connection failures within the cluster.
3. Oracle stopped providing public updates to Java 6 in February 2013. Therefore, beginning in Pega Version 7.1.7, Java 6 will only be supported with WebSphere.
4. The last public release of Java 7 is Oracle Java **7 update 79** – 7u79 (subsequent updates are available if a support offering is purchased from Oracle). All users of Java 7 should have **update 79** or a later paid support update.

5. Pega 7 recommends 64-bit JVMs on the platforms your application server supports. Please refer to the support matrix of your application server, and choose one of the Java versions supported by both your application server and Pega 7.
6. When installing Pega 7 on a server with a 64-bit operating system, be sure to install the 64-bit JVM.
7. Pegasystems recommends that your verbose GC options be enabled, even in production (this adds negligible overhead).
8. For WebSphere, use the latest approved JVM provided by IBM for that version and patch level of the application server (unless it is specifically stated that it does not run with Pega 7). Be sure to check the JVM Known Issues section on the next page to avoid issues with certain JVM versions.
9. For WebLogic, Pega has tested both “Hotspot” (Sun/Oracle) JVM and JRockit; either may be used.
10. Tomcat does not bundle a JVM in its application. Pega recommends using either Oracle or IBM Java 7, at the Java vendor’s latest patch level (unless it is specifically stated that that patch level does not run with Pega 7).
11. JBoss does not bundle a JVM in its application. Pega recommends Oracle Java 7, at the latest level (unless it is specifically stated that that level does not run with Pega 7). See Note #3 above for information on the latest Oracle Java 7 levels.
12. The amount of additional memory required for DSM services (what is required *in addition to* the recommendations for Pega 7, found in the Install Guides) will depend upon your application’s use of ADM and VBD. Contact Pega Support for specialized sizing recommendations.

Known Issues with JVMs:

1. Pega 7 (version 7.1.6 and prior) supports the 64-bit Sun Java 6 JVM at **update 10** or later. Earlier versions of the Sun Java 6 JVM will not function correctly due to a Java 6 bug. All Java 6 users should be on the last public release (Update 45) or a later paid support update.
2. Oracle reported a bug with Java 6 (Hotspot) **Update 29**: it *does not work* with Microsoft SQL database drivers: http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=7105007 This bug prevents Pega 7 from starting (the system just hangs). All Java 6 users should be on the last public release (Update 45) or a later paid support update.
3. IBM reported a bug with IBM Java 6 and 7: <http://www-01.ibm.com/support/docview.wss?uid=swg1IV06580> This issue manifests as corrupted records in the Pega 7 database, caused by a bug in the JVM used by WebSphere; this bug was observed when the JVM is under a load heavy enough to invoke the just-in-time (JIT) compiler feature.

Existing Pega 7 systems running earlier versions of WebSphere can avoid the risk by turning on a JIT switch for Idiom Recognition. The JVM argument is:

-Xjit:disableIdiomRecognition

4. The JBoss version 6.1, 6.2, and 6.3 application servers support Java versions 6 and 7. When using Pega’s **System Management Application (SMA)** tool, there is an issue for **JBoss 6.x** and **Java 7**. With this combination, you must use a JDK update of **1.7.0_39 or lower**, as Update 40 (1.7.0_40) and above does not work.

The following are issues with WebSphere and the IBM Java versions. To avoid these issues, new installs of Pega 7 should use the following WebSphere Fixpack versions (or later) available from IBM:

WebSphere Version	Fixpack Version or later	SDK Version
6.1	N/A (JAVA5)	
7.0	7.0.0.25*	SDK 1.6 SR11
8.0	8.0.0.2	SDK 1.6.1 SR1
8.5.5**	8.5.5.2	SDK 1.6.0 SR7 FP1 SDK 1.7.0 SR6 FP1

*Pega 7.1.7 will require **WAS 7 fix pack 25 and above**. Due to a bug in older versions of WebSphere, the introduction of Elasticsearch causes WAS 7 to fail on startup: <http://www-01.ibm.com/support/docview.wss?uid=swg1IZ67813>

**The version of Java 1.7 shipped with WebSphere 8.5.5.1 reports a Java Verify error when loading classes for assembled rules. This appears to be related to an Eclipse bug: https://bugs.eclipse.org/bugs/show_bug.cgi?id=381172

The VerifyError does not appear to occur with the Java 1.7 SR6 release. See also: <https://www.ibm.com/developerworks/community/forums/html/topic?id=7f616d94-a4ec-4e32-9ccc-3406ee063a6f>

Pega 7.1.0 - 7.1.9 Client Requirements

Operating Systems

Developer Client Software - OS	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
Microsoft Windows XP Professional with SP2 (or higher)	supported	supported	supported	supported			Windows XP Service Pack 1 (SP1) is not supported.
Microsoft Windows 7	supported	supported	supported	supported	supported	supported	
Microsoft Windows 8	supported	supported	supported	supported	supported	supported	
Microsoft Windows 10		supported	supported	supported	supported	supported	Windows 10 ships with two browsers: "Edge" and IE11. Only IE11 is supported for Pega 7.1.x.
Microsoft Vista	supported	supported	supported	supported	supported	supported	Only 32-bit Vista is supported.
Mac OSX	supported	supported	supported	supported	supported	supported	

End-User Browsers

END-USER CLIENT	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
Internet Explorer 8 32-bit	supported	supported	supported	supported	supported		Pega 7.1.9 WILL NOT WORK with IE8.
Internet Explorer 9 32-bit	supported	supported	supported	supported	supported	supported	
Internet Explorer 10 32-bit	supported	supported	supported	supported	supported	supported	
Internet Explorer 11 32-bit		supported	supported	supported	supported	supported	
Internet Explorer 8 64-bit		supported	supported	supported	supported		Pega 7.1.9 WILL NOT WORK with IE8.
Internet Explorer 9 64-bit		supported	supported	supported	supported	supported	For IE9 and IE10, Pega 7 will no longer support the IE8 "compatibility mode" (EmulateIE8). Browsers in IE8 compatibility mode will not display correctly.
Internet Explorer 10 64-bit		supported	supported	supported	supported	supported	
Internet Explorer 11 64-bit		supported	supported	supported	supported	supported	
Firefox	supported	supported	supported	supported	supported	supported	See Important Browser Note #4 below for Mozilla Firefox's version 52.
Safari (MacOSX)	supported	supported	supported	supported	supported	supported	
Google Chrome	supported	supported	supported	supported	supported	supported	See Important Browser Note #5 below for Google Chrome version 42 and 45.

Traditional non-auto-generated portals (e.g., WorkUser, WorkManager) are only supported for Internet Explorer (in quirks mode).

Important Browser Notes

1. Pega 7 is certified on the latest version of these supported browsers at the time a given version of Pega 7 is released. Reasonable efforts are made to test previous versions of the browsers, with particular attention paid to Internet Explorer 9, 10, and 11. If you have an issue with Pega 7 guardrail-compliant UI in a particular version of a supported browser type, please contact Pega Support, and we will make commercially-reasonable efforts to resolve the issue.
2. Internet Explorer 64-bit browsers are supported beginning with Pega 7.1.5. A few optional features continue to require ActiveX controls, which do not work in a 64-bit Internet Explorer browser. For a complete listing of these features, please refer to the following articles on the PDN:
[Client-side technologies in Pega 7.1.1 through 7.1.7](#)
[Client-side technologies in Pega 7.1.8](#)

3. **Beginning with the release of Pega 7.1.9, Internet Explorer 8, as well as non-HTML5 user interfaces, is no longer supported.** Microsoft is no longer updating Internet Explorer 8, and instead points customers to Internet Explorer 10 or 11.

Internet Explorer 8 continues to work with older versions of Pega 7, with the caveat that Internet Explorer 8 is known to cause client-side performance issues when operating in Standards Mode. Some screens, especially grids and lists which display large amounts of data, may experience sub-optimal performance with Internet Explorer 8. For the older 7.1 versions, we strongly recommend using another browser which does not have these performance issues, such as Internet Explorer 11, Chrome, Safari, or Firefox. For full details, please reference the PDN article [End of support for Internet Explorer 8 and "quirks mode" applications in Pega 7.1.9.](#)

4. Version 52.0 of the Mozilla Firefox browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [End of support for Microsoft Silverlight in Mozilla Firefox 52.](#)) For a limited time, Mozilla is offering a 64-bit Extend Support Release (ESR) of Firefox 52.0 that will support Silverlight through early 2018. For more information, see <https://blog.mozilla.org/futurereleases/2015/10/08/npapi-plugins-in-firefox/>.
5. Version 42.0 of the Google Chrome browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [Client-side technologies in Pega 7.2.1.](#)) For details on re-enabling Silverlight, see <https://support.microsoft.com/en-us/kb/3058254>. Chrome version 45.0 or later fully removes Silverlight support – use IE, Firefox or Safari instead. See <http://www.chromium.org/developers/npapi-deprecation> for more information; also, please reference the PDN article [End of support for Netscape Plugin API in Google Chrome 45.](#)

Developer Browsers

DESIGNER STUDIO/ DEVELOPER PORTAL	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
Internet Explorer 8 32-bit	supported	supported	supported	supported	supported		Pega 7.1.9 WILL NOT WORK with IE8.
Internet Explorer 9 32-bit	supported	supported	supported	supported	supported	supported	For IE9 and IE10, Pega 7 will no longer support the IE8 “compatibility mode” (EmulateIE8). Browsers in IE8 compatibility mode will not display correctly.
Internet Explorer 10 32-bit	supported	supported	supported	supported	supported	supported	
Internet Explorer 11 32-bit		supported	supported	supported	supported	supported	
Internet Explorer 8 64-bit		supported	supported	supported	supported		Pega 7.1.9 WILL NOT WORK with IE8.
Internet Explorer 9 64-bit		supported	supported	supported	supported	supported	
Internet Explorer 10 64-bit		supported	supported	supported	supported	supported	
Internet Explorer 11 64-bit		supported	supported	supported	supported	supported	
Firefox	supported	supported	supported	supported	supported	supported	In Pega versions prior to 7.1, Designer Studio functionality depended entirely on Internet Explorer browsers. Starting with Pega 7.1, the vast majority of development activities can be accomplished using Chrome, Firefox, or Safari. A few optional features continue to require Internet Explorer. For a complete listing of these features, please refer to the following article on the PDN: <i>Client-side technologies in Pega 7.1.8</i> . See Important Browser Note #2 below for Mozilla Firefox’s version 52.
Safari (Mac OSX)	supported	supported	supported	supported	supported	supported	
Google Chrome	supported	supported	supported	supported	supported	supported	See Important Browser Note #3 below for Google Chrome version 42 and 45.

Important Browser Notes

1. We support current and future versions of Safari, Chrome, and Firefox to the extent possible. Pega will make reasonable efforts to continue to support future versions of each browser – barring any major architectural or backward compatibility changes from the browser vendors, we will support users on those platforms.

2. Version 52.0 of the Mozilla Firefox browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [End of support for Microsoft Silverlight in Mozilla Firefox 52.](#)) For a limited time, Mozilla is offering a 64-bit Extend Support Release (ESR) of Firefox 52.0 that will support Silverlight through early 2018. For more information, see <https://blog.mozilla.org/futurereleases/2015/10/08/npapi-plugins-in-firefox/>.
3. Version 42.0 of the Google Chrome browser blocks Silverlight (an NPAPI plugin) by default. (For details on which Pega tools are affected by Silverlight, please see the PDN article [Client-side technologies in Pega 7.2.1.](#)) For details on re-enabling Silverlight, see <https://support.microsoft.com/en-us/kb/3058254>. Chrome version 45.0 or later fully removes Silverlight support – use IE, Firefox or Safari instead. See <http://www.chromium.org/developers/npapi-deprecation> for more information; also, please reference the PDN article [End of support for Netscape Plugin API in Google Chrome 45.](#)
4. **Beginning with the release of Pega 7.1.9, Internet Explorer 8, as well as non-HTML5 user interfaces, is no longer supported.** Microsoft is no longer updating Internet Explorer 8, and instead points customers to Internet Explorer 10 or 11. Therefore, Pegasystems cannot address these client-side performance issues reported with Internet Explorer 8. Customers should consider carefully before using Internet Explorer 8 as the target browser with v7.1.

Internet Explorer 8 continues to work with older versions of Pega 7, with the caveat that Internet Explorer 8 is known to cause client-side performance issues when operating in Standards Mode. Some screens, especially grids and lists which display large amounts of data, may experience sub-optimal performance with Internet Explorer 8. For the older 7.1 versions, we strongly recommend using another browser which does not have these performance issues, such as Internet Explorer 11, Chrome, Safari, or Firefox. For full details, please reference the PDN article [End of support for Internet Explorer 8 and "quirks mode" applications in Pega 7.1.9.](#)

Microsoft Office Support for Developers in Pega 7

In Pega 7 for versions 7.1.1 through 7.1.7, the Designer Studio **authoring environment** contains several integration points with Microsoft Office that leverage browser plugins (ActiveX, Silverlight). These plugins allowed developers the ability to perform tasks such as:

- Edit large decision rules using Excel
- Edit large data tables using Excel
- Edit requirements and large text files using Word

Starting with Pega 7.1.8, Designer Studio integration points with Microsoft Office have been steadily replaced with simple import/export paradigms that don't require ActiveX or Silverlight. Specific areas of Designer Studio may behave differently based on your exact version of Pega. For details on which tools are affected and the required third-party components, please see the PDN articles below.

As of May 2017, ActiveX controls are deprecated, and support for their use will become limited. **We recommend updating to the latest version of Pega 7 for an ActiveX-free development experience.** This allows developers to generally use **any version of Office that can read and write .docx, .xlsx, and .csv files.**

[Client-side technologies in Pega 7.1.1 through 7.1.7](#)
[Client-side technologies in Pega 7.1.8](#)

For these older versions of Pega 7, the following versions of Microsoft Office are supported.

Developer Client Software - LEGACY	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	IMPORTANT NOTES
Microsoft Office 2003	supported	supported	supported	supported	
Microsoft Office 2007	supported	supported	supported	supported	
Microsoft Office 2010	supported	supported	supported	supported	The 64-bit version of Office 2010 is <i>not</i> supported.
Microsoft Office 2013			supported	supported	In Pega 7.1.6, Office 2013 32-bit is only supported for Excel . In Pega 7.1.7, Office 2013 32-bit is fully supported. The 64-bit version of Office 2013 is <i>not</i> supported.
Microsoft Visio 2007	supported	supported	supported	supported	used for Entity Relationship Diagrams
Microsoft Visio 2010	supported	supported	supported	supported	used for Entity Relationship Diagrams
Adobe Flash Player 13.x	supported	supported	supported	supported	
Silverlight	supported	supported	supported	supported	

Microsoft Visio

Beginning in Version 7.1, Microsoft Visio will no longer be used for flow editing. For customers upgrading older versions of PRPC who have flows created in Visio, the first time those flows are edited, they will automatically be upgraded to use Process Modeler, and will save as Process Modeler flows.

Visio is still required for Entity Relationship Diagrams. In versions of Pega 7 prior to Pega 7.1.8, Visio is required to generate and also view ERDs. For supported versions of Microsoft Visio, please reference the *Legacy Support* chart below.

In Pega 7.1.8 and later, documentation generation is being done on the server, which creates .vdx files. This type of file can be viewed by a Visio Viewer, and does not require a full Visio installation (although that will work). Any version of Visio Viewer which supports the .vdx file format can be used.

Mobile Platform Support

NOTE: Due to the large number and diversity of physical Android devices on the market, it is not possible to test each and every device. This matrix is intended to be a guide, rather than an exhaustive list of supported devices. Your experience on your mobile device may differ from results indicated in this matrix.

Platform	Browser	Pega 7.1	Pega 7.1.5	Pega 7.1.6	Pega 7.1.7	Pega 7.1.8	Pega 7.1.9	IMPORTANT NOTES
IOS 6	Safari			supported				
	Pega Mobile Client			supported				
IOS 7	Safari			supported	supported	supported	supported	
	Pega Mobile Client			supported	supported	supported	supported	
IOS 8	Safari				supported	supported	supported	
	Pega Mobile Client				supported	supported	supported	
IOS 9	Safari					supported	supported	
	Pega Mobile Client					supported	supported	
Android 4.0	Google Chrome			supported	supported	supported		
	Pega Mobile Client			supported	supported	supported		
Android 4.1.X - 4.4.x	Google Chrome			supported	supported	supported	supported	
	Pega Mobile Client			supported	supported	supported	supported	
Android 5.0, 5.1	Google Chrome				supported	supported	supported	
	Pega Mobile Client				supported	supported	supported	
Android 6.0	Google Chrome				supported	supported	supported	
	Pega Mobile Client					supported	supported	

