

## **Definitions:**

**Certified** – Any combination of operating system, networking system and database that we have declared as certified is a combination on which we have extensively tested our program with 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 we have 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 within normal parameters, in environments using these components (in conjunction with other supported or tested 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 (mainly due to the march of progress) 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 our products in environments using Certified, Tested and/or Supported components.

**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		Windows 2003 Server
WorkStation →	Windows 2000 SP 4	Windows 98 Release 2	Windows XP Professional SP2
Database ↓			
SQL Server v2000 (on Win2000 Server)			<b>Certified</b>
Oracle v9.2.0.1.0 (on WinNT Server)	<b>Certified</b>		
Pervasive v9 (Workgroup Engine)	<b>Certified</b>	<b>Certified</b>	<b>Certified</b>

## Tested Systems

Component Type	Component
Operating Systems	Windows 98, SE. Windows NT v4, SP6A Windows 2000 Professional, SP4 Windows XP Professional SP2
Network Systems	Windows NT Server v4, SP6a
Databases	Oracle 9.2.0, 10G Pervasive SQL v8, v9 Microsoft SQL Server 2000, 2005
Internet Browsers	Microsoft Internet Explorer v5.5 and later
Internet Server Software (for WebSPC)	Microsoft IIS

## Supported Systems

Component Type	Component
Operating Systems	Citrix MetaFrame Terminal Server Windows 98, all releases Windows NT v4 and later Windows 2000, all releases Windows XP Professional
Network Systems	Windows NT Server v4 and later
Databases	Oracle v8.0.1 and later Pervasive SQL 2000 and later Microsoft SQL Server v 6.5 and later