Version: L96

Planon
Building Connections

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About this Document

Intended Audience

This document is intended for *Planon Software Suite* users.

Contacting us

If you have any comments or questions regarding this document, please send them to: support@planonsoftware.com.

Document Conventions

Bold
Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text
Application names are displayed in italics.

CAPITALS
Names of keys are displayed in upper case.

Special symbols

	Text preceded by this symbol contains additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.
	Text preceded by this symbol refers users to other parts of the user documentation for more information.

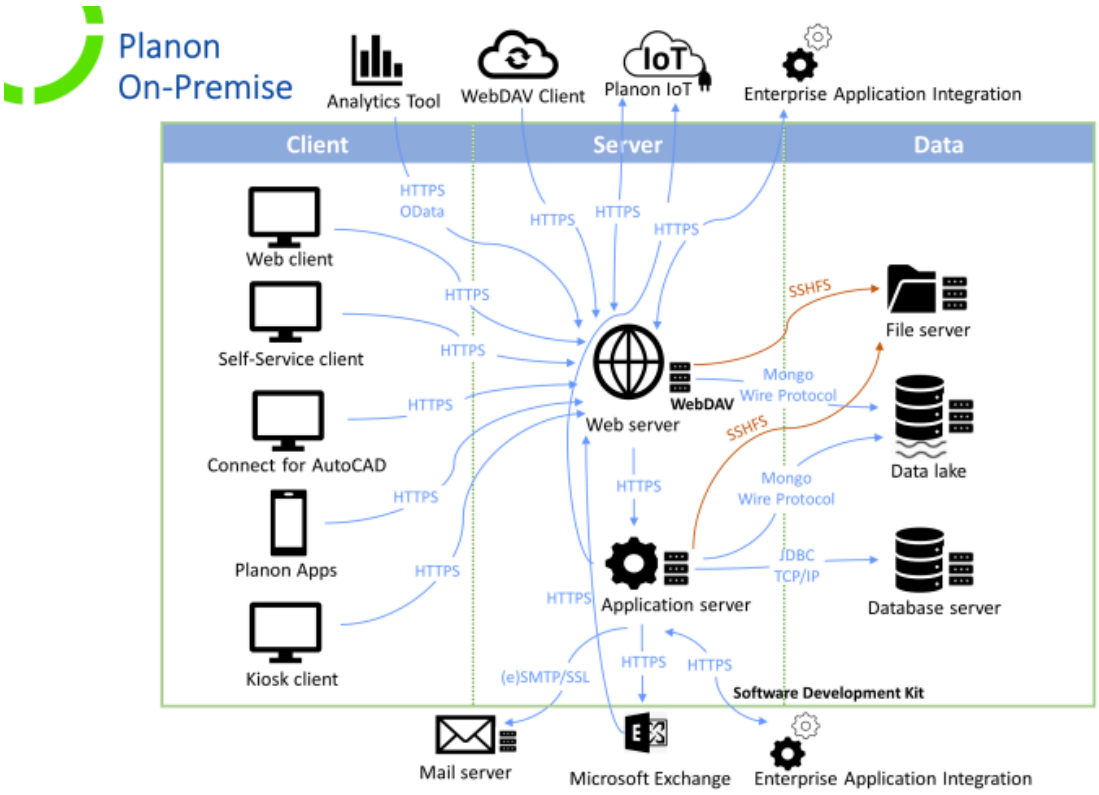
Table of Contents

Deployment Overview - On Premise Installation....6
Deployment Overview - Planon Cloud....7
Deployment overview - Planon IoT....8
Database....9
Application- & Web server, Upgrade Tool & Suite Installer....11
Clients....13
PC clients....13
Planon Web Client....14
Kiosk....15
Mobile clients....15
Planon Live app....17
Planon app....18
Supported bar codes in Planon (Live) app....19
Planon AppSuite....20
Supported linear bar codes in Planon AppSuite....21
Supported 2-D bar codes in Planon AppSuite....23
Supported RFID scanners for the AppSuite Assets module....23
Supported file formats for images and photos....23
Planon Web Client on tablets....24
Planon Self-Service on mobile devices....24
Room Booking Panel....25
Out-of-Support....25
Planon Apps....25
Planon Mobile Field Services (Movilizer-based)....26
Connect for AutoCAD / CAD Import / StabiCAD....27
Connect for AutoCAD....27

CAD Import.....28
StabiCAD.....29
Connect for BIM.....30
Connect for Analytics.....32
Exchange - Connect for Outlook.....33
Languages.....34
Auxiliary support.....36
Internet protocols.....36
Text file formats.....36
Email protocols.....36
WebDAV.....37
Planon Software Support.....38
Index.....39

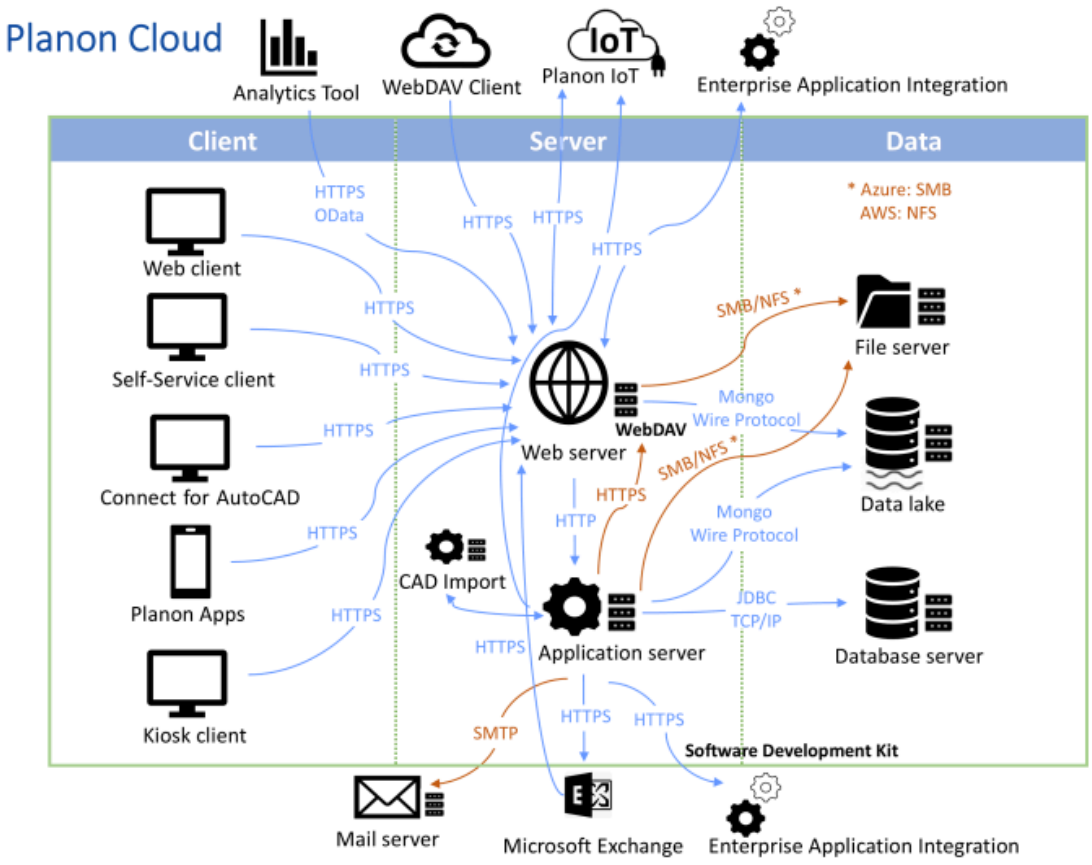
Deployment Overview - On Premise Installation

The following overview depicts the deployment and protocols of **Planon on-premise**.



Deployment Overview - Planon Cloud

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



Cloud connections

Supported protocols for connecting to Planon Cloud

- HTTPS - for applications using TLS 1.2 as well as TLS 1.3

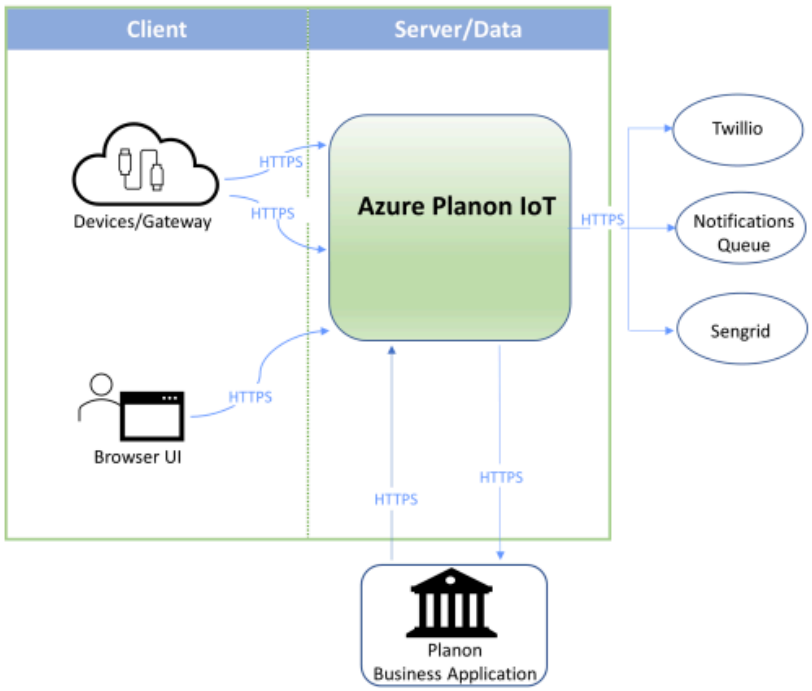
Supported ports

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

Deployment overview - Planon IoT

The following overview depicts the deployment and protocols of **Planon IoT**.

Planon IoT



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

Database platform	Year	2023											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L89	L90	L91	L92	L93	L94	L95	L96	L97	L98	L99	L100
Oracle 19													
Microsoft SQL Server 2022													
Microsoft SQL Server 2019													
Microsoft SQL Server 2017													

Database platform	Year	2024											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L101	L102	L103	L104	L105	L106	L107	L108	L109	L110	L111	L112
Oracle 19													
Microsoft SQL Server 2022													
Microsoft SQL Server 2019													
Microsoft SQL Server 2017													

Database platform	Year	2025											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L113	L114	L115	L116	L117	L118	L119	L120	L121	L122	L123	L124
Oracle 19													
Microsoft SQL Server 2022													
Microsoft SQL Server 2019													

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

Database platforms	Notes
Oracle	

Database platforms	Notes
	• Supported editions SE1, SE, EE and PE. • XE is not supported.

Warning:

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: all versions	• Only supports datapump exports. • Transparent Database Encryption is supported. Note that this is only true for Oracle EE. • The use of Pluggable Databases (PDBs) is supported. • Oracle locator must be installed.
Microsoft SQL Server • All editions of a specific version are supported. • Setting the containment type to **Partial** is giving issues and is currently not supported.	
Microsoft SQL Server: all versions	• SQL Server transparent data encryption is supported. Note that this is only true for the Enterprise Editions of SQL Server. • SQL-based and Windows-based authentication are supported. • READ_COMMITTED_SNAPSHOT must be ON, see Deadlock prevention for details (Installation Guide).

Application- & Web server, Upgrade Tool & Suite Installer

Throughout the *Planon Software Suite*, these operating system versions are supported.

Operating system	Year	2023											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L89	L90	L91	L92	L93	L94	L95	L96	L97	L98	L99	L100
Windows Server 2022													
Windows Server 2019													
Windows Server 2016													

Operating system	Year	2024											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L101	L102	L103	L104	L105	L106	L107	L108	L109	L110	L111	L112
Windows Server 2022													
Windows Server 2019													
Windows Server 2016													

Operating system	Year	2025											
	Month	1	2	3	4	5	6	7	8	9	10	11	12
	Release	L113	L114	L115	L116	L117	L118	L119	L120	L121	L122	L123	L124
Windows Server 2022													
Windows Server 2019													

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

Operating System (64-bit only)	**Notes**
Windows Server all versions	The Active Directory version that comes with the Windows server version is supported too.

Warning:

Operating System (64-bit only)	Notes
	For the Upgrade Tool, Windows Server core is not supported!

Clients

The Planon Software Suite can be accessed and used on both PC clients and mobile clients.

PC clients - describes the properties that generically apply to the following PC clients:

- Planon Web Client
- Kiosk

Mobile clients - describes the properties that generically apply to the following PC clients:

- Planon Web Client on tablets
- Planon Self-Service on mobile devices
- Planon AppSuite - Field Services
- Planon Live app
- Room Booking Panel

PC clients

The Planon software suite is supported to run on PCs.

Browser and OS Compatibility Statement

We understand that our users may use various combinations of Internet browsers and Operating Systems.

We like and aim for our users to have the best possible experience on their mobile device using the browser or OS version of their choice.

However, Planon recognizes that it is impossible to develop applications that work identically, efficiently and effectively on all types of browsers and operating systems, so as a company we only officially support the versions mentioned below. Other browsers or operation system versions may work, but we do not guarantee that or give support on that.

Supported Browsers

- Google Chrome (latest version)

- Chromium Edge (latest version, supported as of Planon Live version L58 - Web client *only*)
- Mozilla Firefox (latest version - Web client *only*)

- Cookies and Javascript must be enabled.
- With regard to the performance of CAD Integrator, the use of Google Chrome is recommended.

Operating system

- Windows 11
- Windows 10
- Terminal server/ remote desktop (64 bit only - Web client *only*)

PC clients

- Planon Web Client
- Kiosk

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	Hardware must be able to run the operating systems and browsers specified below. Browser window resolution higher than 1024x768 px The minimum resolution of configuration tools such as Layouts (as of L29) is 1680 * 1050 Browser zoom level support is based on the screen resolution, as an indication: • 1920px = 75% - 150%

Component	Supported configurations
	• 1280px = 75% - 125% • 1024px = 75% - 100% Please note: higher window resolutions may be required when using Browser zoom in combination with text scaling (accessibility-) features of your operating system: • Browser zoom of 200% requires a minimum resolution of 1920x1080 pixels with a maximum text scale factor of 100% • For 4k screens, OS text scaling can be up to 125% to allow 200% browser zoom. • Other resolutions mentioned earlier assume a maximum OS text scale factor of 100%. **Warning:** Though Planon functionality is supported in the above screen resolutions, some components may look slightly different in resolutions other than 100%.
	Keyboard and Mouse
Memory required for CAD Integrator	8 GB RAM or more
Browser	See Supported Browsers.

Kiosk

The following table lists the supported configurations for Kiosk:

Component	Supported configurations
Hardware	A PC and a touch screen of 19 inch+ (preferably 32 inch or bigger), or an 'All-In-One' touch computer.

Mobile clients

The Planon software suite features and supports a number of mobile clients.

Browser and OS compatibility statement

We understand that our users may use various combinations of Internet browsers and Operating Systems.

We like and aim for our users to have the best possible experience on their mobile device using the browser or OS version of their choice.

However, Planon recognizes that it is impossible to develop applications that work identically, efficiently and effectively on all types of browsers and operating systems, so as a company we only officially support the versions mentioned below. Other browsers or operation system versions may work, but we do not guarantee that or give support on that.

Browser support

- **Android**: Chrome latest version
- **iOS**: Safari (coupled with iOS version)

Operating systems

As a rule of thumb, Planon supports the *current* and the *previous* Operating System version.

Mobile clients

These mobile clients are supported.

- Planon web client on tablets
- Planon Self-Service on mobile devices

The functionality on mobile is more restricted compared to the web client - this is specifically true for the graphical view or floor plan.

- Planon AppSuite
- Planon Live app
- Room booking panel

Planon Live app

The **Planon Live** app can be used as of Planon L87 and later versions. Currently, the following app modules are available.

- **Workplace app** modules: **Bookings**, **Colleagues**, **My inventory**, **Spaces**, **Requests**, **External links**, **Reservations**.
- **PMFS Live app** modules: **Work assignments**, **Assets**, **Orders**.
- **Assets** module (as independently licensed module).

Does the app support SSO?

Cloud

The mobile app only supports **SAML** SSO, that is available on Cloud. If a customer uses **SAML** SSO, this is also applied on the app and that works like other apps on your device authenticated with SSO.

On premise

There is no standard Planon SSO option available. The on premise SSO options supported by Planon (Waffle/Spnego) all require a **Windows** SSO, which mobile devices do not have. If an on premise customer has SSO configured, they should add a separate tomcat server to allow for a user name/password login on the **Planon Live** app.

It is possible for a customer to use **SAML** SSO on premise, but that is a custom implementation, and is not supported by Planon 'out of the box'. For more information please contact Planon Support (ICC).

Warning:

Waffle SSO is NOT supported, since the device is not part of the domain.

MDM tools

Your company might be using Mobile Device Management (MDM) tools, such as Microsoft Intune or Mobile Iron, to manage the company's devices and apps. If MDM tools are used, be aware that it is possible to use the Planon Live app by publishing the default Planon Live app through the company portal or application store provided by the MDM tool. However, the Planon Live app *does not support any configuration*

changes that are pushed by the MDM tool (such as settings that prevent or disable screen captures, copy/paste, authentication parameters, and so on).

Planon app

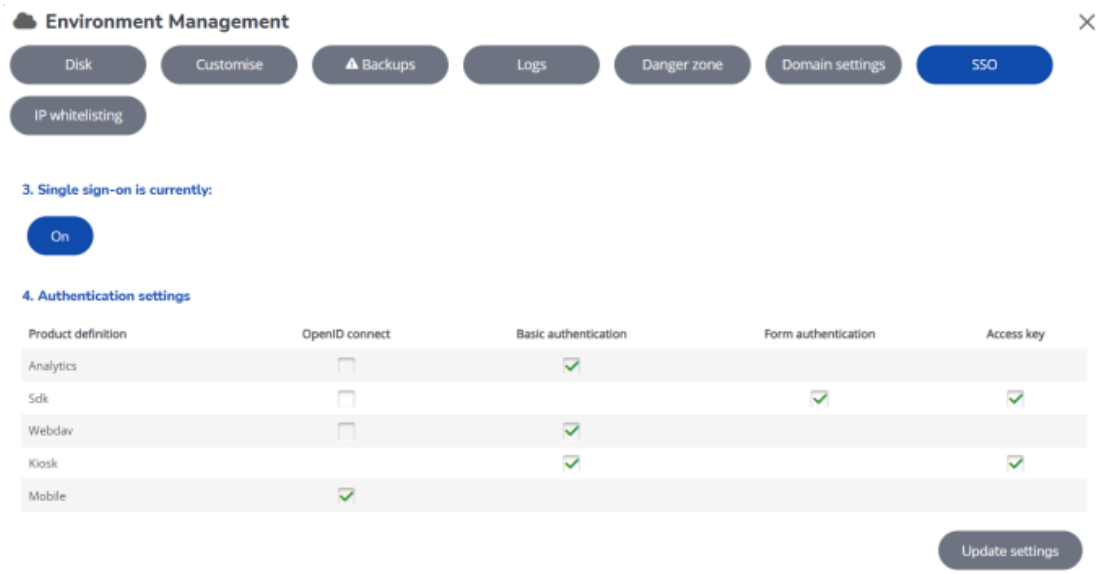
The **Planon app** is the modernized and improved successor of the **Planon Live app**. This app can be used as of Planon release L93 and later versions. The **Planon app** uses web tokens via **OpenID Connect**, instead of the previously used session cookies. This innovation was introduced to keep up with modern technological standards, supported and promoted by major technology companies such as Google and Apple.

The **Planon app** supports exactly the same modules as the Planon Live app, but has a stricter log-in protocol and a modern-day authentication method.

See these **Technical references** webhelp topics for more information: Mobile apps and Planon App.

Planon users are recommended to download the **Planon app** from their relevant app store (Apple app store or Google playstore) and start using it. To use the Planon app you need to do the following:

- **Enable SSO**. Follow this part of the manual: SSO.
- In Planon ProCenter Webclient > **Cloud gadget** > **SSO** > check the box **OpenID Connect** for **Mobile**.



Planon on-premise customers are advised to contact Planon support (ICC) to ensure the best transition to the new app.

If you intend to use bar codes / QR codes in the Planon app, refer to this overview for the Planon Live app to see which codes are supported: Supported bar codes in Planon Live app.

Currently, the **Planon app** supports the following app modules:

- **Workplace** app modules: **Bookings**, **Colleagues**, **My inventory**, **Spaces**, **Requests**, **External links**, **Reservations**.
- **PMFS Live** app modules: **Work assignments**, **Assets**, **Orders**.

The **Assets** module is also available as an independently licensed module within the **Planon app**.

MDM tools

Your company might be using Mobile Device Management (MDM) tools, such as Microsoft Intune or Mobile Iron, to manage the company's devices and apps. If MDM tools are used, be aware that it is possible to use the Planon app by publishing the default Planon app through the company portal or application store provided by the MDM tool. However, the Planon app *does not support any configuration changes that are pushed by the MDM tool* (such as settings that prevent or disable screen captures, copy/paste, authentication parameters, and so on).

Supported bar codes in Planon (Live) app

These bar codes are read by the app's bar code scanner (plugin).

Barcode type	Android	iOS
QR_CODE	√	√
DATA_MATRIX	√	√
UPC_A	√	√
UPC_E	√	√
EAN_8	√	√
EAN_13	√	√

Barcode type	Android	iOS
CODE_39	√	√
CODE_93	√	√
CODE_128	√	√
CODABAR	√	X
ITF	√	√
RSS14	√	X
PDF_417	√	√
RSS_EXPANDED	√	X
MSI	X	X
AZTEC	√	√

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 SSL

Planon AppSuite only supports Secure Sockets Layer (SSL) certificate validation (Certificate Authorities) through an internet connection.

Authentication

Planon AppSuite supports an access key-based login method. You can enable the generation of access keys in the **Security** TSI. Refer to Access keys for more information. Once enabled, users will receive a generated access key that remains valid for 100 days. If you need to revoke an access key from a user, you can do so in the **Accounts** TSI.

Supported SSO

Warning:

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

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
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

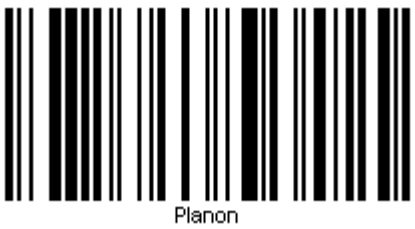
Image	Name
	EAN-8
	EAN-13
	Code 39
	Code 93
	Code 128

Image	Name
	ITF-14

Supported 2-D bar codes in Planon AppSuite

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

Image	Name
	Data matrix
	QR code
	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

Supported file formats for images and photos

Photos taken within the AppSuite app have the supported .JPEG file format. The .PNG file format is also supported by AppSuite. Therefore, it is recommended that AppSuite users either take photos within the AppSuite app (.JPEG format) or to configure the device camera app to store photos in the supported formats .JPEG or .PNG.

Warning:

If the device's camera app (outside AppSuite) stores photos / images in HEIC/HEIF format, these cannot be used in AppSuite, because AppSuite does not support HEIC/HEIF images selected from a device library / gallery on Android or iOS. An error message is displayed if the selected file format is not supported. Unsupported image formats in existing jobs are processed into a TEXT communication log instead of a PHOTO communication log. If you require photos for administrative purposes, you are advised to reassign the order, so that the field engineer can take new photos in a supported format.

Planon Web Client on tablets

This following configuration is supported for *Planon Web Client* on tablets:

Component	Supported configurations
Tablet Hardware	A tablet with touchscreen of 7.9 inch or more, and 960x540 pixels or more.

Although most Planon Web Client functionality is supported on tablets, some graphical components such as graphical planboards, CAD Integrator and gadgets, might work slightly differently than on computers without touch screens.

Warning:

Please note that these Planon application management TSIs are ***not supported*** on tablets:

- Field definer
- TSIs
- Web Configuration (system name: PSS Manager)
- Layouts
- Status flows (Workflow diagrammer)

Planon Self-Service on mobile devices

These PSS2 modules are supported on mobile devices.

The functionality on mobile is more restricted compared to the web client - this is specifically true for the graphical view or floor plan.

- Publisher (Chart, List)
- Service Requests
- Workflow
- Orders
- Reservations (List view only)
- Move requests

- Visitors
- Product Store
- My Account

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.

Supported browsers and operating systems

For more information about supported browsers and operating systems, see Mobile clients.

Out-of-Support

The following clients are no longer supported.

- Planon Apps
- Planon Mobile Field Services (Movilizer)

Planon Apps

The mobile self-service solution, known as Planon Apps (Requestor app), is not compliant with the WCAG 2.1 accessibility guidelines, which are an EU requirement per 23-6-2021. Therefore, Planon Apps will be phased out.

Important

- If you upgrade your Planon software after 1-12-2021 to version L64 or higher, the Planon Apps will no longer work.
- Planon Apps will remain in the app stores until December 01, 2022.
- Planon has developed a new mobile self-service solution; the **Planon Live Workplace engagement app**. It is built on a new platform with the latest security and accessibility features and is designed to enable the office workplace user to engage with their work environment by exploring, navigating and requesting workplace facilities and services in a simple, effective and efficient manner. You can contact your account manager for information about the possibilities of the new Workplace Engagement App and how to obtain it.

See also Planon Live app

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.

Connect for AutoCAD / CAD Import / StabiCAD

Planon supports Connect for AutoCAD, CAD Import and StabiCAD. Visit these links for their supported configurations:

- Connect for AutoCAD (PC4A)
- CAD Import
- StabiCAD

The EOS CAD tool is a tool that is available to find/remove metadata inside CAD drawings. This tool does not work with AutoCAD LT (since it does not support Netload).

Connect for AutoCAD

This table lists the AutoCAD versions supported by Connect for AutoCAD.

OS (bits)	Connect for AutoCAD	Lowest supported AutoCAD version	Highest supported AutoCAD version	Planon Version
• Windows 11 • Windows 10 64 bits	9.18.0 build 140	AutoCAD 2022	AutoCAD 2025	L117 and higher
	9.17.0 build 139	AutoCAD 2022	AutoCAD 2025	L111-L116
	9.15.0 build 109	AutoCAD 2021	AutoCAD 2024	L106-L108
	9.14.0 build 92	AutoCAD 2021	AutoCAD 2024	L97-L105
	9.13.0 build 86	AutoCAD 2021	AutoCAD 2024	L96
	9.12.0 build 85	AutoCAD 2020	AutoCAD 2023	L95

OS (bits)	Connect for AutoCAD	Lowest supported AutoCAD version	Highest supported AutoCAD version	Planon Version
	9.11.0 build 78	AutoCAD 2010	AutoCAD 2023	L93-L94
	9.10.0 build 75	AutoCAD 2010	AutoCAD 2022	L75-L92
	9.9.0 build 74	AutoCAD 2010	AutoCAD 2021	L72-L74

- AutoCAD LT and other AutoCAD derivative products are not supported by any version of Connect for AutoCAD.
- 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.

Finding the Connect for AutoCAD version number

If you want to check the Connect for AutoCAD version number, these are the ways.

- By right-clicking the Planon Connect for AutoCAD installer > **Details** > **Product version**.
- By running the Planon Connect for AutoCAD installer. The version number is listed in the **Welcome** screen.
- After already having installed Planon Connect for AutoCAD; in AutoCAD, open a drawing > right-click it > **Planon Connect for AutoCAD** > **About**. The About box lists the version number.

CAD Import

The following AutoCAD DWG versions are supported by CAD Import.

- 2025 (L107)
- 2024 (L96)
- 2023 (L87)
- 2022 (L75)
- 2021 (L65)
- 2020 (L55)

Explained

The list implies - for example - that the DWG versions of AutoCAD 2022 are supported only as of L75. Consequently, using a combination of AutoCAD 2022 and Planon version L55 will not work!

EOS CAD Tool

Planon's EOS CAD tool works with the AutoCAD versions supported by CAD Import and listed on this page.

StabiCAD

The following StabiCAD versions are supported.

- StabiCAD 9
- StabiCAD 10
- StabiCAD 11

Connect for BIM

This table lists the Autodesk **Revit** and **TheModus Model Extender** versions that are supported by Connect for BIM.

TheModus Model Extender

TheModus Model Extender is used to:

- Classify BIM models: Sort and categorize all elements according to standards.
- Structure information: Logically organize all data within the model.
- Exchange information: Easily export data to other software, such as the Planon application.

This leads to improved collaboration, higher quality, and more efficient work.

To use TheModus Model Extender, users need a version specifically developed for their installed Autodesk Revit version. Each version of the Extender is tailored to the API of the corresponding Revit version. Using an incorrect combination may result in errors or malfunctions.

Supported versions

The following table shows the supported combinations of Autodesk Revit versions and the corresponding version of TheModus Model Extender:

Revit version	Extender version	Remarks
Revit 2025	TheModus Model Extender	Available soon
Revit 2024	TheModus Model Extender V2.3.2.7	Supported by Connect for BIM
Revit 2023	TheModus Model Extender V2.3.2.7	Supported by Connect for BIM

Important

- Before updating your Revit version, ensure that the compatible Extender version is available.
- The appropriate version of TheModus Model Extender can be downloaded from the official website or Support portal.
- In case of doubts, contact technical support.

Compatibility

Why is this compatibility important? The Autodesk Revit application programming interfaces (APIs) may change between versions. For this reason, a specific Extender version is required for each new Revit release. This ensures seamless functionality and full support through Connect for BIM.

- As of Revit 2017, **Revit Architecture** functionality is embedded in Revit itself.
- Requirements apply as provided by Cadac's TheModus Model Extender.

Connect for Analytics

Connect for Analytics is also supported for on-premise customers.

To use Connect for Analytics, on-premise customers must obtain and use the following database:

- MongoDB 6.0
- MongoDB 4.4.13

It is the customer's responsibility to provide this database.

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.

Planon Core Application

The Planon core application is available in these languages:

Additional languages can be provided. See the Planon WebHelp > Translating the application for more information.

Languages		Planon Core		
Name	**Code**	**Software**	**PDF/ WebHelp**	**Technical documentation**
Chinese (simplified)	zh-CHS	Yes		
Chinese (traditional)	zh-CHT	Yes		
Dutch	nl	Yes	Yes (limited)	Yes– limited set
English	en-GB	Yes		
English	en-US	Yes	Yes	Yes
French	fr	Yes	Yes (limited)	
German	de	Yes	Yes (limited)	
Italian	it	Yes		
Japanese	jp	Yes		
Portuguese	pt-BR	Yes		
Spanish	es	Yes		
Swedish	sv	Yes		

The supported languages also include the core translations for Planon Self-Service and the Planon mobile apps.

Planon Accelerator

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

Languages		Accelerator	
Name	**Code**	**Software**	**Documentation**
Dutch	nl	Yes	
English	en-GB	Yes	
English	en-US	Yes	Yes
French	fr	Yes	
German	de	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:

Text file formats	Planon Software Suite (except Connect for Outlook and Alerts)	Connect for Outlook	Alerts
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

Planon Software Support

Planon Software Support discerns three stages of support:

- **Full Support**

  The software is under Full Support when the Planon Live version in the production environment was released within the last 12 months AND no Improved Feature has passed its preparation deadline.

  Full Support means that all support services mentioned in the Service Level Agreement of Planon BV apply for this Suite Release.

- **Limited Support**

  The software is under Limited Support when the Planon Live version in the production environment was released more than 12 months ago OR an Improved Feature has passed its preparation deadline.

  Limited Support means that no bugs will be fixed on this Suite Release unless decided otherwise by Planon BV.

- **No Support**

  No bugs will be fixed on this Suite Release any longer. Operational support will be provided on a ‘best effort’ basis.

For more information on Planon Software Support, please check the Customer Portal (credentials required).

Index

A

Application server and Web server 11
AppSuite
  JPEG 23
  PNG 23
  supported file format images/photos 23
AppSuite app
  external scanner 23
  RFID scanner 23
AppSuite photos
  HEIC/HEIF format not supported 23
Auxiliary support 36
Auxiliary support: Email protocols 36
Auxiliary support: Exchange - Connect for Outlook 33
Auxiliary support: Internet protocols 36
Auxiliary support: Text file formats 36
Auxiliary support: WebDAV 37

C

CAD Import 27
CAD Import: supported AutoCAD versions 28
CAD Integrator
  browser 14
  memory 14
Clients 13
Cloud connections 7
Connect for AutoCAD
  supported AutoCAD versions 27
Connect for AutoCAD / CAD Import / StabiCAD 27
Connect for BIM
  supported Autodesk Revit versions 30

D

Database platforms
  Microsoft SQL Server 9
  Oracle 9
Deployment model
  On premise installations 6
  Planon Cloud 7
  Planon IoT 8

E

EOS CAD Tool 27

K

Kiosk and Room Booking Panel 15

L

Languages: supported 34

M

MongoDB 4.4.13 32

O

Operating systems 11
Out-of-support clients 25

P

Planon app
  MDM tools 18
  SSO configuration 18
Planon App - Operating System
  end of support 25
Planon AppSuite
  2-D bar codes on Android 23
  2-D bar codes on iOS 23
  2-D bar codes on Windows 23
  Android 20
  bar codes on Android 21
  bar codes on iOS 21
  bar codes on Windows 21
  barcodes 21, 23
  iOS 20
  single-sign-on 20
  SSO 20
  supported 2-D bar codes 23
  supported linear bar codes 21
Planon Cloud
  supported AutoCAD versions 27
  TLS protocol
    AutoCAD
      Finding version number 27
Planon Live app
  MDM tools 17
  SSO configuration 17
Planon Mobile Field Services

Movilizer Cloud 26
Operating System 26
Planon ProCenter clients
browser 14
hardware 14
operating System 14
Planon Self-Service on mobile devices 24
Planon Software Support 38
Planon Web Client on tablets 24

R

Room Booking Panel requirements 25

S

Software Support 38
StabiCAD 27, 29
Suite Installer
supported operating systems 11
Supported Mobile clients 15
Supported PC clients 13

T

Tablet browsers 24
Tablet hardware 24