

DEFINITIONS:

Certified:

Any combination of operating system, networking system and database that Hertzler Systems has declared as certified is a combination on which we have extensively tested our program in our test environment. We are confident that our program will operate with normal parameters in these environments for most of our users. Certification-level testing may be done only for major releases.

Tested:

Operating systems, networking systems and databases listed as tested are the systems on which Hertzler Systems has extensively tested our program in our test environment. Generally these were tested as components of the certified systems listed, but some have been tested outside of any certified environment. We are confident that our program will operate with normal parameters, in environments using these components, for most users.

Supported:

Operating systems, networking systems and databases listed as supported are the systems on which we have done little or no in-house testing recently. Most of these components have been tested or certified on previous releases, but are no longer part of the testing program (due to the march of progress and limited testing resources) or are too new to have been included in the testing program. We feel we can reasonably expect our program to run in environments using these components (in conjunction with other supported or tested components) with no issues.

Note:

Every reasonable effort will be made to correct any issues that arise with Certified, Tested, and Supported products.

Unsupported:

Operating systems, networking systems and databases not listed as supported, tested or certified are considered unsupported at this time. Hertzler Systems makes no assumptions that the program will run in environments containing one or more unsupported components and may not provide customer support services for these environments. If support is provided, it may be a chargeable service, even for customers with support contracts.

Certified Environments

Server	Windows 2000 Server SP4	Windows 2000 Server SP4	Windows 2003 Server
WorkStation	Windows 2000 SP4	Windows XP SP3	Windows Vista
SQL Server Database 2008R2 64-bit			Certified
Pervasive v9 (Workgroup Engine)	Certified		
Oracle v9.2.0.1.0			Certified
MySQL v5.1.26		Certified	

Tested Systems

Component Type	Component
Operating Systems	Windows 98, release 2
	Windows 2000, SP4
	Windows XP Professional SP3
	Windows Vista SP1
	Windows 7
Networking Systems	Windows Server 2000 SP4
	Windows Server 2003 SP2
	Windows Server 2008 SP2
Databases	MySQL v5.1.26
	Pervasive.SQL v2000i, v9
	SQL Server Database 2005, 2008R2 64-bit
	Oracle v9.2.0.1.0
Internet Browsers	Microsoft Internet Explorer v7
Internet Server Software	Microsoft IIS

Supported Systems

Component Type	Component
Operating Systems	Windows 98
	Windows 2000
	Windows XP Professional
	Windows Vista
	Windows 7
	Citrix Server
Networking Systems	Windows 2000 and later
Databases	MySQL v5.0.3 and later
	Pervasive SQL v9 and later
	Microsoft SQL Server v7 and later (32-bit and 64-bit)
	Oracle v8 and later

GainSeeker is supported on Virtual Machines.

Unsupported Systems

Component Type	Component
Operating Systems	Windows 95*
	Windows NT 4.0*
Networking Systems	Windows NT Server and prior
Databases	MySQL v5.0.2 and prior
	Pervasive SQL v8 and Prior**
	Microsoft SQL Server v6.5 and prior
	Oracle v7 and prior

* The .NET Framework 2.0 is required and will not install on these Operating Systems.

** The Pervasive ADO.NET data provider is required and will not work with these versions.