Hertzler Systems Inc.
Turning Data into Knowledge

Definitions

Tested:
Operating systems, networking systems and databases listed as tested are the systems on which Hertzler Systems has extensively tested our program in our test environment. We are confident that our program will operate with normal parameters, in environments using these components, for most users.

Supported:
Operating systems, networking systems and databases listed as supported are the systems on which we have done little or no in-house testing recently. Most of these components have been tested on previous releases, but are no longer part of the testing program (due to the march of progress and limited testing resources) or are too new to have been included in the testing program. We feel we can reasonably expect our program to run in environments using these components (in conjunction with other supported or tested components) with no issues.

Note:
Every reasonable effort will be made to correct any issues that arise in Tested and Supported operating environments.

Unsupported:
Operating systems, networking systems and databases not listed as tested or supported are considered unsupported at this time. Hertzler Systems makes no assumptions that the program will run in environments containing one or more unsupported components and may not provide customer support services for these environments. If support is provided, it may be a chargeable service, even for customers with support contracts.

Systems

Tested Operating Environments

Component Type	Component
Operating Systems	Windows 7 64-bit
	Windows 8.1 64-bit – not RT
	Windows 10 64-bit
Databases	Microsoft SQL Server 2017
	Oracle v11.2.0.2.0
	MySQL v5.1.26
	Pervasive PSQL v9
Internet Server Software	Microsoft IIS

Supported Operating Environments

Component Type	Component
Operating Systems (32- and 64-bit)	Windows Vista
	Windows 7 / Windows Server 2008 R2
	Windows 8.1 (not RT) / Windows Server 2012 R2
	Windows 10 / Windows Server 2016-2019
	Citrix Server
Databases (32- and 64-bit)	Microsoft SQL Server v7 - 2017
	Microsoft SQL Server on Linux 2017
	Microsoft Azure SQL
	Oracle v8.0.1 - 18c
	MySQL v5.0.3 – 8.0.15
	Pervasive PSQL v9 – 12 and Zen
Internet Server Software	Microsoft IIS

Virtual Machines

GainSeeker is supported on Virtual Machines.

Supported Mobile Operating Environments

For the GS Collect mobile data entry app

Component Type	Component
iOS (iPad)	iOS 5.1.1 –12.2

Unsupported Operating Environments

Component Type	Component
Operating Systems	Windows 95*
	Windows NT 4.0*
	Windows 98*
	Windows 2000*
	Windows XP*
Databases	MySQL v5.0.2 and prior
	Microsoft SQL Server v6.5 and prior
	Oracle v7 and prior
	Pervasive.SQL v8 and prior **

*   The .NET Framework Version 3.5 SP 1 and .NET Framework Version 4.5 are required, and they will not install on these Operating Systems.

 **   The Pervasive ADO.NET data provider is required and will not work with these versions.