

ImageRight/WorkSmart Software Support Matrix

ImageRight 5.7 – ImageRight 6.1

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Introduction

This document provides information about technology products that have been certified by Vertafore, Inc. as being compatible with the ImageRight / WorkSmart programs. When a product has been certified, this means that the Vertafore team has reviewed the product and found it in compliance with Vertafore standards and determined that it will work well with the product.

Purpose of this Document

Vertafore has certified applications in these categories as compatible with the **ImageRight/WorkSmart 5.7, 5.7 SP1, 6.0, and 6.1** programs:

- Database management systems
- Hardware (storage media and peripheral devices)
- Vertafore Cross-Platform Integration
- Third-party Applications
- Scanners

It is important to note that the certification dates noted in the information that follows are dependent on the availability of resources (both Vertafore and non-Vertafore) to conduct the reviews and address any identified issues.

Scope

Vertafore will certify the current release of third-party software and will maintain certification of the preceding version for one year. Clients are responsible for upgrading all third-party applications to the latest released version. In rare instances a preceding version will not maintain certification. (An exclusion of previous version certification is Faxpress Premier. Only the current version of Faxpress Premier will be certified.) Vertafore does not certify or support Beta versions of third-party software.

Certification of Microsoft applications (Microsoft Office, Microsoft SQL Server, etc.) follows the Vertafore Third-Party Certification and Support Life Cycle. Maintaining certification / support of preceding versions may be limited as advances in technology dictate tighter integration with the latest version.



Vertafore certification of Microsoft Windows Operating Systems (OS) follows Microsoft's Life Cycle Support Policy of General Availability, Mainstream and Extended Support. When Microsoft retires operating systems from Mainstream to Extended Support, Vertafore will work to help find a workaround for an issue that is determined to be operating system specific when Microsoft will not issue a patch to correct the problem. As Microsoft Windows Operating Systems are retired from Extended Support, Vertafore reserves the right to limit support of the ImageRight application when residing in these environments. This is due to the fact that Microsoft no longer supports these operating systems.

Important Note

The ImageRight Browser Client is only available to Carrier, MGA, and MGU customers. This module is not available to Agency customers.

ImageRight/WorkSmart Platform & Third-Party Support

Client/Desktop Support Matrix

Operating Systems for ImageRight 6.1

ImageRight Application	Windows Server 2008 32-bit (TS/Citrix)	Windows Server 2008 R2 64-bit (TS/Citrix)	Windows Server 2012 R2 (TS)	Windows 7 32-bit 64-bit	Windows 8.1 32-bit 64-bit	Windows 10 32-bit 64-bit
Adobe Plug-in	Supported	Supported	Supported	Supported	Supported	Supported
Application Integrator	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Device Merge	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Document Converter	Supported	Supported	Supported	Supported	Supported	Supported
Export Utility	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
ImageRight Desktop	Supported	Supported	Supported	Supported	Supported	Supported
ImageRight Enterprise Management Console	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
ImageRight Outlook Interface	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported

ImageRight Application	Windows Server 2008 32-bit (TS/Citrix)	Windows Server 2008 R2 64-bit (TS/Citrix)	Windows Server 2012 R2 (TS)	Windows 7 32-bit 64-bit	Windows 8.1 32-bit 64-bit	Windows 10 32-bit 64-bit
ImageRight Printer	Supported	Supported	Supported	Supported	Supported	Supported
ImageRight Software Developer Kit (SDK)	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
MD5 Calc	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Migration Utility	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Microsoft Office Add-In Minimum Requirements: Microsoft Office 2007*, 2010 32bit, 2013 32bit *(Word: 12.0.6015.5000, Excel: 12.0.6024.5000, and Outlook: 12.0.6023.5000)	Supported	Supported	Supported	Supported	Supported	Supported
Pre-Migration Analyzer	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Reconverter	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Scanner	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Scanner Processor	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Web Software Developer Kit (SDK)	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported
Workflow Studio	Not Applicable	Not Applicable	Not Applicable	Supported	Supported	Supported

Browsers – Client Applications

Browsers	5.7	5.7 SP1	6.0	6.1
Internet Explorer 9	Supported	Supported	Supported	Supported
Internet Explorer 10	Supported *	Supported *	Supported *	Supported *
Internet Explorer 11	Not Supported	Not Supported	Supported *	Supported *
Firefox	Not Supported	Not Supported	Not Supported	Not Supported
Google Chrome	Not Supported	Not Supported	Not Supported	Not Supported
Safari	Not Supported	Not Supported	Not Supported	Not Supported

* Internet Explorer 10 and 11 are supported for BPR in Compatibility Mode only.

Browsers – ImageRight Browser Client

Browsers	5.7	5.7 SP1	6.0	6.1
Internet Explorer 9	Not Supported	Not Supported	Not Supported	Not Supported
Internet Explorer 10	Supported	Supported	Supported	Not Supported
Internet Explorer 11	Not Supported	Not Supported	Supported	Supported
Firefox	Supported	Supported	Supported	Supported
Google Chrome	Supported	Supported	Supported	Supported

Browsers	5.7	5.7 SP1	6.0	6.1
Safari	Limited Support *	Limited Support *	Limited Support *	Limited Support *

* Testing for Safari was limited to the Apple iPad.

Microsoft .NET Framework

Microsoft .NET Framework	5.7	5.7 SP1	6.0	6.1
.NET Framework 3.5 SP1	Not Supported	Not Supported	Not Supported	Not Supported
.NET Framework 4.0	Supported	Supported	Not Supported	Not Supported
.NET Framework 4 Client Profile	Not Supported	Not Supported	Not Supported	Not Supported
.NET Framework 4.5.2	Not Supported	Not Supported	Supported	Supported
.NET Framework 4.6	Not Supported	Not Supported	No Supported	Supported

Cross-Product Integration – ImageRight

Vertafore Product	5.7	5.7 SP1	6.0	6.1
AIM 6.7	Supported	Supported	Supported	Supported
AIM 6.7.1	Supported	Supported	Supported	Supported
AIM 6.8.0	Supported	Supported	Supported	Supported

Vertafore Product	5.7	5.7 SP1	6.0	6.1
AIM 6.10.0	Supported	Supported	Supported	Supported
AIM 15.2	Supported	Supported	Supported	Supported
AIM 15.5	Supported	Supported	Supported	Supported

Cross-Product Integration – WorkSmart

Vertafore Product	5.7	5.7 SP1	6.0	6.1
AMS360 6.0	Supported	Supported	NA	NA
AMS360 6.5	Supported	Supported	NA	NA
AMS360 7.0	Supported	Supported	NA	NA
AMS360 7.5	Supported *	Supported *	NA	NA
AMS360 8.0	Supported *	Supported *	NA	NA
AMS360 8.5	Supported *	Supported *	NA	NA
AMS360 9.0	Supported *	Supported *	NA	NA
AMS360 9.5	Supported *	Supported *	NA	NA
AMS360 2016	Supported *	Supported *	Supported *	Supported *

Vertafore Product	5.7	5.7 SP1	6.0	6.1
BenefitPoint 11R1	Supported	Supported	Supported	Supported
BenefitPoint 11R2B	Not Supported	Not Supported	Not Supported	Not Supported
BenefitPoint 12R1	Supported	Supported	Supported	Supported
BenefitPoint 12R2	Supported	Supported	Supported	Supported
BenefitPoint 13R3	Supported *	Supported *	Supported *	Supported *
Sagitta 7.8.6 – 769918	Supported	Supported	NA	NA
Sagitta 7.8.7 – 769918	Supported	Supported	NA	NA
Sagitta 8.1 – 769918	Supported	Supported	NA	NA
Sagitta 8.2 - 769918	Supported *	Supported *	NA	NA
Sagitta 8.3	Supported *	Supported *	NA	NA
Sagitta 14R1	Supported *	Supported *	NA	NA
Sagitta 14R2	Supported *	Supported *	Supported*	Supported*
Sagitta 15R1.3.0	Supported	Supported	Supported	Supported*
Engage 1.2.2	Supported	Supported	NA	NA

Vertafore Product	5.7	5.7 SP1	6.0	6.1
Engage 1.2.3	Supported	Supported	NA	NA
Engage 1.3	Supported *	Supported *	NA	NA
Engage 1.4	Supported *	Supported *	NA	NA

* Indicates recommended configuration

Third-Party Libraries & Components

Third-Party Libraries/Components	ImageRight/ WorkSmart Applications	5.7	5.7 SP1	6.0	6.1
Adobe Acrobat Reader 9	Adobe Add-in Desktop	Supported	Supported	Supported	Supported
Adobe Acrobat Reader X	Adobe Add-in Desktop	Not Supported	Not Supported	Not Supported	Not Supported
Adobe Acrobat Reader XI*	Adobe Add-In Desktop	Supported *	Supported *	Supported *	Supported *

Third-Party Libraries/Components	ImageRight/ WorkSmart Applications	5.7	5.7 SP1	6.0	6.1
Lotus Notes 8.5 Client v. 8.5 Domino Server 8.5	Desktop	Supported	Supported	Supported	Supported
Lotus Notes 8.5.3 Client v. 8.5.3 Domino Server 8.5.3	Desktop	Supported	Supported	Supported	Supported
Microsoft Office 2003 SP3	Desktop Microsoft Office Add-Ins	Limited Support**	Limited Support**	Limited Support**	Limited Support**
Microsoft Office 2007 <small>Requires Microsoft Office 2007 Save As PDF \ XPS Add In</small> http://www.microsoft.com/download/en/details.aspx?id=7	Desktop Microsoft Office Add-Ins Outlook Interface	Supported	Supported	Supported	Supported
Microsoft Office 2007 SP1 <small>Requires Microsoft Office 2007 Save As PDF \ XPS Add In</small> http://www.microsoft.com/download/en/details.aspx?id=7	Desktop Microsoft Office Add-Ins Outlook Interface	Supported	Supported	Supported	Supported

Third-Party Libraries/Components	ImageRight/ WorkSmart Applications	5.7	5.7 SP1	6.0	6.1
Microsoft Office 2010 32-bit	Desktop Microsoft Office Add-Ins Outlook Interface	Supported	Supported	Supported	Supported
Microsoft Office 2010 64-bit	Desktop Microsoft Office Add-In Outlook Interface	Not Supported	Not Supported	Not Supported	Not Supported
Microsoft Office 2013 32-bit	Desktop Microsoft Office Add-Ins Outlook Interface	Not Supported	Not Supported	Supported	Supported
Microsoft Office 2013 64-bit	Desktop Microsoft Office Add-Ins Outlook Interface	Not Supported	Not Supported	Not Supported	Not Supported

*** Adobe Acrobat Reader XI requires Protected Mode and the Accessibility Plugin to be disabled for the Adobe Plug-In.**

Third-Party Support Life Cycle Expirations

The products shown below have reached the end of the respective vendors Support Life Cycles.

Vendor End of Support Announcement	Comments
Microsoft Windows XP	<p>Microsoft End of Life Support for XP is 4/8/2014</p> <p>http://www.microsoft.com/en-us/windows/enterprise/endofsupport.aspx</p> <p>For any issues that cannot be resolved due to OS dependencies, it is recommended to update to a certified operating system.</p>
**Microsoft Office 2003 SP3	<p>Microsoft End Of Life Support for Office 2003 SP3 4/8/2014</p> <p>http://support.microsoft.com/ph/2488</p> <p>Added limited support to Office 2003 so that customers can upgrade to version 5.6 and higher. Limited support means that the functionality that is available in version 5.3 with the Office 2003 integration is now available in version 5.6 and higher. Any known issues that existed with Office 2003 integration in version 5.4 will continue to exist in version 5.6 and higher.</p>

Desktop Virtualization

VMs	5.7	5.7 SP1	6.0	6.1
Citrix Presentation Server 4.5 / XenApp 4.5	Supported	Supported	Supported	Supported
XenDesktop 4.0	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 4.0 Feature Pack 1	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 4.0 Feature Pack 2	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 5.0	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 5.0 Feature Pack 1	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 5.0 Service Pack 1	Not Supported	Not Supported	Not Supported	Not Supported
XenDesktop 5.5	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 6.0	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 6.5	Supported	Supported	Supported	Supported
VMWare Workstation v8	Not Supported	Not Supported	Not Supported	Not Supported

Scanner Support Matrix for ImageRight 6.1

Scanners	Connectivity	Drivers	Firmware / SVT	Windows OS*
Canon DR-7550C	USB 2.0	Kofax VRS		7 32bit/64bit 8.1 32bit/64bit
Canon DR-9050C	USB 2.0	Kofax VRS		7 32bit/64bit 8.1 32bit/64bit
Kodak i640	IEEE - 1394 Firewire (card and cable included)	ISIS	FW 4.03/SVT 6.10	7 32bit/64bit
Kodak i730	IEEE - 1394 Firewire (card and cable included)	ISIS		7 32bit/64bit
Kodak i1440	USB 2.0	ISIS 2.1.10903.12001	FW 2.17/SVT 6.12	7 32bit/64bit 8 32bit/64bit
Kodak i2800	USB 2.0	ISIS 2.0.11012.1001	FW 1.12/SVT 8.8	7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit
Kodak i3400	USB 2.0	ISIS 1.1.11311.5006		7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit

Scanners	Connectivity	Drivers	Firmware / SVT	Windows OS*
Kodak i4600	USB 2.0	ISIS	SVT 7.6	7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit
Fujitsu fi-5900C	USB 2.0	ISIS 2.1.10910.23001a		7 32bit/64bit 8.1 32bit/64bit
Fujitsu fi-5950	USB 2.0	ISIS 2.1.11005.11001		7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit
Fujitsu fi-6670	USB 2.0	ISIS 2.1.10910.8001a		7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit
Fujitsu fi-6800	USB 2.0	ISIS 2.1.10911.20002a		7 32bit/64bit 8.1 32bit/64bit 10 32bit/64bit

* The operating system compatibility information was obtained from the scanner specifications. Vertafore has not tested the scanners with all the noted operating systems.

Server Support Matrix for ImageRight 6.1

Operating Systems

ImageRight Application	Windows Server 2008 32-bit	Windows Server 2008 R2 64-bit	Windows Server 2012 R2	Windows 7 32-bit 64-bit	Windows 8.1 32-bit 64-bit	Windows 10 32-bit 64-bit
Application Server Service	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Business Process Reporting Enterprise (2.0) * Not certified due to issues with third-party software not being compatible with 64-bit operating systems.	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable

ImageRight Application	Windows Server 2008 32-bit	Windows Server 2008 R2 64-bit	Windows Server 2012 R2	Windows 7 32-bit 64-bit	Windows 8.1 32-bit 64-bit	Windows 10 32-bit 64-bit
Burner Service <small>* Only certified for CD/DVD burning on 64-bit OS's. Investore (UDO/Blue-ray/Optical burning) software is currently not supported on 64-bit operating systems, therefore, the Burner Service is only supported on 32-bit operating systems with Investore burning software.</small>	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
ClickOnce Install	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Delivery Service Outgoing Fax Print Server	Supported *	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Document Converter	Supported	Supported	Supported	Supported	Supported	Supported
E-Mail Receiver Service	Supported *	Supported	Supported	Not Applicable	Not Applicable	Not Applicable

ImageRight Application	Windows Server 2008 32-bit	Windows Server 2008 R2 64-bit	Windows Server 2012 R2	Windows 7 32-bit 64-bit	Windows 8.1 32-bit 64-bit	Windows 10 32-bit 64-bit
Full-Text Search Indexer Service	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Full-Text Search OCR Processor Service	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Import Service	Supported *	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Vertafore Image Service	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Browser Server	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Web Service	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
Workflow Processor Service	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable
WorkSmart Integration Service	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable

*** For clients upgrading to 6.0 and above that are running Windows Server 2008 32-bit for the E-Mail Receiver, Imports, or Delivery Service, there is a known issue preventing Microsoft Office document conversions. Vertafore recommends upgrading the utility server(s) to Windows Server 2008 64-bit with Office 2013 64-bit or Windows Server 2012 R2 with Office 2013 64-bit.**

Database Systems

Databases	5.7	5.7 SP1	6.0	6.1
SQL Server 2000	Not Supported	Not Supported	Not Supported	Not Supported
SQL Server 2005	Not Supported	Not Supported	Not Supported	Not Supported
SQL Server 2008	Supported	Supported	Supported	Supported
SQL Server 2008 R2	Supported	Supported	Supported	Supported
SQL Server 2012	Supported	Supported	Supported	Supported
SQL Server 2014	Not Supported	Not Supported	Supported	Supported
Oracle 10 g <small>* Due to known memory issues in the Oracle 10g client, if you are running a 10g database please run the 11g client on the application server. The 10g client is no longer supported.</small>	Not Supported	Not Supported	Not Supported	Not Supported
Oracle 11 g	Supported	Supported	Supported	Supported
Oracle 12c	Not Supported	Not Supported	Supported	Supported

Microsoft .NET Framework

.NET Framework	5.7	5.7 SP1	6.0	6.1
.NET Framework 3.5 SP1	Not Supported	Not Supported	Not Supported	Not Supported
.NET Framework 4.0	Supported	Supported	Not Supported	Not Supported
.NET Framework 4.0 Client Profile	Supported	Supported	Not Supported	Not Supported
.NET Framework 4.5	Supported *	Supported *	Not Supported	Not Supported
.NET Framework 4.5.2	Not Supported	Not Supported	Supported	Supported
.NET Framework 4.6	Not Supported	Not Supported	Not Supported	Supported

* ImageRight Browser Server requires Microsoft .NET Framework 4.5.2

Third-Party Libraries & Components

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
Adobe Acrobat Reader 9	Import Service Delivery Service E-Mail Receiver Service	Supported	Supported	Supported	Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
Adobe Acrobat Reader X	Import Service Delivery Service E-Mail Receiver Service	Not Supported	Not Supported	Not Supported	Not Supported
Adobe Acrobat Reader XI	Import Service Delivery Service E-Mail Receiver Service	Supported	Supported	Supported	Supported
dtSearch 7.5.1	Full-Text Search Indexer Service	Not Supported	Not Supported	Not Supported	Not Supported
dtSearch 7.6.2	Full-Text Search Indexer Service	Not Supported	Not Supported	Not Supported	Not Supported
dtSearch 7.6.3	Full-Text Search Indexer	Supported	Supported	Supported	Supported
dtSearch 7.6.6	Full-Text Search Indexer	Not Supported	Not Supported	Supported	Supported
Exchange 2007	E-mail Receiver Service	Supported	Supported	Supported	Limited Support
Exchange 2010	E-mail Receiver Service	Supported	Supported	Supported	Supported
Exchange 2013	E-mail Receiver Service	Not Supported	Not Supported	Not Supported	Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
FACSys 5.0 Server version 5.0.0.19 Client version 5.0.0.5 All FACSys 5.0 updates should be maintained on the server and client from the FACSys Technical Support Bulletin Web site (http://tsb.facsys.com).	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported
FACSys 5.1 Server version 5.1.0.5 Client version 5.1.0.7 FACSys is not supported with Delivery Service on Windows Server 2012	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported
FaxPress 9.1 – 9.1.0.1	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported
InveStore 4.6.1 Required for 60GB UDO	Burner Service	Not Supported	Not Supported	Not Supported	Not Supported
InveStore 5 – 5.0 UDO/Blue-Ray/Optical only InveStore v. 5 is not supported on Windows Vista, Windows 2008 Server or Windows 2012 Server. http://www.pegasus-afs.com/Products/hardware.htm	Burner Service	Supported	Supported	Supported	Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
IRISpdf 6 Developer Edition	Full-Text Search OCR Processor Service	Supported	Supported	Supported	Supported
Lincoln 5.9.0.0 (EP/Fax for Windows)	Import Service	Supported	Supported	Supported	Supported
Lotus Notes 8.5 Client v. 8.5 Domino Server 8.5	E-Mail Receiver Service	Supported	Supported	Supported	Supported
Lotus Notes 8.5.3 Client v. 8.5.3 Domino Server 8.5.3	E-Mail Receiver Service	Supported	Supported	Supported	Supported
Microsoft Office 2003 SP3	Import Service Delivery Service E-Mail Receiver Service Web Service	Not Supported	Not Supported	Not Supported	Not Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
Microsoft Office 2007 Requires Microsoft Office 2007 Save As PDF \ XPS Add In http://www.microsoft.com/download/en/details.aspx?id=7	Import Service Delivery Service E-Mail Receiver Service Web Service	Supported	Supported	Supported	Supported
Microsoft Office 2007 SP1 Requires Microsoft Office 2007 Save As PDF \ XPS Add In http://www.microsoft.com/download/en/details.aspx?id=7	Import Service Delivery Service E-Mail Receiver Service Web Service	Supported	Supported	Supported	Supported
Microsoft Office 2010 32-bit * Certified on Windows Server 2003 32-bit Only	Import Service Delivery Service E-Mail Receiver Service Web Service	Not Supported	Not Supported	Not Supported	Not Supported
Microsoft Office 2010 64-bit * Certified on Windows Server 2008 R2 64-bit and Server 2012	Import Service Delivery Service E-Mail Receiver Service Web Service	Supported	Supported	Supported	Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
Microsoft Office 2013 32-bit	Import Service Delivery Service E-Mail Receiver Service Web Service	Not Supported	Not Supported	Not Supported	Not Supported
Microsoft Office 2013 64-bit <small>* Certified on Windows Server 2008 R2 64-bit and Server 2012</small>	Import Service Delivery Service E-Mail Receiver Service Web Service	Supported	Supported	Supported	Supported
Microsoft Visual Studio 2005	WebSDK	Supported	Supported	Supported	Supported
Microsoft Visual Studio 2008	WebSDK	Supported	Supported	Supported	Supported
RightFax 9.4 SR5 Server version 9.4.0.5020 Client version 9.4.0.5020	Delivery Service – Outgoing Fax	Not Supported	Not Supported	Not Supported	Not Supported
RightFax 9.4 FP1 SR4	Delivery Service – Outgoing Fax	Not Supported	Not Supported	Not Supported	Not Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
RightFax 10 FP1 SR1 Server version 10.0.0.349 Client version 10.0.0.1081	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported
RightFax 10.6 Server version 10.60 Client version 10.6.0.330	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported
Starburn CD/DVD only * Drivers distributed with the Burning Service install. http://www.rocketdivision.com/burn_sdk.html	Burner Service	Supported	Supported	Supported	Supported
Zetafax 2010 Server version 14.0.840 Client version 14.0.840	Delivery Service – Outgoing Fax	Not Supported	Not Supported	Not Supported	Not Supported
Zetafax 2011 Server version 15.0.920 Client version 15.0.920	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported

Third-Party Libraries/Components	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
Zetafax 2012 Server version 16.0.950 Client version 16.0.950	Delivery Service – Outgoing Fax	Supported	Supported	Supported	Supported

Third-Party support life cycle expirations

The products shown below have reached the end of the respective vendor's Support Life Cycles.

Vendor End of Support Reached	Comments
Microsoft Windows XP	Microsoft End of Life Support for XP is 4/8/2014. http://www.microsoft.com/en-us/windows/enterprise/endofsupport.aspx For any issues that cannot be resolved due to OS dependencies, it is recommended to update to a certified operating system.
Microsoft Office 2003 SP3	Microsoft End Of Life Support for Office 2003 SP3 is 4/8/2014. http://support.microsoft.com/ph/2488

Supported Hardware

Hardware Description	ImageRight / WorkSmart Application	5.7	5.7 SP1	6.0	6.1
LG (IDE)	Burner Service	Supported	Supported	Supported	Supported
LG (SATA)	Burner Service	Supported	Supported	Supported	Supported
Plasmon UDO (UD030D-SE Side Burner) – Firmware 2.03.16	Burner Service	Supported	Supported	Supported	Supported
Plextor DVD burners Driver – Windows PNP	Burner Service	Supported	Supported	Supported	Supported
TEAC CD-RW burners – Firmware 5.2.3790.0	Burner Service	Supported	Supported	Supported	Supported
Topaz SigLite LCD e-Signature pad	Enterprise Management Console	Supported	Supported	Supported	Supported

Web Servers, Servlet Engines & Application Servers

Web Servers	ImageRight Application	5.7	5.7 SP1	6.0	6.1
IIS v6.0	Business Process Reporting Web Services WebSDK Click Once Deployment	Not Supported	Not Supported	Not Supported	Not Supported
IIS v7.0	Business Process Reporting Web Services WebSDK Click Once Deployment Browser Server Vertafore Image Service	Supported	Supported	Supported	Supported

Web Servers	ImageRight Application	5.7	5.7 SP1	6.0	6.1
IIS v7.5	Business Process Reporting Web Services WebSDK Click Once Deployment Browser Server Vertafore Image Service	Not Supported	Not Supported	Not Supported	Not Supported
IIS v8.0	Business Process Reporting Web Services WebSDK Click Once Deployment Browser Server	Supported	Supported	Supported	Supported
IIS v10.0	Business Process Reporting Web Services WebSDK Click Once Deployment	Not Supported	Not Supported	Not Supported	Supported

Server Virtualization & VDI

VMs	5.7	5.7 SP1	6.0	6.1
Citrix Presentation Server 4.5 / XenApp 4.5	Supported	Supported	Supported	Supported
XenApp 5.0	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 5.0 Feature Pack 1	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 5.0 Feature Pack 2	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 5.0 Feature Pack 3	Not Supported	Not Supported	Not Supported	Not Supported
XenApp 6.0	Supported	Supported	Supported	Supported
XenApp 6.5	Supported	Supported	Supported	Supported
Xen Server 4.0	Not Supported	Not Supported	Not Supported	Not Supported
Xen Server 4.1	Not Supported	Not Supported	Not Supported	Not Supported
Hyper-V Server 2008 R2	Not Supported	Not Supported	Not Supported	Not Supported
VMWare ESX Server 5.0	Not Supported	Not Supported	Not Supported	Not Supported