

# Platform Support Guide

For Pegasystems Partners, Customers, and Prospects

**PRPC versions 6.3 SP1 and prior**



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# Policy Statement

PRPC® 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 3<sup>rd</sup> party components such as Server Operating Systems, Databases, Applications Servers, Client Operating Systems, Browsers and integration service components.

Our expectation is that PRPC can be deployed successfully in tandem with any combination of environmental and infrastructure components – including hybrid heterogeneous combinations of dissimilar servers. It is also our expectation, gained from experience, that with such deployments “the devil is in the details”, 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. PRPC 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 PRPC 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. **PRPC 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. **PRPC and newer Platform Components:** It is Pegasystems' policy *not* to backwards-test new versions of Platform Components with older releases of PRPC. Support for new platform products is provided through newer versions of PRPC software.

If you choose to upgrade Platform Components to the latest releases, but want to stay on older releases of PRPC, 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 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.

### **Guide Note**

Not every release of PRPC involves platform changes. If there is not a column listed for a particular release, then the next-lowest version will apply. (Example: There is no column for version 6.2 SP1, so the 6.2 information should be used.)

## Supported Server Platform List for PRPC v6.3 and prior

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.

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

### Version 6.x

#### Server Hardware

	<b>Version 6.1</b> April 28, 2010	<b>Version 6.1 SP2</b> Sept 30, 2010	<b>Version 6.2</b> (Aug 9, 2011)	<b>Version 6.2 SP2</b> (Jan 31, 2012)	<b>Version 6.3</b> (Sept 10, 2012)	<b>Version 6.3 SP1</b> (Nov 2, 2012)	<b>IMPORTANT NOTES</b>
<b>IBM pSeries</b>	supported	supported	supported	supported	supported	supported	
<b>IBM xSeries</b>	supported	supported	supported	supported	supported	supported	
<b>IBM Mainframe zSeries with zAAP processor or IFL (Integrated Facility for Linux)</b>	supported	supported	supported	supported	supported	supported	Requires a minimum of one zSeries Application Assist Processor (zAAP). Consult the installation guide and PDN for the latest set-up options.
<b>Sun Server (UltraSPARC)</b>	supported	supported	supported	supported	supported	supported	
<b>Wintel (with Intel or compatible chip)</b>	supported	supported	supported	supported	supported	supported	
<b>HP 9000 series</b>	supported	supported	supported	supported	supported	supported	
<b>HP Integrity servers (Itanium)</b>	supported	supported	supported	supported	supported	supported	
<b>Cisco Unified Computing System (UCS)</b>					supported	supported	

## Operating Systems

	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
<b>AIX v5.3</b>	supported	supported					
<b>AIX v6.1</b>	supported	supported	supported	supported	supported	supported	
<b>AIX v7.0</b>			supported	supported	supported	supported	
<b>HP-UX 11i v1</b>	supported	supported					
<b>HP-UX 11i v2</b>	supported	supported					
<b>HP-UX 11i v3</b>	supported	supported	supported	supported	supported	supported	
<b>Red Hat Enterprise Linux AS v4</b>	supported	supported					Pegasystems tests Linux on the Intel and zSeries ("zLinux" or "Linux on System z") platforms.
<b>Red Hat Enterprise Linux v5</b>	supported	supported	supported	supported	supported	supported	
<b>Red Hat Enterprise Linux v6</b>			supported	supported	supported	supported	
<b>SUSE Linux Enterprise Server 9</b>	supported	supported					
<b>SUSE Linux Enterprise Server 10</b>	supported	supported	supported	supported	supported	supported	
<b>SUSE Linux Enterprise Server 11</b>	supported	supported	supported	supported	supported	supported	
<b>Solaris 9</b>	supported	supported					
<b>Oracle Solaris 10 (SPARC and Intel edition)</b>	supported	supported	supported	supported	supported	supported	
<b>Windows 2003</b>	supported	supported					
<b>Windows 2008</b>	supported	supported	supported	supported	supported	supported	
<b>z/OS v1.8</b>		supported					
<b>z/OS v1.9</b>		supported					
<b>z/OS v1.10</b>		supported	support added in 6.2 SP1	supported			
<b>z/OS v1.11</b>			support added in 6.2 SP1	supported	supported	supported	
<b>z/OS v1.12</b>					supported	supported	

*For recommendations for best runtime performance and response with operating systems, please reference KB article #26356 on the PDN: "Performance Guidance for Production Applications – Operating Systems."*

## Application Servers

	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
<b>WebSphere 6.1.x</b>	supported	supported	supported	supported	supported	supported	
<b>WebSphere 7.0.x</b>	supported	supported	supported	supported	supported	supported	
<b>WebSphere 8.0.x</b>				supported	supported	supported	
<b>WebSphere 8.5</b>				supported	supported	supported	Support for WebSphere 8.5 added January 2014
<b>Oracle Weblogic Server 9.x</b>	supported	supported	supported	supported	supported	supported	
<b>Oracle Weblogic Server 11g</b> (10.3.1 and higher)	supported	supported	supported	supported	supported	supported	Oracle bought BEA and renamed and renumbered the WebLogic product.
<b>Oracle Weblogic Server 12c</b>					supported	supported	Weblogic <b>12.1.2.0</b> <i>will not work</i> with these versions of PRPC - verify that your Oracle version is either higher or lower than 12.1.2.0.
<b>JBoss Redhat EAP 4.3.x</b>	supported	supported	supported	supported	supported	supported	
<b>JBoss Redhat EAP 5.0.x</b>	supported	supported	supported	supported	supported	supported	
<b>JBoss Redhat EAP 5.1.2</b>			supported	supported	supported	supported	JBoss EAP 5.1.0 is <i>not</i> supported.
<b>Tomcat 6.x</b>	supported	supported	supported	supported	supported	supported	This web server runs <i>only</i> with PRPC deployed in a servlet container (WAR).
<b>Tomcat 7.x</b>			supported	supported	supported	supported	This web server runs <i>only</i> with PRPC 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 PRPC; therefore, these "Community Editions" are **not** supported with PRPC.



## Relational Databases

	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
<b>DB2 for LUW (UDB) v9.1</b>	supported	supported	supported	supported			
<b>DB2 for LUW (UDB) v9.5</b>	supported	supported	supported	supported	supported	supported	Two prconfig.xml settings are required to run DB2 versions 9.5 and 9.7 with PRPC. Please reference KB article #25690 on the PDN for details.
<b>DB2 for LUW (UDB) v9.7</b>	supported	supported	supported	supported	supported	supported	
<b>DB2 for z/OS v8.1</b>		supported					Requires a C compiler for external stored procedures; native stored procedures do not require the C compiler.
<b>DB2 for z/OS v9.1</b>		supported	supported	supported	supported	supported	
<b>DB2 for z/OS v10.1</b>			supported	supported	supported	supported	
<b>Oracle 10g R2 (10.2.x)</b>	supported	supported					
<b>Oracle 11g R1</b>	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.
<b>Oracle 11g R2</b>	supported	supported	supported	supported	supported	supported	
<b>Oracle 12C</b>						supported requires HFIX-9120	HFIX-9120 is required for Oracle 12C to run on PRPC version 6.3 SP1
<b>SQL Server 2005</b>	supported	supported					
<b>SQL Server 2008</b>	supported	supported	supported	supported			
<b>SQL Server 2008 R2</b>					supported	supported	

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

*For recommendations on how to improve the performance of your PRPC application on the database, please reference KB article #26357 on the PDN: "Performance Guidance for Production Applications – Database."*

## Important Notes:

- For tuning recommendations to improve the performance of your PRPC application, please reference the following KB articles on the PDN:
  - Performance Guidance for Production Applications – Operating Systems
  - Performance Guidance for Production Applications – Database
- 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 PRPC may not function correctly if run on platforms which are not approved for PRPC.
- Prior versions of PRPC may not work with the most recent Platform Options.
- For details on platforms for Pegasystems Solution Framework products, please reference the **System Requirements for Pegasystems Solution Frameworks and Product Components** document on the PDN.

## Java Versions

Java Versions - Sun/Oracle	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
J2SE 5.0	supported	supported	supported	supported	supported	supported	
Java SE 6	supported	supported	supported	supported	supported	supported	
Java SE 7	supported	supported	supported	supported	supported	supported	To avoid errors when using PRPC 6.x with Java 7, see Known Issue #1 below

Java Versions - IBM	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
Java SDK 1.5 (WebSphere 6.1)	supported	supported	supported	supported	supported	supported	
Java SDK 1.6 (WebSphere 7.0)	supported	supported	supported	supported	supported	supported	
Java SDK 1.6.1 (WebSphere 8, 8.5)				supported	supported	supported	**added support for Version 6.2 SP2 and 6.3**
Java SDK 1.7 (WebSphere 8, 8.5)						supported	

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

- 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.
- PRPC 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 PRPC.
- Pegasystems recommends that your verbose GC options be enabled, even in production (this adds negligible overhead).
- 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 PRPC). Be sure to check the JVM Known Issues section on the next page to avoid issues with certain JVM versions.
- For WebLogic, Pega has tested both “Hotspot” (Sun) JVM and JRockit; either may be used.
- Neither Tomcat nor JBoss bundles a JVM in its application. For the supported versions of these products, Oracle or IBM Java 6 are recommended, at the Java vendor’s latest patch level (unless it is specifically stated that it does not run with PRPC).
- As of Version 6.1, Process Commander will no longer support Java 1.4.2. This specifically impacts users of WebSphere 6.0.2, which depends upon Java 1.4.2; WebSphere 6.0.2 is no longer supported.
- When using JDK 1.5, use version 1.5.0\_22, which is the latest available release of this version of Java. (Note that this version of Java is no longer supported by Oracle).

#### **Known Issues with JVMs for PRPC 6.x:**

1. In Java 7, Oracle changed the “modified mergesort” in java.util.Arrays.sort with timsort:  
[http://bugs.java.com/bugdatabase/view\\_bug.do?bug\\_id=6804124](http://bugs.java.com/bugdatabase/view_bug.do?bug_id=6804124)  
A full description of this change can be found here: <http://dertompson.com/2012/11/23/sort-algorithm-changes-in-java-7/>

In Version 6.x PRPC systems, this now causes Obj-Sort to fail with a Java error: "Caused by: java.lang.IllegalArgumentException: Comparison method violates its general contract!"

To avoid this error, set the following Java System property when using Java 7 with PRPC 6.x: -  
**Djava.util.Arrays.useLegacyMergeSort=true**

2. PRPC 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. (64-bit Sun Java 5 JVM may also be used.)
3. 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](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=7105007) This bug prevents PRPC from starting (the system just hangs). When using Java 6, be sure to use Update 28 or earlier, or Update 30 or later.

The following are issues with WebSphere and the IBM Java versions. To avoid these issues, new installs of PRPC 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	<b>7.0.0.23</b>	<b>SDK 1.6 SR10 FP1</b>
8.0	<b>8.0.0.2</b>	<b>SDK 1.6.1 SR1</b>

- IBM reported a bug with IBM Java 6 SR9: Java code that converts between UTF-8 and UTF-16 is "optimized" by the JIT, which causes an exception: <http://www-01.ibm.com/support/docview.wss?uid=swg11Z97310> This issue manifests when trying to import rules into a PRPC database.
- IBM reported a bug with IBM Java 6 SR9: <http://www-01.ibm.com/support/docview.wss?uid=swg11Z78083> This issue manifests as corrupted records in the PRPC database.
- 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 PRPC 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 PRPC 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**

## Client Software

End User Browsers	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP1	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
Internet Explorer 6	supported	supported	supported	supported	supported	supported	supported	These browsers were current at the time of release. However, as of May 2014, they are no longer supported by Microsoft.
Internet Explorer 7	supported	supported	supported	supported	supported	supported	supported	
Internet Explorer 8	supported	supported	supported	supported	supported	supported	supported	
Internet Explorer 9				supported	supported	supported	supported	
Google Chrome (Windows)				supported	supported	supported	supported	
Google Chrome (Mac)				supported	supported	supported	supported	
Firefox (Windows)				supported	supported	supported	supported	
Firefox (Mac)				supported	supported	supported	supported	
Safari (Mac)				supported	supported	supported	supported	

\*Composite portals are the more recent, flexible portals; fixed portals are Pega's older, "traditional" portals.

### Important Browser Notes

- Recent actions by Microsoft have increased pressure for users of Internet Explorer to upgrade to Version 11 (IE11). The recommended migration path for users of PegaRules Process Commander (PRPC) seeking to deploy Internet Explorer 11 is to upgrade to Pega 7, which was designed from its inception with modern browser technology, such as Internet Explorer 11, in mind. This migration path is well-proven and has been successfully completed by many Pegasystems customers.

Earlier versions of PRPC pre-date the availability of Internet Explorer 11. The customer is responsible for correcting issues caused by running IE11 in their PRPC-based application. We have had a number of customers who have attempted to make their older PRPC applications work on IE11 with limited and unpredictable results, as the emulator that Microsoft offers with IE11 is incomplete.

**Therefore, it may not be possible to support PRPC with Internet Explorer 11.** Instead, Pega provides extensive tools and services to assist our customers in their upgrade to Pega 7.

For full details on PRPC's support of Internet Explorer 11, please see [Support for Internet Explorer \(IE\) V11](#) on the PDN.

- Internet Explorer 8, 9, 10, and 11 64-bit and Office 2010 64-bit are not supported.** For full details, please reference the PDN article [ActiveX Controls do not work in 64-bit Internet Explorer browser](#).

3. PRPC is certified on the latest version of these supported browsers at the time a given version of PRPC is released. Reasonable efforts are made to test previous versions of the browsers, with particular attention paid to Internet Explorer 7, 8, and 9. If you have an issue with PRPC 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.
4. As shown in the charts above, Chrome, Firefox, and Safari are supported as end-user browsers. Some Pega 6 functionality has dependencies on Flash and ActiveX controls, however, which are not supported by non-IE browsers; an occasional issue may be encountered. Customers who are concerned about these issues should avoid using the non-IE browsers.

End User - Other Client Software	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP1	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
Windows XP Professional with SP2 (or higher)	supported	supported	supported	supported	supported	supported	supported	Windows XP Service Pack 1 (SP1) is <i>not</i> supported.
Windows 7	supported	supported	supported	supported	supported	supported	supported	
Vista	supported	supported	supported	supported	supported	supported		
Microsoft Office 2002	supported							
Microsoft Office 2003	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2007	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2010		supported	supported	supported	supported	supported	supported	The 64-bit version of Office 2010 is <i>not</i> supported.
Adobe Flash Player 10.x	supported	supported	supported	supported	supported	supported	supported	

Developer Browsers	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP1	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
Internet Explorer 6	supported	supported	supported	supported	supported	supported	supported	These browsers were current at the time of release. However, as of May 2014, they are no longer supported by Microsoft.
Internet Explorer 7	supported	supported	supported	supported	supported	supported	supported	
Internet Explorer 8 (32-bit)	supported	supported	supported	supported	supported	supported	supported	The 64-bit version of IE8 is <i>not</i> supported.
Internet Explorer 9 (32-bit)				supported	supported	supported	supported	The 64-bit version of IE9 is <i>not</i> supported.

Developer Client Software	Version 6.1	Version 6.1 SP2	Version 6.2	Version 6.2 SP1	Version 6.2 SP2	Version 6.3	Version 6.3 SP1	IMPORTANT NOTES
Windows XP Professional with SP2 (or higher)	supported	supported	supported	supported	supported	supported	supported	Windows XP Service Pack 1 (SP1) is <i>not</i> supported.
Windows 7	supported	supported	supported	supported	supported	supported	supported	
Vista	supported	supported	supported	supported	supported	supported		
Microsoft Office 2002	supported							
Microsoft Office 2003	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2007	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2010		supported	supported	supported	supported	supported	supported	
Microsoft Visio 2003	supported	supported	supported	supported	supported	supported	supported	
Microsoft Visio 2007	supported	supported	supported	supported	supported	supported	supported	
Microsoft Visio 2010		supported	supported	supported	supported	supported	supported	
Adobe Flash Player 10.x	supported	supported	supported	supported	supported	supported	supported	

Certain features of PegaRULES require additional software or specific operating systems on the client side:

Functionality	Software
Use of charts	Adobe Flash 10.x
Use of Excel export or templates	Microsoft Excel 2003, 2007, 2010
Use of Microsoft Word for Correspondence editing	Microsoft Word 2003, 2007, 2010
Pega Document Scanning	Scanner that has TWAIN driver support ( <a href="http://www.twain.org">www.twain.org</a> )

## Version 5.x

### Server Hardware

	<b>Version 5.1</b> June 22, 2006	<b>Version 5.1 SP1</b> Oct 12, 2006	<b>Version 5.2</b> Jan 5, 2007	<b>Version 5.3</b> June 30, 2007	<b>Version 5.4</b> Mar 17, 2008	<b>Version 5.4 SP2</b> July 8, 2008	<b>Version 5.5</b> Mar 30, 2009	<b>IMPORTANT NOTES</b>
<b>IBM pSeries</b>	supported	supported	supported	supported	supported	supported	supported	
<b>IBM xSeries</b>	supported	supported	supported	supported	supported	supported	supported	
<b>IBM Mainframe zSeries with zAAP processor or IFL (Integrated Facility for Linux)</b>	supported	supported	supported	supported	supported	supported	supported	Requires a minimum of one zSeries Application Assist Processor (zAAP). Consult the installation guide and PDN for the latest set-up options.
<b>Sun Server (UltraSPARC)</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Wintel (with Intel or compatible chip)</b>	supported	supported	supported	supported	supported	supported	supported	
<b>HP 9000 series</b>	supported	supported	supported	supported	supported	supported	supported	
<b>HP Integrity servers (Itanium)</b>							supported	



## Operating Systems

	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
<b>AIX v5.2</b>	supported	supported	supported	supported	supported	supported	supported	
<b>AIX v5.3</b>	supported	supported	supported	supported	supported	supported	supported	
<b>AIX v6.1</b>						supported (later)	supported	
<b>HP-UX 11i v1</b>	supported	supported	supported	supported	supported	supported	supported	
<b>HP-UX 11i v2</b>	supported	supported	supported	supported	supported	supported	supported	
<b>HP-UX 11i v3</b>							supported	
<b>Red Hat Enterprise Linux AS v3</b>	supported		supported	supported	supported	supported		RHEL
<b>Red Hat Enterprise Linux AS v4</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Red Hat Enterprise Linux v5</b>					supported	supported	supported	
<b>SUSE Linux Enterprise Server 9</b>	supported	supported	supported	supported	supported	supported	supported	
<b>SUSE Linux Enterprise Server 10</b>					supported	supported	supported	
<b>Solaris 8</b>	supported		supported	supported	supported	supported	supported	
<b>Solaris 9</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Oracle Solaris 10 (SPARC and Intel edition)</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Windows 2000</b>	supported	supported	supported	supported	supported	supported		
<b>Windows 2003</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Windows 2008</b>							supported	
<b>z/OS v1.6</b>		supported	supported	supported				
<b>z/OS v1.7</b>			supported	supported	supported	supported		
<b>z/OS v1.8</b>					supported	supported	supported	WebSphere 6.1 with zOS must be version 6.1.0.12 (version 6.1 fixpack 12) or later.
<b>z/OS v1.9</b>							supported	
<b>z/OS v1.10</b>							supported	

## Relational Databases

	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
<b>DB2 for LUW (UDB) v8.1</b>	supported	supported	supported	supported	supported	supported		
<b>DB2 for LUW (UDB) v8.2</b>	supported	supported	supported	supported	supported	supported		
<b>DB2 for LUW (UDB) v9.1</b>			supported	supported	supported	supported	supported	
<b>DB2 for LUW (UDB) v9.5</b>						supported	supported	Two prconfig.xml settings are required to run DB2 versions 9.5 and 9.7 with PRPC. Please reference KB article #25690 on the PDN for details.
<b>DB2 for z/OS v8.1</b>	supported	supported	supported	supported	supported	supported	supported	Requires a C compiler for external stored procedures; native stored procedures do not require the C compiler.
<b>DB2 for z/OS v9.1</b>					supported	supported	supported	
<b>Oracle 9</b>	supported	supported	supported	supported	supported	supported		If using Oracle 9 with SuSE Linux, the version of Oracle must be 9.2.0.5 or higher.
<b>Oracle 10g</b>	supported	supported	supported	supported	supported	supported		
<b>Oracle 10g R2 (10.2.x)</b>							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.
<b>Oracle 11g R1</b>						supported	supported	
<b>SQL Server 2000</b>	supported	supported	supported	supported	supported	supported		
<b>SQL Server 2005</b>		supported	supported	supported	supported	supported	supported	
<b>SQL Server 2008</b>							supported	

## Application Servers

	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
<b>WebSphere 5.1.1</b> (web tier only)	supported		supported	supported	supported	supported		available for web tier installations only
<b>WebSphere 6.0.1</b>	supported	supported	supported	supported	supported	supported		
<b>WebSphere 6.0.2</b>	supported	supported	supported	supported	supported	supported	supported	
<b>WebSphere 6.1.x</b>			supported	supported	supported	supported	supported	
<b>WebSphere 7.0.x</b>							supported	
<b>Weblogic 8.1</b>	supported		supported	supported	supported	supported		available for web tier installations only
<b>Weblogic 9</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Weblogic 9.1</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Weblogic 9.2</b>			supported	supported	supported	supported	supported	
<b>Weblogic 10</b>							supported	
<b>Oracle Application Server 10 R3</b>		supported	supported	supported	supported	supported	supported	The system management function must be running in the same JVM as Process Commander.
<b>JBoss Redhat EAP 4.0.4</b>		supported	supported	supported	supported	supported	supported	
<b>JBoss Redhat EAP 4.0.5</b>				supported	supported	supported	supported	
<b>JBoss Redhat EAP 4.2</b>					supported	supported	supported	
<b>JBoss Redhat EAP 4.3.x</b>						supported	supported	
<b>Tomcat 5.5.12</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Tomcat 5.5.16</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Tomcat 5.5.17</b>		supported	supported	supported	supported	supported	supported	
<b>Tomcat 6.x</b>					supported	supported	supported	

## Java Versions

Java Versions - Sun/Oracle	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5
J2SE 1.4.2	supported	supported	supported	supported	supported	supported	supported
J2SE 5.0	supported	supported	supported	supported	supported	supported	supported
Java SE 6	supported	supported	supported	supported	supported	supported	supported

Java Versions - IBM	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5
Java SDK 1.4.2 (WebSphere 5.1.1 and 6.0)	supported	supported	supported	supported	supported	supported	supported
Java SDK 1.5 (WebSphere 6.1)			supported	supported	supported	supported	supported
Java SDK 1.6 (WebSphere 7.0)							supported

## Client Software

End User Browsers	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
Internet Explorer 6.0	supported	supported	supported	supported	supported	supported	supported	These browsers were current at the time of release. However, as of May 2014, they are no longer supported by Microsoft.
Internet Explorer 7.0					supported	supported	supported	

## Important Browser Notes

- Recent actions by Microsoft have increased pressure for users of Internet Explorer to upgrade to Version 11 (IE11). The recommended migration path for users of PegaRules Process Commander (PRPC) seeking to deploy Internet Explorer 11 is to upgrade to Pega 7, which was designed from its inception with modern browser technology, such as Internet Explorer 11, in mind. This migration path is well-proven and has been successfully completed by many Pegasystems customers.

Earlier versions of PRPC pre-date the availability of Internet Explorer 11. The customer is responsible for correcting issues caused by running IE11 in their PRPC-based application. We have had a number of customers who have attempted to make their older PRPC applications work on IE11 with limited and unpredictable results, as the emulator that Microsoft offers with IE11 is incomplete.

**Therefore, it may not be possible to support PRPC with Internet Explorer 11.** Instead, Pega provides extensive tools and services to assist our customers in their upgrade to Pega 7.

For full details on PRPC’s support of Internet Explorer 11, please see [Support for Internet Explorer \(IE\) V11](#) on the PDN.

- Internet Explorer 10 & 11 64-bit and Office 2010 64-bit are not supported.** For full details, please reference the PDN article [ActiveX Controls do not work in 64-bit Internet Explorer browser](#).
- PRPC is certified on the latest version of these supported browsers at the time a given version of PRPC is released. Reasonable efforts are made to test previous versions of the browsers, with particular attention paid to Internet Explorer. If you have an issue with PRPC 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.

End User - Other Client Software	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
Microsoft Office 2002	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2003	supported	supported	supported	supported	supported	supported	supported	
Microsoft Office 2007					supported	supported	supported	
Adobe Flash Player 9					supported	supported	supported	

Developer Browsers	Version 5.1	Version 5.1 SP1	Version 5.2	Version 5.3	Version 5.4	Version 5.4 SP2	Version 5.5	IMPORTANT NOTES
Internet Explorer 6.0	supported	supported	supported	supported	supported	supported	supported	These browsers were current at the time of release. However, as of May 2014, they are no longer supported by Microsoft.
Internet Explorer 7.0					supported	supported	supported	

<b>Developer - Other Client Software</b>	<b>Version 5.1</b>	<b>Version 5.1 SP1</b>	<b>Version 5.2</b>	<b>Version 5.3</b>	<b>Version 5.4</b>	<b>Version 5.4 SP2</b>	<b>Version 5.5</b>	<b>IMPORTANT NOTES</b>
<b>Windows XP Professional with SP2 (or higher)</b>	supported	supported	supported	supported	supported	supported	supported	Windows XP Service Pack 1 (SP1) is not supported.
<b>Windows 2000 Professional SP3 (or higher)</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Vista</b>						supported	supported	Vista works correctly as a desktop with Versions 5.3 and 5.4 for end users, but will not support desktop application integration with products such as Word and Excel. In versions 5.3 and 5.4, Vista is not compatible with the Pega designer desktop for developers. Beginning in Version 5.4 SP2, PRPC provides full Vista support for the developer and end-user.
<b>Microsoft Office 2002</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Microsoft Office 2003</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Microsoft Office 2007</b>					supported	supported	supported	
<b>Microsoft Visio 2002</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Microsoft Visio 2003</b>	supported	supported	supported	supported	supported	supported	supported	
<b>Microsoft Visio 2005</b>						supported	supported	
<b>Microsoft Visio 2007</b>						supported	supported	
<b>Adobe SVG Viewer 3.0</b>	supported	supported	supported	supported				
<b>Adobe Flash Player 9</b>					supported	supported	supported	