

# **Pathway 2025.04**

## **Certified Products**

**infor** Pathway

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<https://www.infor.com/en-au/products/pathway>

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## Overview

This document provides information about third party products certified as suitable for use with the Infor Pathway application.

The following topics are covered:

- Certification definitions and policy
- Certified hardware
- Certified software.

## Certification Definitions

Infor's Pathway IBU Development Group certifies third party products for use with the integrated Infor Pathway system. The certification process involves testing products in simulated and live environments ensuring proper operation within these environments. Third party product certification is an ongoing process and Infor's Pathway IBU Development Team will produce an updated list of certified products on an ongoing basis. This list is included later in this document.




### a. Certified Product

A certified product is one that has been extensively tested with the Pathway and ePathway suite of products and has been confirmed to function as expected. Any issues identified will be classified and resolved as per Infor's Pathway IBU Development Group standard process.

### b. Supported Product

A supported product is one that has had limited testing with the Pathway and ePathway suite of products, has not shown any significant issues and is expected to function correctly. Any issues identified will be classified and resolved as per Infor's Pathway IBU Development Group standard process.

### c. Legend

Status	Symbol	Description
Certified		Has been extensively tested and is a certified product.
Supported		Has had limited testing but should function correctly.
Unsupported		Has not been tested or has significant known issues.

### d. Hardware

Contact the Infor Pathway IBU Helpdesk regarding hardware specific items.

Product	Description
<b>Server Hardware</b>	Any server hardware required for running Pathway server components or Pathway application software. This includes SQL Server and any other certified third-party software required by Pathway.
<b>Client Hardware</b>	Any client PC hardware required for running Pathway client software. This includes all Pathway certified third party software.

### e. Virtualisation

Virtualisation of servers has become ubiquitous within the Infor Pathway IBU client base, as well as in the IT industry in general. While care needs to be taken to ensure that any virtualised environments have sufficient resources allocated for expected loads and adequate performance of the systems, any virtualisation products and environments supported by both the hypervisor's vendor (for example, VMware and Microsoft) as well as the operating system vendor are fully supported by Infor.

## Software

The following sections list third party software packages, operating systems and system drivers certified for use with the integrated Pathway and ePathway product suites. Contact the Infor Pathway IBU Helpdesk to answer questions regarding software products not contained on this certification list.

### a. Server Operating Systems

Operating System	Pathway Database Server	Pathway Thick Client File Server	Document Server	Pathway UX/Smart Client Application Server	Pathway UX/Smart Client Web Server	Pathway UX Client Presentation Server	Uniface License Server	Pathway Batch Server	ePathway Database Server	ePathway Application Server	ePathway Web Server
Microsoft Windows Server 2012	●	●	●	●	●	●	●	●	●	●	●
Microsoft Windows Server 2012 R2	●	●	●	●	●	●	●	●	●	●	●
Microsoft Windows Server 2016	●	●	●	●	●	●	●	●	●	●	●
Microsoft Windows Server 2019	●	●	●	●	●	●	●	●	●	●	●
Microsoft Windows Server 2022	●	●	●	●	●	●	●	●	●	●	●
Microsoft Windows Server 2025	●	●	●	●	●	●	●	●	●	●	●

**NOTE:** The latest available Windows updates should be applied to all operating systems.

## b. Client Operating Systems

Product	Status	Comments
Citrix Presentation Server 4.5+	●	
Microsoft Windows 7 (32 and 64 bit)	●	Latest Microsoft Updates Applied
Microsoft Windows 8 (32 and 64 bit)	●	Latest Microsoft Updates Applied
Microsoft Windows 8.1 (32 and 64 bit)	●	Latest Microsoft Updates Applied
Microsoft Windows 10 (32 and 64 bit)	●	Latest Microsoft Updates Applied
Microsoft Windows 11	●	Latest Microsoft Updates Applied

**NOTE:** The UX client is certified based on web browser versions rather than versions of underlying operating system (such as Windows, Android or iOS).

## c. Databases

The Pathway suite uses a database for the Pathway database, the Infomart reporting database and the ePathway database.

Product	Pathway	Infomart	ePathway	Comments
Microsoft SQL Server 2012	●	●	●	Latest Microsoft Updates Applied
Microsoft SQL Server 2014	●	●	●	Latest Microsoft Updates Applied
Microsoft SQL Server 2016	●	●	●	Latest Microsoft Updates Applied
Microsoft SQL Server 2017	●	●	●	Latest Microsoft Updates Applied
Microsoft SQL Server 2019	●	●	●	Latest Microsoft Updates Applied
Microsoft SQL Server 2022	●	●	●	Latest Microsoft Updates Applied

**NOTE:** Certification is only performed for databases. Specific operating systems are not explicitly certified. If a database is certified, it can be assumed that any operating system supported by that database can be used. For example, Windows 2019 can be used for SQL Server 2017.

**NOTE:** The editions of SQL Server certified include Enterprise Edition and Standard Edition.

## d. Microsoft .NET Framework

The Microsoft .NET 4.6.2 Framework is required on the Pathway UX/smart client application server, on the Pathway UX client presentation server and on client PCs that run the Pathway UX client agent. The Microsoft .NET 4.7.2 Framework is required on the ePathway web server and the ePathway application server. The Microsoft .NET 4.0 Framework **Full** Profile is required on the Pathway UX/smart client web server, the Pathway batch server and on client PCs that run the Pathway smart client.

**NOTE:** The Microsoft .NET 4.0 Framework **Client** Profile is not sufficient. It is safe to install earlier and later versions of the Microsoft .NET Framework in addition to the versions detailed above. Note that when using Microsoft Windows Server 2012 or later, the Microsoft .NET Framework is installed as a server feature.

### e. Office and E-mail Applications

The Microsoft Office suite, or a subset thereof, is used by the Pathway UX/smart client application server, Pathway batch server, ePathway application server and Pathway client PCs.

Product	Pathway Application Server	Pathway Batch Server	ePathway Application Server	Pathway Client PCs	Comments
Microsoft Office 2007	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2010	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2013	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2016	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2019	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2021	●	●	●	●	Latest Microsoft Updates Applied
Microsoft Office 2024	●	●	●	●	Latest Microsoft Updates Applied

**NOTE:** ePathway only requires Microsoft Word for Application Pre-Lodgement Document Bundling.

**NOTE:** All editions of Office 365 are certified except for Office 365 Business Essentials.

**NOTE:** Microsoft Word 2016 has a known issue when used with the UX client (related to the WebDAV protocol). Some documents cannot be opened and instead the error message Unable to open the document because of an unexpected error. Try again. is displayed.

The 32 bit versions of Microsoft Word and Microsoft Outlook are recommended. The 64 bit versions of Microsoft Word and Microsoft Outlook are supported but have had limited testing.

If the 64 bit version of Microsoft Outlook is used then set CEM\_Protocol=SMTP in the Pathway SetL.asn configuration file. This is necessary to avoid MAPI being used for e-mail sending, which would otherwise fail because MAPI in Pathway requires the 32 bit version of Microsoft Outlook.

### f. Exchange Calendar Integration

Microsoft Exchange is used by several Pathway modules for calendar integration. The Microsoft Exchange server details are configured in the “Exchange Server Integration Details” section of the “System Administration → System Parameters → Mail and Fax Server Maintenance” menu option.

Product	Status	Comments
Microsoft Exchange 2007	●	Latest Microsoft Updates Applied
Microsoft Exchange 2010	●	Latest Microsoft Updates Applied
Microsoft Exchange 2013	●	Latest Microsoft Updates Applied
Microsoft Exchange 2016	●	Latest Microsoft Updates Applied
Microsoft Exchange 2019	●	Latest Microsoft Updates Applied
Microsoft Exchange Online	●	

**g. Web Browsers**

ePathway/Smart Mobile is certified for the current version and the immediately preceding version of Chrome, Edge and Safari. While it is expected that web sites will function correctly on older browsers and versions, users are strongly encouraged to upgrade to the latest version of their preferred browser.

The UX client is certified for the current version and the immediately preceding version of Chrome, Edge, Safari and Firefox.