Supported Platform FAQ

General FAQ

- I want to use a later version of one of your supported platforms. Am I supported?

Alfresco are aware that once the Supported Platform information is published to coincide with a release, updates to the underlying software will also be made available. Provided that the major version is unchanged, and the minor version you are using is later than the minor version we publish, we will support you. This holds true up until the point where we can prove that the issue is due to the later version of the operating system, database, middleware, JDK or browser. Should this happen, Alfresco will work with you to find the best solution, which in a few cases may be to downgrade.

- I want to use an unsupported platforms. I have tested it and it works, am I supported?

If you wish to use a component that we have not tested, Alfresco Support will test any issues against a similar supported component. If the issue remains, we will support you as normal. If the issue does not occur on a supported stack, the advice will be to migrate. Having a test server with a supported stack to validate issues will help you to mitigate this risk.

- Where are the 32bit Linux installers?

These are not supplied since Alfresco only supports 64 bit stacks with the exception of Windows 2003 which is 32bit.

Database FAQ

- Do Alfresco support using Oracle RAC?

This is not a feature Alfresco have tested hence it is not officially supported or documented, however we do have customers using it successfully.

If you elect to use this feature, any problems that you find will be tested against a single node of Oracle, and any issues found will be addressed in the usual way. Should you encounter an issue that is specific to Oracle RAC, Alfresco recommend contacting Oracle Support.

- Are there known issues with Oracle RAC?

The answer is that there are some customers who have had issues, but these appear to have been due to the additional complexity of Oracle RAC. This configuration should only be attempted with a team who are skilled in both Alfresco and Oracle.

- Will Alfresco be certifying with Oracle RAC?

There are no plans to specifically QA Oracle RAC at this time since this is a configuration choice that should be transparent to Alfresco.

Sun JVM FAQ

- Why is there only one version of the Sun JVM against all versions of Alfresco Enterprise 3.x

Alfresco Support have helped customers with a number of issues with earlier versions of the Sun JVM. Although not tested at the time of release, the version listed has proven to be the most stable, and hence is recommended for all Alfresco Enterprise 3.x versions.

For later versions, see the General FAQ section above.,