



ChangePoint 2022
Software Compatibility Matrix

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Revision history

| Revision | Comments | Date |
|----------|---|------------------|
| 1.0 | ChangePoint 2022 GA (22.00.042.000) | January 31, 2022 |
| 1.1 | Update download link for Open XML SDK 2.5 | February 3, 2022 |
| 1.2 | Removed Safari on iOS and macOS support. Updated mobile app Android minimum OS supported to 5.0 | May 26, 2022 |
| 1.3 | Added Safari support on macOS. | June 29, 2022 |
| 1.4 | Updated ChangePoint logo and name. | November 2, 2022 |
| 1.5 | Added certification for IBM Cognos Analytics version 11.2.3 Added certification for RabbitMQ Server v3.11.3, Erlang 64 bit v25.1.2 | January 31, 2023 |
| 1.6 | Added certification for SmartIQ 17.5.0 | May 5, 2023 |

Purpose

This Software Compatibility Matrix provides technology platform and software requirements for ChangePoint 2022. Be sure to reference the version of this document that corresponds to your installed ChangePoint version before you finalize your configuration. Also be sure to review the Third-Party Software Support Policy on the Planview Customer Success Center at https://success.planview.com/Planview_Changepoint.

Note: The most recent versions of software that have been certified in this release since the last released ChangePoint version are highlighted in yellow.

ChangePoint Documentation

All references to ChangePoint documents are to the version that matches your ChangePoint installation, unless otherwise stated. You can obtain the documentation from the following sources:

- Planview Customer Success Center (https://success.planview.com/Planview_Changepoint)
- Team Folders in ChangePoint
- Customer Success Manager

Server Components

Unless specified otherwise, all references to Microsoft Windows Server Operating System and Microsoft SQL Server are for both Standard and Enterprise editions.

Software running on the servers must use a consistent language; for example, the German configuration consists of:

- German Windows OS
- German IIS
- German SQL

Note: The one exception is the Dutch certification, which consists of the Dutch Windows OS, Dutch IIS, and *English* SQL because the Dutch SQL software was not available at time of certification.

Certification of ChangePoint 2022 was completed with a cross section of third-party hardware and software solutions, which included but were not limited to VMWare vSphere 5.1.

Microsoft Hot Fix Certification

ChangePoint 2022 has been certified with Microsoft Hot Fixes as of December 14, 2022. See the published list from the Microsoft site at URL:

<http://www.microsoft.com/technet/security/current.aspx>.

The certified Microsoft Hot Fixes conform with the ChangePoint Third-Party Software Support Policy. This policy is available in the Planview Customer Success Center

(https://success.planview.com/Planview_Changepoint) or from your Customer Success Manager.

Archiving solution

The Archiving solution consists of certification on the same language database servers. The SQL Server version and database collation must match between the production server/database and archive server/database, otherwise data corruption or errors could occur.

Database server

Operating System

- Windows Server 2019
- Windows Server 2022

For more information about the database server requirements for SQL Server, refer to the Microsoft website at www.microsoft.com.

Database version

- SQL Server 2017
- SQL Server 2019

The SQL Server must be installed with SQL_Latin1_General_CP1_CI_AS as the collation setting.

For more information about the database requirements, see the Microsoft website www.microsoft.com.

.NET Framework version

- .NET Framework 4.8

The .NET Framework is a platform requirement for the ChangePoint web server and database server.

For Microsoft .NET Framework 4.8 refer to:

<https://dotnet.microsoft.com/download/dotnet-framework/net48>

Additional software

- MS Office 2010 System Converter Microsoft Filter Pack

The 2010 Office System Converter: Microsoft Filter Pack is required on the database server to enable knowledge search and support search for Microsoft Office 2016/2019 file formats (docx, .docm, .pptx, .pptm, .xlsx, .xlsm, .xlsb, .zip, .one, .vdx, .vsd, .vss, .vst, .vdx, .vsx, and .vtx).

<http://www.microsoft.com/en-us/download/details.aspx?id=17062>

To enable iFilter for .pdf, refer to the Adobe iFilter page on the Adobe website for download information.

Server Language Support

- English
- French
- German
- Spanish
- Dutch

Web Server

Same requirements as the database server with the following exceptions.

Additional Mandatory Software

- Microsoft OLE DB Driver 18.3
- Open XML SDK 2.5 for Microsoft Office is used to support Export to Excel capabilities in budgeting. This component is installed on the web server by the ChangePoint installer. For more information about Open XML SDK 2.5, see:

<https://web.archive.org/web/20190116000204/https://www.microsoft.com/en-us/download/details.aspx?id=30425>

NOTE: Native 64-bit is **not** supported on the ChangePoint web server. During the ChangePoint installation, a flag is set to use a feature called Windows on Windows 64-bit (WOW64), which sets the server compatibility mode to 32-bit.

IIS Version

- Microsoft IIS 10

Windows Server 2022 Roles

Common HTTP Features

- Static Content
- Default Document
- Directory Browsing
- HTTP Errors
- HTTP Redirection

Health & Diagnostics

- HTTP Logging
- Custom Logging
- Logging Tools
- Request Monitor
- Tracing

Security

- All Options

Application Development

- WebSocket Protocol
- ASP
- ASP.NET 4.6
- NET Extensibility 4.6
- ASP
- ISAPI Extensions
- ISAPI Filters
- Application Initialization
- Server Side includes

Management Tools

- IIS Management Console
- IIS Management Scripts & Tools
- Management Service

Performance

- All Options
-

Windows Server 2022 Features

NET Framework 4.6 Features

- .NET Framework 4.6
 - ASP.NET 4.6
 - WCF Services
 - HTTP Activation
 - TCP Port Sharing
 - SMB 1.0/CIFS File Sharing Support
 - Windows Defender Features
 - All options
 - Windows PowerShell
 - Windows PowerShell 5.1
 - Windows PowerShell ISE
 - Windows Process Activation Service
 - Process Model
 - Configuration APIs
 - WoW64 Support
 - XPS Viewer
-

Windows Server 2019 Roles

Common HTTP Features

- Static Content
- Default Document
- Directory Browsing
- HTTP Errors
- HTTP Redirection

Health & Diagnostics

- HTTP Logging
- Logging Tools
- Request Monitor
- Tracing

Security

- All Options

Application Development

- NET Extensibility 3.5
- WebSocket Protocol
- ASP
- ASP .NET 3.5
- ASP.NET 4.6
- NET Extensibility 4.6
- ASP
- ISAPI Extensions
- ISAPI Filters
- Application Initialization

Management Tools

- IIS Management Console
- IIS Management Scripts & Tools

Performance

- All Options
-

Windows Server 2019 Features

NET Framework 4.5 Features

- .NET Framework 3.5
- .NET Framework 4.6
- ASP.NET 4.6
- WCF Services
 - HTTP Activation
 - TCP Port Sharing
- Windows Process Activation Service
- Process Model
- Configuration APIs

Windows Identity Foundation 3.5

- Windows PowerShell
 - Windows PowerShell 5.1
 - Windows PowerShell 2.0 Engine
 - Windows PowerShell ISE
-

Redis

Redis is a mandatory requirement for ChangePoint Enterprise websites and must be installed and configured for the web server.

- Redis 3.0.503
- Windows Server 2019
- Windows Server 2022

- .NET Framework 4.8

For more information on Redis for Windows Server, see:

<https://raw.githubusercontent.com/Microsoft/redis/3.0/Redis%20on%20Windows%20Release%20Notes.md>

For installation information, see the *ChangePoint Installation Guide*.

IBM Cognos Analytics

For installation information, see the *ChangePoint Installation Guide*.

Cognos Analytics App Tier

- IBM Cognos Analytics version 11.2.1 IF3; **version 11.2.3**
- Microsoft SQL Server Native Client
- Windows Server 2019
- Windows Server 2022

Microsoft SQL Server Native Client is installed on the Cognos App Tier by the installer.

The Cognos App Tier installer has a dependency on .NET Framework 4.5 (minimum) for the installer to launch.

The Content repository, which contains the content manager service, is installed on the Cognos Analytics App Tier. Full Cognos App Tier installation requires 7 GB of disk space.

Content store

- SQL Server 2017
- SQL Server 2019

The Content Store database must be installed on the same server as the ChangePoint database.

Intelligent Forms

For installation instructions, see the *ChangePoint Installation Guide*.

SmartIQ

- **SmartIQ 17.5.0**

Web Server

- Windows Server 2019
- Windows Server 2022
- Microsoft OLE DB Driver 18.3
- ASP.Net Core Runtime Bundle 6.0.13

Infiniti Database

- SQL Server 2017
- SQL Server 2019

Web Service

- ChangePoint Web Services WCF API

ChangePoint Windows Services

The ChangePoint Windows services can be installed on any server that has access to the ChangePoint database and meets the requirements of the ChangePoint servers for:

- Operating system
- .NET Framework version

For more information about ChangePoint Windows Services, see the *ChangePoint Installation Guide*.

CP Email Notification Service

- 64-bit OS support

CP Exchange Synchronization Service

- 64-bit OS support
- Exchange Web Services

CP Mail Service

- 64-bit OS support

ChangePoint Integration Framework Services

The ChangePoint Integration Framework services can be installed on any server that can communicate with the RabbitMQ service. For more information, see the *ChangePoint Integration Framework Reference*.

ChangePoint Web Services API

The Integration Framework requires the ChangePoint WCF API.

ChangePoint Export Publishing Service

- 64-bit OS support

ChangePoint DataMapper Service

- 64-bit OS support
- Can be installed on any machine that can communicate with the RabbitMQ service

ChangePoint Communication Dispatcher Service

- 64-bit OS support
- Can be installed on any machine that can communicate with the RabbitMQ service

American Express Corporate Credit Card Integration

If your organization is planning to deploy the Corporate AMEX Credit Card Feed, see the *ChangePoint Integration Framework Reference* guide.

- Support for AMEX (American Express) GL1025 standard, version 4.4 file format

Server Additions and Integrations

The server that the additions or integrations are being installed on must meet the requirements for the ChangePoint servers.

Microsoft Visual Studio 2010 Tools for Office Runtime and Microsoft Visual C++ 2010 Redistributable are required and will be installed by the Add-in installer.

For more information about the Visual C++ 2010 Redistributable, see the following link:
<http://www.microsoft.com/en-us/download/details.aspx?id=14632>

Web Services API/WCF API

- .NET Framework 4.8 (server)
- Microsoft IIS
- Language software on the servers must be consistent
- Web Services API – Microsoft Web Services Enhancements: WSE 2.0 SP3 must be installed on the client and server
- WCF API – WSE 2.0 SP3 is not required

For details, see the *ChangePoint API Reference* and the *ChangePoint API Installation Guide*.

Certification

- ChangePoint Web Services API:
- is certified on a configuration where the ChangePoint Web Services API is installed on the same web server as the ChangePoint application.
- is certified on both WCF (Windows Communication Foundation) and Microsoft Web Services Enhancements 2.0 SP3.
- continues to be supported on a 32-bit configuration. The ChangePoint API installation sets the server compatibility to 32-bit mode (WOW64). Because the compatibility is changed to that of 32-bit, there are no issues with running COM and Web Services API on a 64-bit OS.
- To use the Web Services API with WSE 2.0 SP3, you must install WSE 2.0 SP3 on both client and server.
- Specific ChangePoint API security functionality that uses the WSE 2.0 SP3 extension has been tested and verified to work on Windows 2016 and Windows 2019 systems *but has not been certified on these systems*.

Web Services API Regional Setting Support

- English: United States (supported Regional Settings option).

To deploy the ChangePoint API on non-English servers, see the *ChangePoint API Installation Guide*.

ChangePoint Integration Framework

- RabbitMQ server v3.11.3, Erlang 64 bit v25.1.2
- ChangePoint SFDC Adapter

For more information, see the “ChangePoint Integration Framework Services” section in this document as well as the *ChangePoint Integration Framework Reference* guide, which includes information about the Salesforce.com integration.

Microsoft Exchange

- Exchange Online (Office 365)

Single Sign-On

For more information, see the *ChangePoint Installation Guide*.

Note: The ChangePoint WCF API is supported for the ISAPI and ADFS endpoints for SSO implementations only. If you have deployed a SAML endpoint for the ChangePoint application, then the ChangePoint API website must be configured to use application authentication.

- ADFS 2.0, 2.1, 3.0 – (RP-STS_ADFS endpoint)
- SAML 2.0 – ADFS 2.0 (RP-STS_SAML endpoint)
- SAML 2.0 – PingFederate version 7.2 (RP-STS_SAML endpoint)
- ISAPI (RP-STS_ISAPI endpoint)
- Windows Azure Active Directory
- Windows PowerShell 2.0 is required for running configuration scripts to aid with the setup. Download and install the x64 runtime package applicable to your operating system using the Microsoft Platform Installer, or from the following URL:

<http://www.iis.net/download/PowerShell>

Transport Tool

- ChangePoint 2022 Transport Tool (English Only)

For details, see the *ChangePoint Transport Tool User Guide*.

RabbitMQ

- RabbitMQ server v3.11.3

Erlang

- Erlang 64 bit v25.1.2

For details, see the *ChangePoint Integration Framework Reference*.

Client Components

Web Browsers

As of ChangePoint 2022, most ChangePoint Administration functionality is supported on multiple browsers. Browser support consists of Firefox, Chrome, Edge, Edge in Internet Explorer mode, and Safari (on a macOS).

Given how frequently browser version updates are released, reasonable effort is applied to remain current with the web browsers as they become available.

- Firefox ESR 91.5
- Chrome 97
- Edge 97
- Edge 97 in Internet Explorer mode – For a list of features that are supported only in Edge in Internet Explorer mode, see the “ChangePoint security features supported only in MS Internet Explorer” section.
- Safari 15.5 (on macOS)

Language and region settings

- The language for client software must be consistent. For example, the German Client configuration consists of German Windows OS and German Outlook software.
- Export to Excel is supported only when the browser language matches the regional settings on the
- ChangePoint Add-in installers: The Add-in installations are certified only if the language selected when installing the add-in matches the language on the operating system on the client workstation.
- The language preference setting on the browser controls the formatting of number, currency, time, and date values on the ChangePoint user interface.
- To display Unicode characters correctly, the East Asian Language pack is required.

Microsoft Windows

Operating System

- Windows 8.1 Update (KB2919355), Desktop Mode only, 32- or 64-bit
- Windows 10 (32 or 64-bit)

- Windows 11 (32 or 64 bit)

Windows 8 and Windows 10 64-bit processor certification include 64-bit support for ChangePoint add-ins and Microsoft Office products.

For Microsoft Office products, both 32-bit and 64-bit versions have been certified:

- ChangePoint MSP, Professional and Standard editions
- ChangePoint Outlook Tools
- Microsoft Silverlight plug-in

.NET Framework Version

- .NET Framework 4.8

The Microsoft .NET Framework is required for the following ChangePoint add-ins: ChangePoint MSP and ChangePoint Outlook Tools.

Additional Software

- Microsoft Silverlight 5.1.20513 plug-in (32 or 64-bit)

The Microsoft Silverlight plug-in is required for launching Scenario Comparisons on both Windows and macOS operating systems and is supported by Internet Explorer only.

Client Language Support

Client language support consists of the following languages:

- Brazilian-Portuguese
- English
- French
- Dutch
- German
- Italian
- Spanish

The ChangePoint user interface displays the supported language translation according to the language preference selected on the browser settings:

- English: United States, United Kingdom, Australia, Canada, New Zealand, Ireland, South Africa, Jamaica, Caribbean, Belize, Trinidad
- French: France, Belgium, Canada, Switzerland, Luxembourg
- German: German, Switzerland, Austrian, Luxembourg, Liechtenstein
- Spanish: Spain, Argentina, Bolivia, Chile, Columbia, Costa Rica, Dominican Republic, Ecuador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Peru, Puerto Rico, Paraguay, El Salvador, Uruguay, Venezuela, Traditional sort [es-ES_tradnl], International sort [es-ES]
- Italian: Italy, Switzerland
- Portuguese: Brazil, Portugal
- Dutch: Netherlands, Belgium

For the following languages, the formatting of number, currency, time, and date values conform to the language selected in the browser. However, the user interface labels are displayed in English.

- Chinese: PRC, Taiwan, Singapore, Hong Kong, Macau
- Norwegian: Nynorsk, Bokmal
- Danish: Denmark
- Finnish: Finland
- Swedish: Sweden, Finland
- Japanese: Japanese
- Korean: Korea

Apple Mac

Operating System

macOS 12.4

Web Browser

- Firefox ESR 91.5
- Safari 15.5

- Chrome 97
- Edge 97
- Edge 97 in Internet Explorer mode

Additional Software

- Microsoft Silverlight 5.1.20913 plug-in

The Microsoft Silverlight plug-in is required for launching Scenario Comparisons on both Windows and macOS operating systems and is supported by Internet Explorer only.

Client Language Support

Same as for Windows. See the “Client Language Support” section, above.

Client Portal

Same client requirements as for ChangePoint.

Mobile App for Smartphones and Tablets

The Mobile App only connects to a site that is configured SSL with a valid SSL certificate.

Mobile App does not support SSO implementation via an ISAPI endpoint. If your organization has deployed an ISAPI endpoint for ChangePoint, the Mobile App website must be configured to use an ADFS or SAML endpoint or application authentication.

Operating System

- iOS 9 or higher
- Android 5.0 or higher

Web Browser

- Native browser for device

Screen Size

- Minimum: Width: 640, Height: 960
- Maximum: Width: 1440, Height: 2560

Client Language Support

Same as for ChangePoint. See the “Client Language Support” section.

Mobile Web for Smartphones

Operating System

- Apple iOS 9.3 or higher
- Android 6.0 or higher

Web Browser

- Native browser for device

Client Language Support

- Same as for ChangePoint. See the “Client Language Support” section.

Tablet Support

The tablet functionality is restricted to the ChangePoint security feature set listed below. Because only specific tablet functionality is certified for tablet devices, Planview will not support or address any issues that might be encountered in other functional areas.

On tablets, both the ChangePoint help and ChangePoint Administration help can be accessed by all users regardless of their access to the components.

The credit card integration is supported on tablets but not on smartphones in addition to a typical client running on a desktop/laptop. Not all tablets support the ability to upload the credit card transactions. The ability to create an expense from a credit card transaction is available on all certified tablets, provided that the transactions are uploaded prior to using the tablet.

For Personal Credit Card Upload, the “Upload” link is enabled for expense creation on all certified tablet devices (if user has the ‘TEX’ feature). However, users cannot upload files using an iPad, which does not support local storage. Instead, iPad users can upload their personal credit card files in ChangePoint and then continue with the expense creation on the iPad.

Operating System and Web Browser

- Windows 8.1, Windows 10
- Android 5.1.1 or higher: Chrome 87

Client Language Support

Same as for ChangePoint. See the “Client Components ” section.

Cognos Analytics Client OS and Browser Support

Same as for ChangePoint Client platform.

Browser and OS certification in ChangePoint governs IBM Browser and OS certification where applicable. Browsers used for report authoring in Cognos must be certified by both ChangePoint and IBM.

Refer to the following Cognos Analytics 11.2.1 IF3 and Cognos Analytics 11.2.3 Software Product Compatibility Reports link for details on supported client operating systems and web browsers.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/prereqsForProduct?deliverableId=E1B58E10E32111EB9FC3B7C0836FD149>

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/prereqsForProduct?deliverableId=65F734C0D13E11ECBD753BFC32A61DF2>

Intelligent Forms Client OS and Browser Support

Same as for ChangePoint Client platform.

Microsoft Office, supported versions

- Microsoft Office 2019

Client Integrations

The requirements listed below are in addition to the Client Platform Requirements listed in the Client Components section.

Notes:

- There is no support for the MSP Integration, Outlook Tools, Cognos Sync Utility on the MAC client, mobile devices, or tablets.
- There is no support for the Personal Credit Card Integration on the macOS client or mobile devices.

Microsoft Project (MSP) Integration

MSP language versions are certified provided the client is running the same corresponding language OS.

For more information about client integration requirements, refer to Microsoft's website at: www.microsoft.com.

All references to MSP certification below are for Standard and Professional editions

- MSP 2019 (32 or 64-bit)

For installation information, see the *ChangePoint Project Management User Guide*.

Outlook Tools

Regional Options are configured for the client workstation in Windows Control Panel. The Regional Options control how the number, currency, time, and date values are displayed for Outlook Integration.

- Microsoft Outlook 2019 (32 or 64-bit)
- Microsoft Office 365 (32 or 64-bit)
- .NET Framework 4.8

For installation information, see the *ChangePoint User Basics Guide*.

Outlook Tools Regional Setting Support

- English

ChangePoint-Cognos Sync Utility

- .NET Framework 4.8
- Microsoft SQL Server Native Client 2012 SP1

NOTE: If you are installing the sync utility on a Windows 8.1 Update OS or on a Windows 10 client, .NET Framework 3.5 must be enabled manually in addition to .NET Framework 4.8. The installers do not install .NET Framework on the client machine.

Personal Credit Card Integration

- Support for Compliance with OFX (Open Financial Exchange) 2.x standard
- Firefox ESR 91.5
- Chrome 97
- Safari 15.5 (on a macOS).
- Edge 97

- Edge 97 in Internet Explorer mode

ASP Reports

All the standard .asp reports are available in Edge in Internet Explorer mode.

The following reports can now be displayed in all browsers:

- Batch Invoicing
- Batch print
- Batch time and expenses approval
- Contractor Invoice Reconciliation
- Reconciliation Results
- My Expense Reports
- Pending Resources Changes
- Project Status by Phase
- Resource History
- Resources by Function
- Revenue recognition
- System Metadata
- System Reports with Descriptions
- System Reports with URL
- System Terminology
- Task Status Compliance
- Time Submission Conformance
- Upgrade Log Entries
- Utilization by Workgroup

ChangePoint security features supported only in MS Internet Explorer

| Category | Feature description |
|-----------------------------------|--|
| Demand Management | Access Candidate Screening Access Request Screening Approve Resource Demand Scenarios Access Scenario Comparison Create Resource Demand Scenarios Delete Resource Demand Scenarios Edit Resource Demand Scenarios Manage Scenario Comparisons Views and Templates View Resource Demand Scenarios |
| Import/Export Management | Import Data Export Data |
| Individual Performance Management | Create Metrics Delete Metrics Edit Metrics Performance Management Administrator View My Workgroup Metric Results (Drill-Down) View Metrics View Personal Metrics Results View Metric Results of Any Resource View Workgroup-Level Rollup of Metric Results |
| Portlets | Financial Reminders People Performance Management Surveys |
| Resource Information | View Survey Rating Information View Surveys of Others |
| Survey Management | Survey Management Administrator Create Surveys View Surveys Create Survey Templates |

Tablets – list of supported features

| Category | Feature description |
|------------------------------|--|
| Applications Management | View Products |
| Approval Workflow | Time Approval Expense Approval |
| Availability Planning | Planned Resources Search Resources View Personal Calendar Entries |
| Campaign Management | View Campaigns |
| Candidate Management | Manage All Opportunities Manage Workgroup Opportunities View Opportunities |
| Competition Management | View Competitors |
| Desktop Features | Create Time Adjustments Copy Time Manage Tasks (Project Worksheet only) Track Non-Project-Related Time Track Project-Related Time Track Request Time View Time Sheets View Reports View Companies View Projects View Team Folders Track Expenses View Expenses |
| Contract Management | View Contracts |
| Knowledge Management | View Knowledge Items View Support Items |
| Operations Center Management | View Requests |
| Portals | My Reminders My Activities Knowledge Management |

| Category | Feature description |
|------------------------------|---|
| | Competitive Outcomes Campaign Results Upcoming Campaigns Request Summary Requests Assigned to Me Requests Initiated by Me My Utilization Workgroup Utilization Active Opportunities Underutilized Resources Contract Warnings Find Person Opportunity Outcome Summary My Favorite Reports My Links Opportunity Rollups Opportunities Lost Opportunities Won Access the Portfolio Performance Management portlet |
| Project/Customer Portfolios | View Portfolios View Customer Radar |
| Prospect and Lead Management | Manage All Leads Manage All Prospects Manage Leads Manage Workgroup Leads Manage Workgroup Prospects |
| Resource Information | View Function Assignments of Others View Project History of Others View Qualifications of Others View Resource History of Others View Resources View Task Assignments of Others |

| Category | Feature description |
|----------|--|
| | <p>View Billing and Cost Rates in Task Assignment section</p> <p>View Calendars from Resource Search</p> <p>View Calendar entries of other Resources</p> |