

## Planon Software Suite

### Planon Live

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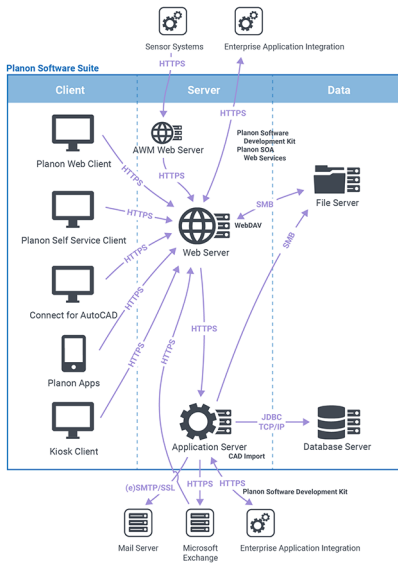
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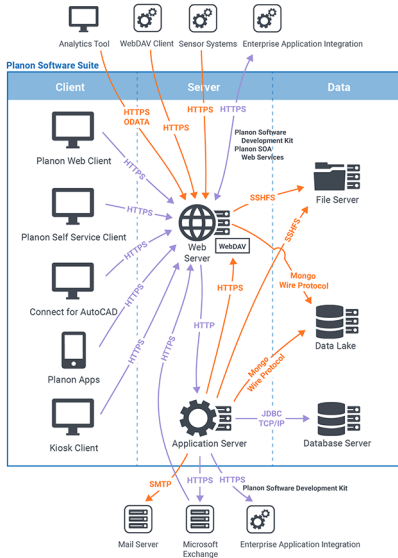
# Deployment Overview - On Premise Installation

The following image illustrates the deployment overview for on-premise installations of the Planon Software Suite:



# Deployment Overview - Planon Cloud

The following image depicts the deployment overview and corresponding protocols of Planon Cloud.



## Cloud connections

Supported protocols for connecting to Planon Cloud:

- HTTPS - using TLS 1.2

Supported ports:

- 80 - redirect to port 443
- 443 - HTTPS
- 2303 - HTTPS for web services

# Database

## Prerequisites

Rebooting the application server service is required when switching or upgrading from one database platform to another.



Unicode character sets are supported.

## Supported database platforms

The following image depicts the support for the various database platforms:

Database platform	Year	2020												2021																	
	Month	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L47	L48	L49	L50	L51	L52	L53	L54	L55	L56	L57	L58	L59	L60	L61	L62	L63	L64	L65	L66	L67	L68	L69	L70	L71	L72	L73	L74	L75	L76
Oracle 19		Supported												Supported																	
Oracle 18		Supported												Supported																	
Oracle 12.2 (12c)		Supported												Supported																	
Oracle 12.1 (12c)		Supported												Supported																	
Oracle 11.2 (11.2.0.3.0 / 11.2.0.4)		Supported												Supported																	
Oracle 11.1 (11.1.0.7.0 and later)		Supported												Supported																	
Microsoft SQL Server 2017		Supported												Supported																	
Microsoft SQL Server 2016		Supported												Supported																	
Microsoft SQL Server 2014		Supported												Supported																	



Note that the future release numbers are subject to change in the course of time.

## Database platforms

## Notes

### Oracle

- Supported editions SE1, SE, EE and PE.
- XE is not supported.



During a Planon database upgrade, the Oracle Enterprise Edition database option *Basic table compression* is not supported, as this option makes it impossible to add columns to tables including default values.

Oracle 19

- Only supports datapump exports.

Oracle 18

- Transparent Database Encryption is supported. Note that this is only true for Oracle EE.

Oracle 12c (12.1, 12.2)

- The use of Pluggable Databases (PDBs) is supported.

Database platforms	Notes
Oracle 11.2 (11.2.0.3.0 and 11.2.0.4)	<ul style="list-style-type: none"> <li>• Oracle locator must be installed.</li> <li>• Only supports datapump exports.</li> <li>• Transparent Database Encryption is supported. Note that this is only true for Oracle EE.</li> <li>• Oracle locator must be installed.</li> </ul>
Oracle 11.1 (11.1.0.7.0 and later)	<ul style="list-style-type: none"> <li>• Only supports datapump exports.</li> <li>• Oracle locator must be installed.</li> </ul>
<b>Microsoft SQL Server</b>	
<ul style="list-style-type: none"> <li>• All editions of Microsoft SQL Server are supported.</li> <li>• Setting the containment type to <b>Partial</b> is giving issues and is currently not supported.</li> </ul>	
Microsoft SQL Server 2017, Microsoft SQL Server 2016.	<ul style="list-style-type: none"> <li>• SQL Server transparent data encryption is supported. Note that this is only true for the Enterprise Editions of SQL Server.</li> <li>• SQL-based and Windows-based authentication are supported.</li> </ul>
Microsoft SQL Server: all versions	<ul style="list-style-type: none"> <li>• READ_COMMITTED_SNAPSHOT must be <u>on</u>, see the <b>Installation guide</b> for details:  <a href="https://webhelp.planoncloud.com/en/#page/Installation%2Fc_Deadlock_prevention.html">https://webhelp.planoncloud.com/en/#page/Installation%2Fc_Deadlock_prevention.html</a></li> </ul>

# Application- & Web server & Upgrade Tool

Throughout the complete *Planon Software Suite*, the following operating system versions are supported:

Operating system	Year	2019												2020												2021											
	Month	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L41	L42	L43	L44	L45	L46	L47	L48	L49	L50	L51	L52	L53	L54	L55	L56	L57	L58	L59	L60	L61	L62	L63	L64	L65	L66	L67	L68	L69	L70	L71	L72	L73	L74	L75	L76
Windows Server 2019		Supported							Not supported												Not supported																
Windows Server 2016		Supported												Supported												Supported											
Windows Server 2012 R2		Supported												Supported												Supported											
Windows Server 2012		Supported												Supported												Supported											
Windows Server 2008 R2		Supported												Supported												Supported											
Windows Server 2008		Supported												Supported												Supported											



Note that the future release numbers are subject to change in the course of time.

## Operating System (64-bit only)

## Notes

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012

The Active Directory version that comes with the Windows server version is supported too.



For Windows Server 2019, note that using Windows server core is not supported!



For the Upgrade Tool, Windows Server core is not supported!



# Suite Installer

The following operating systems are supported by the Suite Installer:

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012 R2 (Support will be discontinued from August 2020)
- Windows Server 2012 (Support will be discontinued from August 2020)
- Windows 10
- Windows 8
- Terminal server/ remote desktop (64 bit only)

# Clients



The following clients are supported by Planon:





- [Planon Web Client](#)
- [Planon Web Client on tablets](#)
- [Planon Self-Service on mobile devices](#)
- [Planon App](#)
- [Planon Mobile Field Services \(Movilizer-based\)](#)
- [Planon AppSuite - Field Services](#)
- [Planon Live app](#)
- [Kiosk and Room Booking Panel](#)

## Planon Web Client

The supported configurations listed in the below table are valid for the following clients:

- *Planon Web Client*
- *Planon Self-Service* embedded in third party solution or as standalone web pages

Component	Supported configurations
Hardware	<p data-bbox="483 1161 1541 1239">Hardware must be able to run the operating systems and browsers specified below.</p> <p data-bbox="483 1239 1541 1302">Browser window resolution higher than 1024x768 px</p> <div data-bbox="488 1329 1528 1463" style="border: 1px solid orange; padding: 10px;"> <p data-bbox="516 1360 1474 1428"> The minimum resolution of configuration tools such as Layouts (as of L29) is 1680 * 1050</p> </div> <p data-bbox="483 1501 1541 1537">Browser zoom level support is based on the screen resolution, as an indication:</p> <ul data-bbox="483 1549 808 1690" style="list-style-type: none"> <li>• 1920px = 75% - 150%</li> <li>• 1280px = 75% - 125%</li> <li>• 1024px = 75% - 100%</li> </ul> <div data-bbox="488 1717 1560 1885" style="border: 1px solid red; padding: 10px;"> <p data-bbox="516 1749 1528 1848"> Though Planon functionality is supported in the above screen resolutions, some components may look slightly different in resolutions other than 100%.</p> </div> <p data-bbox="483 1921 764 1957">Keyboard and Mouse</p>

Component	Supported configurations
Memory required for CAD Integrator	8 GB RAM or more
Operating System	Windows 10 Windows 8 Terminal server/ remote desktop (64 bit only)
Browser	<p data-bbox="485 514 951 546"><b>Browser Compatibility Statement</b></p> <p data-bbox="485 558 1490 623"><i>We understand that our users may use various combinations of Internet browsers and Operating Systems.</i></p> <p data-bbox="485 636 1455 701"><i>We like and aim for our users to have the best possible experience on the web when using Planon ProCenter.</i></p> <p data-bbox="485 714 1495 779"><i>However, Planon recognizes that it is impossible to develop applications that work identically, efficiently and effectively on all web browsers.</i></p> <p data-bbox="485 800 984 831">The following browsers are supported:</p> <ul data-bbox="485 852 1455 1031" style="list-style-type: none"> <li data-bbox="485 852 930 884">• Google Chrome (latest version)</li> <li data-bbox="485 898 922 930">• Microsoft Edge (latest version)</li> <li data-bbox="485 945 1455 976">• Chromium Edge (latest version, supported as of Planon Live version 58)</li> <li data-bbox="485 991 834 1022">• MS Internet Explorer 11</li> </ul> <div data-bbox="488 1066 1557 1199" style="border: 1px solid red; padding: 5px;"> <p data-bbox="516 1098 1463 1163"> MS Internet Explorer 11 will no longer be supported from January 01, 2021.</p> </div> <ul data-bbox="485 1230 914 1262" style="list-style-type: none"> <li data-bbox="485 1230 914 1262">• Mozilla Firefox (latest version)</li> </ul> <div data-bbox="488 1297 1524 1463" style="border: 1px solid orange; padding: 5px;"> <p data-bbox="516 1329 1422 1425"> Note that even though Planon supports these browsers, there may still be minor differences in appearance and browser-specific functionalities.</p> </div> <div data-bbox="488 1528 1557 1656" style="border: 1px solid red; padding: 5px;"> <p data-bbox="516 1560 1094 1591"> Cookies and Javascript must be enabled.</p> </div> <div data-bbox="488 1692 1524 1820" style="border: 1px solid orange; padding: 5px;"> <p data-bbox="516 1724 1459 1789"> With regard to the performance of CAD Integrator, the use of Google Chrome is recommended.</p> </div>

## Planon Web Client on tablets



Although in general Planon functionality is supported on tablets, some graphical components such as graphical planboards, CAD Integrator and gadgets, might work slightly different than on computers without touch screens.

Planon application management is mostly not supported, specifically:

- Field Definer
- TSIs
- Web Configuration
- Layouts
- Status flows (Workflow diagrammer)

The following configurations are supported for *Planon Web Client* on tablets:

Component	Supported configurations
Tablet Hardware	<div data-bbox="509 1050 563 1106" data-label="Image"> </div> <p>A tablet with touchscreen of 7.9 inch or more, and 960x540 pixel or more.</p> <p>Apple iOS 8.4            Android 6 Marshmallow            Windows 8.1 (for tablet)</p>
Tablet browsers	<p>iOS - Safari and Google Chrome            Android - Google Chrome            Windows 8.1 - Internet Explorer 11 and Google Chrome</p>

## Planon Self-Service on mobile devices

These following PSS2 modules are supported on mobile devices:

- Publisher (Chart, List)
- Service Requests
- Workflow
- Orders
- Reservations

- Move requests
- Visitors
- Product Store
- My Account

The following browsers are supported for the above modules:

- Safari on iOS 7 or higher
- Internet Explorer 11 on Windows
- Google Chrome on Android 6 Marshmallow or higher
- Mozilla Firefox

## Planon App



The following operating systems are supported by the Planon App:

- All Android releases currently supported by Google
- Last two iOS releases currently supported by Apple

## Planon Mobile Field Services (Movilizer-based)



- Planon Live will support PMFS Movilizer until release L65 (1 January 2021). You must switch from Movilizer to AppSuite before you upgrade to L65 or a later release.
- Business continuity for older releases of Planon Live (L64 and earlier, R17 and R16) with PMFS Movilizer will be supported till 1 January 2022.
- The Planon Mobile Field Services - Movilizer based app (**Planon mobile**) will be removed from the relevant stores on 1 January 2022.

### Operating systems

The following operating systems are supported for Planon Mobile Field Services - Movilizer based app (**Planon mobile**):

- Android: minimum supported version of supplier to Android 8 (Oreo) as of Planon Mobile client 2.4.7
- iOS: minimum supported version of supplier to 11 (as per client version 2.4.11)
- Windows Phone 8 and 8.1
- Windows 10 (for mobile devices)

## Planon AppSuite

The **Planon AppSuite** app can be used as of Planon L19 and later versions.



The solution is optimized for tablets (in landscape orientation), but can also be used on smart phones (portrait orientation).

### Supported operating systems

- Android 6 Marshmallow or later
- The last two iOS releases

### Supported SSO



If single-sign-on (SSO) is required, it is recommended to upgrade to Planon Live version L56, or higher.

As of *Planon Live* release L56, **Planon AppSuite** supports **SAML2** based SSO configuration for Planon Cloud. For 'on-premise' SSO configuration please contact Planon Support (ICC).

- Waffle SSO is not supported for on-premise installations of AppSuite, since the device is not part of the domain.
- From L41 to L55 only limited SSO configuration is supported. Earlier releases than L41 only support SSO configuration in the Planon Cloud, using Keycloak and form-based authentication.

### Minimal supported resolution

OS	Device	Resolution
iOS	iPhone	1334x750
iOS	iPad	2048x1536
Android	Phone	1480x720

OS	Device	Resolution
Android	Tablet	1280x800



Customized accessibility settings are not supported!

## Supported linear bar codes in Planon AppSuite

Planon AppSuite supports the following linear bar codes on Android, iOS and Windows.

Image	Name
	UPC-A
	EAN-8
	EAN-13
	Code 39

Image	Name
 <p data-bbox="220 470 412 512">CODE93</p>	Code 93
 <p data-bbox="298 743 367 768">Planon</p>	Code 128
	ITF-14

## Supported 2-D bar codes in Planon AppSuite

Planon AppSuite supports the following 2-D bar codes on Android, iOS and Windows.




Image	Name
	Data matrix
	QR code



Image	Name
	Semacode

## Supported RFID scanners for the AppSuite Assets module

The following brands / types of RFID scanner are supported for the **Planon AppSuite > Assets** module:

- TSL 1128
- TSL 1166

## Planon Live app

The **Planon Live** app can be used as of Planon L53 and later versions.



The solution is optimized for tablets (in landscape orientation), but can also be used on smart phones (portrait orientation).

### Supported operating systems

OS	Supported previous major version	Supported current major version
Android	9.0	10.0
iOS	12.4.1	13.0



There is a new major release for both operating systems every year, so each release will be supported for two years.

## Kiosk and Room Booking Panel

Click the following links for information on supported configurations of Kiosk and Room booking panel:

- [Kiosk](#)
- [Room Booking Panel](#)

## Kiosk

The following table lists the supported configurations for Kiosk:

Component	Supported configurations
Capacitive/optical touch screen	19 inch+ (preferably 32 inch or bigger) 1366x768+ Low noise (fan less) Support gestures/swipe
A PC	PC that can control the panel with the touch screen driver of the panel installed. A touch monitor connected to a fanless PC or an 'All-In-One' touch computer. CPU should be Intel® Core™ i5 or above 4+ GB RAM Windows 7, 8 & 10
Web browser	Google Chrome

## Room Booking Panel

For the Room Booking Panel, a tablet with touch screen and WiFi or a local area network connection over Ethernet is needed. The device must also be connected to a power source and to a network with HTTP/HTTPS access/connection to the Kiosk service.

### Example devices tested are:

- Android: Samsung Galaxy TAB 4
- Windows: Acer Iconia Tab 8W (W1-810)

The following table lists the supported configurations of Room Booking Panel:

Component	Supported configurations
Operating systems	Android 4.4+ Windows 8+ iOS 9+
Supported Browser	MS Internet Explorer 11 Google Chrome Mozilla Firefox

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<b>Component</b>	<b>Supported configurations</b>
Minimum screen resolution	The Room Booking panel has a responsive screen resolution. Currently it is delivered with minimum 800x600 resolution.
Supported processors	Apple A6X or newer/faster Qualcomm Snapdragon 400 or newer/faster Intel Atom Z3735 or newer/faster

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# Connect for AutoCAD / CAD Import / StabiCAD

Planon supports Connect for AutoCAD, CAD Import and StabiCAD. Check the following links for their supported configurations:

- [Connect for AutoCAD \(PC4A\)](#)
- [CAD Import](#)
- [StabiCAD](#)

## Connect for AutoCAD

The following table lists the AutoCAD versions supported by Connect for AutoCAD:

OS (bits)	Connect for AutoCAD	AutoCAD versions
<ul style="list-style-type: none"> <li>• Win7 64 bits</li> <li>• Win8 64 bits</li> <li>• Win10 64 bits</li> </ul>	Version number as delivered in service pack's Suite Installer	<ul style="list-style-type: none"> <li>• 2015</li> <li>• 2016</li> <li>• 2017</li> <li>• 2018</li> <li>• 2019</li> <li>• 2020 (L55)</li> </ul>



- AutoCAD LT and other AutoCAD derivative products are not supported by any version of Connect for AutoCAD.
- Connect for AutoCAD requires a .NET framework version 4 or higher.



Planon Cloud customers, please note that Connect for AutoCAD only supports AutoCAD 2018 or higher, due to a restriction in Transport Layer Security (TLS). Only the TLS 1.2 protocol is supported.

## CAD Import

The following AutoCAD versions are supported by CAD Import:

- 2020 (L55)
- 2019 (L39)
- 2018

- 2017
- 2016
- 2015
- 2014
- 2013

## StabiCAD

The following StabiCAD versions are supported:

- StabiCAD 9
- StabiCAD 10
- StabiCAD 11

# Connect for BIM

The following table lists the Autodesk **Revit** and **Revit Architecture** versions that are supported by Connect for BIM:

<b>OS* (bits)</b>	<b>Autodesk Revit versions</b>	<b>Autodesk Revit Architecture versions</b>
<ul style="list-style-type: none"><li>Win7 64-bits</li></ul>	2016, 2017, 2018, 2019	2016
<ul style="list-style-type: none"><li>Win8 64 bits</li></ul>		Note: as of Revit 2017, RevitArchitecture functionality is embedded in Revit.
<ul style="list-style-type: none"><li>Win10 64-bits</li></ul>		



- Requirements apply as provided by TheModus Model Extender.
- OS: the versions of Windows on which the above mentioned Revit versions run.

# Exchange - Connect for Outlook

The following Exchange - Connect for Outlook versions are supported:

- Exchange server 2019
- Exchange server 2016
- Exchange server 2013
- Exchange server 2010 Service Pack 2 (and later)
- Exchange Online (Office 365)\*



\*When using delegation, the number of subscriptions is limited to max. 20. Using impersonation, lifts this restriction.

# Languages

*Planon Software Suite* supports Unicode characters. The following overview lists the default available languages.



Additional languages can be provided. Please contact Planon for more information.

## Planon Core Application

The Planon core application is available in the following languages:

Languages	Planon Core		
Name	Software	PDF/WebHelp	Technical documentation
Chinese (simplified)	<del>Yes</del> CHS		
Chinese (traditional)	<del>Yes</del> CHT		
Dutch	Yes	Yes (limited)	Yes—limited set
English	<del>Yes</del> GB		
English	<del>Yes</del> US	Yes	Yes
French	Yes	Yes (limited)	
German	Yes	Yes (limited)	
Italian	Yes		
Portuguese	<del>Yes</del> BR		
Spanish	<del>Yes</del>		
Swedish	<del>Yes</del>		

## Planon Accelerator

Planon Accelerator is a best-practise configuration layer on top of the Planon Core application. This configuration is available in the following languages (more can be made available):



<b>Languages</b>		<b>Accelerator</b>
<b>Name</b>	<b>Software</b>	<b>Documentation</b>
Dutch	Yes	
English	Yes GB	
English	Yes US	Yes
French	Yes	
German	Yes	

# Auxiliary support

The following auxiliary supports are provided by Planon:

- [Internet protocols](#)
- [Text file formats](#)
- [Email protocols](#)
- [Exchange - Connect for Outlook](#)
- [WebDAV](#)

## Internet protocols

The following Internet protocols are supported:

- Ipv4
- Ipv6

## Text file formats

The following Text file formats are supported:

<b>Text file formats</b>	<b>Planon Software Suite (except Connect for Outlook and Alerts)</b>	<b>Connect for Outlook</b>	<b>Alerts</b>
RTF	Yes	No	No
HTML	Yes	Yes	Yes
DOC	Yes	No	No
DOCX	Yes	No	No

## Email protocols

The following Email protocols are supported:

- SMTP
- SMTP with SSL
- eSMTP with TLS

## WebDAV

The following WebDAVs are supported:

- Tomcat

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