



Infor Business Intelligence 11.0.0 Platform Support Guide

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Contents

- About this guide..... 5**
- Intended audience 5
- Contacting Infor..... 5
- Support Terms 7
- Relational Database Systems for Repository..... 8
- Relational Database Systems for DataLink Server Configuration Database..... 8
- Relational Database Systems as Business Database 9
- Multi-Dimensional Databases 10
- Server Platforms 11
- Client Platforms..... 11
- Ming.le..... 12
- Browsers 13
- Microsoft Office 15
- Virtual Environments..... 17
- Product Translations..... 17

About this guide

This guide provides support levels for various platforms for Infor Business Intelligence.

Intended audience

This guide is for the administrative users who are responsible for installing and configuring Infor Business Intelligence software.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Support Terms

A Certified environment is one where we have system-tested the applications and have the resources in place to recreate customer problems. We will assist with third-party support coordination (for those products that are licensed through us) for products in the certified environment category. We recommend you use Infor BI in Certified environments.

A Verified environment is one where limited system testing has been performed, either with the current Infor BI and database version or a recent prior version. However, we do not have the resources readily available to recreate customer problems. Issues reported in a Verified environment take longer to complete than those reported in a Certified environment.

A Viable environment is one where we believe the platform is suitable for running our applications. However, we have not system-tested in these platforms and do not have the resources available to recreate customer problems. Issues reported in a Viable environment take longer to complete than those reported in a Verified environment. Service is based only on experience in Certified and Verified environments. Product change or bug fix requests may be declined when a platform service pack or hot fix identified in a Certified or Verified environment addresses the issue.

An Unsupported environment is one where we have business reasons to believe that our applications will not operate properly or are not supportable. Usually, we don't document Unsupported platforms at all. In case we list a platform as being Unsupported, you will find the reasons in the Notes field.

Relational Database Systems for Repository

This table lists the databases that can be used as a metadata store (Repository) for the BI software.

Relational Database Drivers	Notes
Microsoft SQL Server 2014 with Service Pack 1 Express, Standard and Enterprise Edition	Certified
Microsoft SQL Server 2012 with Service Pack 2 Express, Standard and Enterprise Edition	Certified
Microsoft SQL Server 2008 R2 with Service Pack 3 Express, Standard and Enterprise Edition	Certified
Oracle 12c R1, 11g R2 Standard One, Standard and Enterprise Edition	Certified

Relational Database Systems for DataLink Server Configuration Database

This table lists the databases that can be used as a metadata store for DataLink Server configuration database.

Relational Database Drivers	Notes
Microsoft SQL Server 2014 with Service Pack 1 Express, Standard and Enterprise Edition	Certified
Microsoft SQL Server 2012 with Service Pack 2 Express, Standard and Enterprise Edition	Certified

Relational Database Systems as Business Database

This table lists relational database systems that can be used to host a business database.

Relational Database Drivers		Notes
Microsoft SQL Server 2014 with Service Pack 1 Express, Standard and Enterprise Edition	Certified	
Microsoft SQL Server 2012 with Service Pack 2 Express, Standard and Enterprise Edition	Certified	
Microsoft SQL Server 2008 R2 with Service Pack 3 Express, Standard and Enterprise Edition	Certified	
Oracle 12c R1, 11g R2 Enterprise Edition and Standard Edition	Certified	
CPM Relational	Certified	The support level for DataLink connection is "Viable".
Amazon Redshift	Certified	Except OLAP CellToSQL. The support level for DataLink connection is "Viable".
MySQL 5.5	Certified	Only for OLAP CellToSQL. The support level for DataLink connection is "Viable".
PostgreSQL 9.4	Certified	
Other SQL Database Systems which support SQL97 Standard	Viable	Except OLAP Relational Load and OLAP CellToSQL. The support level for DataLink connection is "Viable".

Multi-Dimensional Databases

This table lists the multi-dimensional database systems (OLAP) which are supported by BI.

Multi-Dimensional Databases		Notes
Infor BI OLAP Server 11.0, 64-bit	Certified	For details regarding backwards compatibility and cross-version support see the Infor BI Installation Guide, section 'Cross-version compatibility'.
Microsoft Analysis Services 2014 with Service Pack 1 Express, Standard and Enterprise Edition	Certified	
Microsoft Analysis Services 2012 with Service Pack 2 Express, Standard and Enterprise Edition	Certified	
Microsoft Analysis Services 2008 R2 with Service Pack 3 Express, Standard and Enterprise Edition	Certified	
Exasol 4.2.11.0	Certified	With some limitations, for details see Infor BI Installation Guide, section 'Exasol Support'.
Essbase 11.1.2.3	Verified	With some limitations, for details see Infor BI Installation Guide, section 'Essbase Support'.
SAP NetWeaver BW	Unsupported	Beginning with BI 11.0 SAP NetWeaver BW support is discontinued. See KBA 1645275 for further details.

For more explanation about database support see KBA 1398688

Server Platforms

This table lists the operating systems that can be used for BI products.

Operating System		Notes
Microsoft Windows Server 2012 R2, 64-bit Standard, Enterprise and Data Center Edition	Certified	
Microsoft Windows Server 2012, 64-bit Standard, Enterprise and Data Center Edition	Certified	.
Microsoft Windows Server 2008 R2, 64-bit with Service Pack 1 Standard, Enterprise and Data Center Edition	Certified	For WebServices PDF printing a Microsoft patch has to be installed. See KBA 810966 for further details.
Microsoft SharePoint	Unsupported	The Application Studio SharePoint Integration is not supported anymore.

Client Platforms

This table lists the operating systems which can be used for client products. Client platforms are not supported as productive multi user environments for the server BI products OLAP Server, Application Studio WebServices and Dashboards.

Operating Systems		Notes
Windows 10, 64-bit Pro and Enterprise	Unsupported	Certification is planned soon.
Microsoft Windows 8.1, 64-bit Pro and Enterprise	Certified	
Microsoft Windows 8, 64-bit Pro and Enterprise	Certified	
Microsoft Windows 7, 64-bit with Service Pack 1 Professional, Enterprise and Ultimate	Certified	
Microsoft Windows 7, 32-bit with Service Pack 1 Professional, Enterprise and Ultimate	Viable	64-bit BI products are not supported in this environment.

Operating Systems		Notes
iOS 8 on iPad and iPhone	Certified	For Motion Dashboards App. With some limitations on iPhone, for details see Infor BI Installation Guide, section Dashboards comparison and limitations.
Android 4.4, 5.0, 5.1 on tablets and phones	Certified	For Motion Dashboards App. With some limitations on phones, for details see Infor BI Installation Guide, section Dashboards comparison and limitations.

Ming.le

This table lists the Ming.le version.

Ming.le		Notes
Ming.le 11.1.6 (bundled with BI Application Studio 10.6.0)	Certified	Ming.le BI and Dashboard Plug-ins can be used to access a BI 11.0 based WebServices and Dashboards installed on a separate machine. See KBA 1648087 for further details

Browsers

This table lists the browsers which can be used at release date.

Browsers		Notes
Microsoft Internet Explorer 10.0 and 11.0	Certified	Microsoft Silverlight 4.0 or higher is required for WebUI Scheduled Tasks. IE compatibility mode (including emulated document modes) is not supported for this browser. Enhanced Protected Mode is not supported for this browser. IE App is not supported, please use IE desktop version.
Microsoft Internet Explorer 9.0	Viable	Microsoft Silverlight 4.0 or higher is required for WebUI Scheduled Tasks. IE compatibility mode (including emulated document modes) is not supported for this browser. IE 9 Support will be discontinued with BI 11.1.
Microsoft Edge	Unsupported	A certification is planned.
Latest Mozilla Firefox, 32-bit for Microsoft Windows	Certified	Microsoft Silverlight 4.0 or higher is required for WebUI Scheduled Tasks.
Latest Google Chrome, 32-bit and 64bit for Microsoft Windows	Certified	Web UI Scheduled Tasks can no longer be used in Chrome. Please use supported versions of Internet Explorer when accessing this functionality.

Browsers		Notes
Latest Google Chrome, 64-bit on Mac OS X	Certified	Web UI Scheduled Tasks can no longer be used in Chrome. Please use supported versions of Internet Explorer when accessing this functionality.
Google Chrome on iOS	Unsupported	Please use the Motion Dashboards App.
Google Chrome on Android	Unsupported	Please use the Motion Dashboards App.
Latest Safari on Mac OS X	Certified	Microsoft Silverlight 4.0 or higher is required for WebUI Scheduled Tasks. With some limitations for Application Studio WebServices. For details see the Infor BI Installation Guide, section 'Safari Support'.
Latest Safari on iOS 8 on iPad and iPhone	Certified	With some limitations for Application Studio WebServices, for details see Infor BI Installation Guide, section 'Safari Support'. WebUI Scheduled Tasks is not supported for this browser. Dashboards is not supported for this browser. Please use the Motion Dashboards App.

Microsoft Office

Microsoft Office 2013 is also supported as desktop version (not streaming) licensed through Microsoft Office 365. Microsoft Online Office (formerly „Microsoft Office Web Apps“) is not supported.

This table lists the Excel versions which can be used for Office Plus for Microsoft Office Excel and Infor BI Q&A.

Excel for Office Plus and Infor BI Q&A		Notes
Microsoft Excel 2013 (15), 32-bit with Service Pack 1	Certified	For details see the Infor BI Installation Guide, section 'Office Plus limitations'.
Microsoft Excel 2013 (15), 64-bit with Service Pack 1	Certified	For details see the Infor BI Installation Guide, section 'Office Plus limitations'.
Microsoft Excel 2010 (14), 32-bit with Service Pack 2	Certified	Microsoft KB 2459118 is required for the Alea Ad-Hoc Reports feature in Office Plus, unless Excel 2010 (SP1) is used. See KBA 949161 for further details.
Microsoft Excel 2010 (14), 64-bit with Service Pack 2	Certified	With some limitations. For details see the Infor BI Installation Guide, section 'Office Plus limitations'.
Microsoft Excel 2007 (12) with Service Pack 3	Verified	Except: Unsupported for Infor BI Q&A

This table lists the Word versions which can be used for 'Office Plus for Microsoft Office Word'.

Word for Office Plus		Notes
Microsoft Word 2013 (15), 32-bit with Service Pack 1	Certified	
Microsoft Word 2013 (15), 64-bit with Service Pack 1	Certified	
Microsoft Word 2010 (14), 32-bit with Service Pack 2	Certified	

Word for Office Plus	Notes
Microsoft Word 2010 (14), 64-bit with Service Pack 2	Viable
Microsoft Word 2007 (12), with Service Pack 3	Verified

This table lists the PowerPoint versions which can be used for 'Office Plus for Microsoft Office PowerPoint'.

PowerPoint for Office Plus	Notes
Microsoft PowerPoint 2013 (15), 32-bit with Service Pack 1	Certified
Microsoft PowerPoint 2013 (15), 64-bit with Service Pack 1	Certified
Microsoft PowerPoint 2010 (14), 32-bit with Service Pack 2	Certified
Microsoft PowerPoint 2010 (14), 64-bit with Service Pack 2	Viable
Microsoft PowerPoint 2007 (12), Service Pack 3	Verified

Virtual Environments

Due to the overhead inherent in virtualization, additional resources may have to be allocated to a virtualized environment to match the performance of a non-virtualized environment.

Important: See KBA 602274 and KBA 1173111 for further details.

Environment	Notes
Microsoft Hyper-V	Certified
VMware ESX	See KBA 602274
Microsoft Terminal Services	See KBA 602274
Citrix	See KBA 602274

Product Translations

This table lists the available UI languages for BI Products.

Language	Languages
All BI Products (see below exceptions)	Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, French, French (Canadian), German, Italian, Japanese, Korean, Malaysian, Norwegian, Polish, Portuguese (Brazilian), Russian, Spanish, Swedish, Thai, and Vietnamese.
Office Plus for Microsoft Office Word and PowerPoint	English only
DataLink Studio	English only
DataLink Server, Q&A (Excel)	Chinese (simplified), Chinese (traditional), Dutch, English, French, German, Italian, Japanese, Polish, Portuguese (Brazilian), Russian, and Spanish
Self-Service	English and German