



EMC® SourceOne™

Email Products Compatibility Guide

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Audience

This guide is intended for use by system administrators who are responsible for installing software and maintaining the servers and clients on a network, including mail servers and mail server clients.

Readers of this guide are expected to be familiar with the following topics:

- ◆ Microsoft Windows network administration
- ◆ Administration of their mail server software, such as Microsoft Exchange or IBM Lotus Domino.

Conventions Used in This Guide

EMC uses the following conventions for notes, cautions, warnings, and danger notices.

A note presents information that is important, but not hazard-related.



CAUTION

A caution contains information essential to avoid data loss or damage to the system or equipment. The caution may apply to hardware or software.

Typographical Conventions

EMC uses the following type style conventions in this guide:

AVANT GARDE Keystrokes

**Palatino,
bold** Selections you can make from the user interface,
including buttons, icons, menu commands, options,
tabs, and field names.

*Palatino,
italic* ♦ New terms or unique word usage in text
♦ References to other sections or chapters
♦ Book titles

*Courier,
italic* Arguments used in examples of command line
syntax.

Courier System prompts and displays and specific
filenames or complete paths. For example:

working root directory [/user/emc]:

c:\Program Files\EMC\Symapi\db

**Courier,
bold** ♦ User entry. For example:
 sympoll -p

♦ Options in command line syntax

Where to Get Help

For EMC product information, such as software patches and technical documentation, as well as information about EMC Support sales, renewals, and licensing, customers and partners should go to:

<http://Powerlink.EMC.com>

Your Comments

Comments and suggestions about our product documentation are always welcome. To provide feedback:

1. Go to: <http://Powerlink.EMC.com>
2. Click the **Feedback** link.

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EMC SourceOne Email Products Compatibility Guide

This guide describes the supported configurations, components, operating systems, and products that can be used with EMC® SourceOne™ Email Management (EMC SourceOne) 6.5 and 6.5 SP1 or EMC® SourceOne™ Discovery Manager 6.5.

Configurations, components, operating systems, or products that are not listed in this document are not supported.

This document is organized as follows.

- ◆ [Revision history](#) 2
- ◆ [EMC SourceOne 6.5 \(including 6.5 SP1\)](#) 3
- ◆ [EMC SourceOne Discovery Manager 6.5](#) 19

Revision history

The following table lists the revision history for this guide.

Table 1 **Revision history**

Revision Date	Description
September, 2009 (Revision A04)	<ul style="list-style-type: none"> • Added EMC SourceOne Discovery Manager 6.5. • Added DiskXtender 6.3 SP1 support for EMC SourceOne 6.5 SP1
July, 2009 (Revision A03)	<ul style="list-style-type: none"> • Added support for Domino 8.5 for EMC SourceOne 6.5. • Clarified Active Directory support for EMC SourceOne 6.5 to include Windows 2008 Active Directory. • Clarified Entourage shortcutting support.
June, 2009 (Revision A02)	<ul style="list-style-type: none"> • Added support for Firefox 3.0 or higher for EMC SourceOne 6.5. • Added list of attachments supported for indexing by the EMC SourceOne Native Archive. • Added support for use of Notes multi-user with EMC SourceOne 6.5 clients. • Clarified Windows Server 2003 support to include both R2 and non-R2 versions and to not include the Datacenter edition for EMC SourceOne 6.5. • Clarified Active Directory support to be only for Windows Server 2003 Active Directory for EMC SourceOne 6.5. • Clarified that items not covered by this document are not supported.
April, 2009 (Revision A01)	Initial release.

EMC SourceOne 6.5 (including 6.5 SP1)

The following sections describe the EMC SourceOne Email Management 6.5 (and 6.5 SP1) support:

- ◆ “EMC SourceOne 6.5 supported mail servers” on page 4
- ◆ “Remote Domino mail clients supported by EMC SourceOne 6.5” on page 5
- ◆ “Remote Exchange mail clients supported by EMC SourceOne 6.5” on page 5
- ◆ “EMC SourceOne 6.5 core component compatibility” on page 7
- ◆ “EMC SourceOne 6.5 archive compatibility” on page 11
- ◆ “EMC SourceOne 6.5 Offline Access compatibility” on page 13
- ◆ “EMC SourceOne 6.5 other compatibility items” on page 15
- ◆ “Third-party instant message proxy servers supported with EMC SourceOne 6.5” on page 17
- ◆ “EMC SourceOne 6.5 language support” on page 17

EMC SourceOne 6.5 supported mail servers

Table 2 on page 4 lists the mail server and operating system combinations that are compatible with EMC SourceOne 6.5 (and 6.5 SP1).

Table 2 Mail server compatibility with EMC SourceOne 6.5

Mail server	Mail server operating system
Microsoft Exchange 2003 SP1 or higher service pack, with envelope journaling enabled	Microsoft Windows Server 2003, with or without R2, Standard or Enterprise edition (32-bit), SP2 or higher
Microsoft Exchange 2007, any service pack	<ul style="list-style-type: none"> Microsoft Windows Server 2003, with or without R2, Standard or Enterprise edition (64-bit), SP2 or higher Microsoft Windows Server 2008, Standard or Enterprise edition (64-bit), SP1 or higher
Lotus Domino 7.0, not using IBM DB2 database (includes all point releases, such as 7.0.2)	<ul style="list-style-type: none"> IBM AIX 6.1 Microsoft Windows Server 2003, with or without R2, Standard or Enterprise edition (32-bit or 64-bit), SP2 or higher, with the EMC SourceOne extension manager installed as a 32-bit application Red Hat Enterprise Linux 5.0 (includes all updates) on 32-bit Intel platforms
Lotus Domino 8.0 (32-bit), not using IBM DB2 database (includes all point releases, such as 8.0.1)	<ul style="list-style-type: none"> IBM AIX 6.1 Microsoft Windows Server 2003, with or without R2, Standard or Enterprise edition (32-bit or 64-bit), SP2 or higher, with the EMC SourceOne extension manager installed as a 32-bit application Red Hat Enterprise Linux 5.0 (includes all updates) on 32-bit Intel platforms
Lotus Domino 8.0 (64-bit), not using IBM DB2 database (includes all point releases, such as 8.0.1)	IBM AIX 6.1
Lotus Domino 8.5 (32-bit), not using IBM DB2 database (includes all point releases, such as 8.5.1)	<ul style="list-style-type: none"> IBM AIX 6.1 Microsoft Windows Server 2003, with or without R2, Standard or Enterprise edition (32-bit or 64-bit), SP2 or higher, with the EMC SourceOne extension manager installed as a 32-bit application Red Hat Enterprise Linux 5.0 (includes all updates) on 32-bit Intel platforms
Lotus Domino 8.5 (64-bit), not using IBM DB2 database (includes all point releases, such as 8.5.1)	IBM AIX 6.1

Remote Domino mail clients supported by EMC SourceOne 6.5

You can use EMC SourceOne 6.5 (and 6.5 SP1) with the following supported Domino mail clients when they are not installed on the same computer as the EMC SourceOne master or worker server:

- ◆ IBM Lotus Notes 7.0, 8.0, or 8.5 (includes any subsequent point releases); the multi-user version of Notes is supported for clients.
- ◆ IBM Lotus Domino Web Access (DWA) 7.0, 8.0, or 8.5.

Remote Exchange mail clients supported by EMC SourceOne 6.5

You can use EMC SourceOne 6.5 (and 6.5 SP1) with the following supported Exchange mail clients:

- ◆ Microsoft Outlook XP, Outlook 2003 or Outlook 2007 (any service pack)

Outlook may not be installed on the same computer as an EMC SourceOne master or worker server.

Optionally, EMC SourceOne Offline Access may be installed on the same computer as Outlook to provide a better shortcut experience. Refer to the *EMC SourceOne Email Management Installation Guide* for information on how to install EMC SourceOne Offline Access.

- ◆ Microsoft Outlook Web Access (OWA) 2003 or 2007

Either the EMC SourceOne Extensions for OWA 2003 Support or EMC SourceOne Extensions for OWA 2007 Support component must be installed. Refer to the *EMC SourceOne Email Management Installation Guide* for information on how to install the appropriate support component for OWA.

- ◆ Microsoft Outlook Web Access Light 2007 via Universal URL feature

Usage of shortcuts from OWA Light 2007 requires that the Universal URL field for the EMC SourceOne Shortcut Web service be configured using the EMC SourceOne console. Refer to the *EMC SourceOne Email Management Installation Guide* for information on how to install the EMC SourceOne Web services software. Refer to [“Using shortcuts with email clients supported by the Universal URL feature” on page 6](#) for information on shortcut usage with OWA Light 2007.

- ◆ Microsoft Entourage 2004 or Microsoft Entourage 2008 via Universal URL feature

Usage of shortcuts from Microsoft Entourage requires that the Universal URL field for the EMC SourceOne Shortcut Web service be configured using the EMC SourceOne console.

Refer to the *EMC SourceOne Email Management Installation Guide* for information on how to install the EMC SourceOne Web services software. Refer to [“Using shortcuts with email clients supported by the Universal URL feature” on page 6](#) for information on shortcut usage with Entourage.

- ◆ Mobile devices that support Exchange 2003 or Exchange 2007 via Universal URL feature

Usage of shortcuts from mobile devices requires that the Universal URL field for the EMC SourceOne Web service be configured using the EMC SourceOne console.

Refer to the *EMC SourceOne Email Management Installation Guide* for information on how to install EMC SourceOne Mobile Services software to support mobile devices. Refer to [“Using shortcuts with email clients supported by the Universal URL feature” on page 6](#) for information on shortcut usage with mobile devices.

Using shortcuts with email clients supported by the Universal URL feature

The EMC SourceOne Universal URL feature provides a platform-independent mechanism to restore shortcuts that only requires the email client to launch a web browser from an embedded URL link within the body of a shortcut message. Email clients such as Microsoft Entourage and OWA Light and mobile Exchange email clients such as the Research in Motion Blackberry make use of this capability.

These email clients typically rely on a pull mechanism to retrieve messages, and so synchronization between mailbox shortcuts and the display of the retrieved shortcut messages in the email client may lag. This lag is caused by having large numbers of cached messages stored locally.

Users may avoid this retrieval and display lag by periodically synchronizing their email client mailbox in order to reduce their local cache size, if the email client has that capability.

EMC SourceOne 6.5 core component compatibility

[Table 3 on page 8](#) describes the supported environment in which the EMC SourceOne 6.5 (and 6.5 SP1) core components can be installed.

Table 3 EMC SourceOne 6.5 core component compatibility

Core component	Operating system	Required software
EMC SourceOne console	<ul style="list-style-type: none"> • Windows XP Professional, SP2 or higher (32-bit only) • Windows Vista, Business or Enterprise edition, SP1 or higher (32-bit only) • Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit only) 	<p>Requires that the following software be installed:</p> <ul style="list-style-type: none"> • Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present. On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed. • Microsoft Native Client Redistributable Package (installed by EMC SourceOne installation) • Microsoft .NET Framework 3.0 Redistributable Package • Microsoft Management Console (MMC) 3.0 • If used with Exchange or Domino mail servers, a mail client supported by the mail server you are using must be installed: <ul style="list-style-type: none"> - If using Exchange and installing the console on the master server, Microsoft Office Outlook 2007, any service pack, with cache mode disabled - If using Exchange and installing the console on a client computer and not on a master or worker server, Microsoft Office Outlook 2003 or 2007, any service pack, with cache mode disabled - If using Domino, IBM Lotus Notes 7.0 or 8.0 (includes any subsequent point releases); the multi-user version of Notes is not supported with the EMC SourceOne console.
EMC SourceOne Master Services or Worker Services	Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit only)	<p>Requires that the following software be installed:</p> <ul style="list-style-type: none"> • Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present. On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed. • Microsoft SQL Server Native Client Redistributable Package (installed by EMC SourceOne installation) • Microsoft .NET Framework 3.0 Redistributable Package • If used with Exchange or Domino mail servers, a mail client supported by the mail server you are using must be installed: <ul style="list-style-type: none"> - If using Exchange, Microsoft Office Outlook 2007, any service pack, with cache mode disabled - If using Domino, IBM Lotus Notes 7.0 or 8.0 (includes any subsequent point releases); the multi-user version of Notes is not supported on the master or worker server.

Table 3 EMC SourceOne 6.5 core component compatibility (continued)

Core component	Operating system	Required software
EMC SourceOne SQL Server databases	A server operating system supported by the software listed in the Required software column	<p>Requires the following database server software be installed:</p> <ul style="list-style-type: none"> Microsoft SQL Server 2005, SP2 or SP3, Standard or Enterprise edition, (32-bit or 64-bit), using Windows authentication only. <p>The databases are accessed using the Microsoft SQL Server Native Client. The EMC SourceOne SQL Server databases use Windows authentication. However, the SQL Server database engine can be set to use either Windows authentication or Mixed mode authentication.</p> <p>The EMC SourceOne Email Management and EMC SourceOne Discovery Manager databases can be installed on the same computer or on separate SQL Server computers.</p>
EMC SourceOne ONM Viewer	<ul style="list-style-type: none"> Microsoft Windows XP Professional, SP2 or higher (32-bit) Windows Vista, SP1 or higher, Business or Enterprise edition (32-bit) Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit) 	<ul style="list-style-type: none"> IBM Lotus Notes 7.0 or 8.0.2 FP1 (includes any subsequent point releases); the multi-user version of Notes is supported. Microsoft .NET Framework 3.0 Redistributable Package Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) <p>On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present.</p> <p>On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed.</p>
EMC SourceOne Extensions for Domino	A supported IBM Domino operating system and version as listed in Table 2 on page 4 .	<ul style="list-style-type: none"> On all operating systems, must be installed with a supported version of Domino on a supported platform as described in Table 2 on page 4. On Microsoft Windows platforms, Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) <p>On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present.</p> <p>On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed.</p>
EMC SourceOne Extensions for OWA 2003 Support	Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit)	<ul style="list-style-type: none"> Microsoft Exchange 2003, any service pack Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) <p>On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present.</p> <p>On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed.</p> <ul style="list-style-type: none"> Microsoft .NET Framework 3.0 Redistributable Package

Table 3 EMC SourceOne 6.5 core component compatibility (continued)

Core component	Operating system	Required software
EMC SourceOne Extensions for OWA 2007 Support	<ul style="list-style-type: none"> Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (64-bit) Windows 2008 Server, (Standard or Enterprise edition), SP1 or higher (64-bit) 	<ul style="list-style-type: none"> Microsoft Exchange 2007, any service pack Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present. On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed. Microsoft .NET Framework 3.0 Redistributable Package
EMC SourceOne Search	Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit)	<ul style="list-style-type: none"> Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present. On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed. Microsoft .NET Framework 3.0 Redistributable Package Microsoft Internet Information Services (IIS) 6.0 Microsoft ASP.NET 2.0 Microsoft ASP.NET 2.0 AJAX Extensions Redistributable Package (installed by EMC SourceOne installation)
EMC SourceOne Web Services	Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit)	<ul style="list-style-type: none"> All software required by the EMC SourceOne Worker server (refer to the EMC SourceOne Worker server entry in this table for the list of software) Microsoft Internet Information Services (IIS) 6.0 Microsoft ASP.NET 2.0 Microsoft ASP.NET 2.0 AJAX Extensions Redistributable Package (installed by EMC SourceOne installation)
EMC SourceOne Mobile Services	Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit)	<ul style="list-style-type: none"> Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present. On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed. Microsoft .NET Framework 3.0 Redistributable Package Microsoft Internet Information Services (IIS) 6.0 Microsoft ASP.NET 2.0 Microsoft ASP.NET 2.0 AJAX Extensions Redistributable Package (installed by EMC SourceOne installation)

EMC SourceOne 6.5 archive compatibility

Table 4 on page 11 lists the requirements for the archives that can be used with EMC SourceOne 6.5 (and 6.5 SP1) to archive messages.

Table 4 Archive component compatibility with EMC SourceOne 6.5

Archive server	Support description
EMC SourceOne Native Archive	<p>Computers comprising the Native Archive server must be installed with:</p> <ul style="list-style-type: none"> • Microsoft Windows 2003 Server, with or without R2, (Standard or Enterprise edition) SP2 or higher (32-bit) • Microsoft .NET Framework 3.0 Redistributable Package • Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) <p>On English, French, Italian, German and Spanish language systems, this package is automatically installed with the EMC SourceOne software if it is not present.</p> <p>On Simplified Chinese and Japanese language systems, the redistributable package specific to the supported language must be manually or silently installed.</p> <ul style="list-style-type: none"> • Microsoft SQL Server Native Client Redistributable Package (installed by EMC SourceOne installation)
EMC EmailXtender 4.8 SP1	<p>The supported EmailXtender version is EMC EmailXtender 4.81.1147 (patch 1147) with the hotfixes for issues 28470, 29431, and 30137.</p> <p>EMC EmailXtender 4.8 SP1 archives are supported for reading and for searching, but cannot be used to archive new data using EMC SourceOne. Refer to the EMC EmailXtender 4.8 SP1 documentation for the supported versions and configurations of that archive.</p>

Table 5, “Types of attachments indexed by the Native Archive,” lists the file attachments that can be indexed by the EMC SourceOne Native Archive.

Table 5 Types of attachments indexed by the Native Archive

Adobe Acrobat (PDF 3 - 9)	Microsoft WMA Metadata (Windows Media Audio)
Adobe Flash/Shockwave (SWF)	Microsoft WMV Metadata (Windows Media Video)
ANSI text	Microsoft Word DOS (2.0 - 5.5)
ASCII (source code, text or transcript)	Microsoft Word (2.0-6.0, 95, 97, 2000, XP, 2003, 2007)
AutoCAD (11, 12, 13, 14, 2000, 2002, 2007)	Microsoft WordPad
Comma Separated Values (CSV)	Microsoft Works (1.0, 2.0, 3.0, 4.0)
Corel WordPerfect (4.2, 5.0, 6, 7, 8, 10, 2000, X3)	Microsoft XPS (1.0)
DisplayWrite (4, 5)	MP3 ID3

Table 5 Types of attachments indexed by the Native Archive (continued)

Framework 3	Multimate (3.0, 4.0, 5.0, Advantage)
HTML (full, metadata, or text)	Open Access II
IBM DCA/RFT	OpenDocument (ODF)
IBM FFT	OpenOffice (1.0, 2.0)
JPEG EXIF	Professional Write
Lotus 123 (3, 4, 5, 96, 97)	Q & A Write
Lotus Ami Pro (2, 3)	SGML Text
Lotus Manuscript (2)	StarOffice 8
Lotus WordPro (96, 97)	TIFF Metadata
MASS - 11PC	Unicode UTF8 text (big-endian or little-endian)
Microsoft Binder	Unicode UCS2 Text
Microsoft EML (Outlook Express saved emails)	Uniplex
Microsoft Excel (2.0 - 5.0, 95, 97, 2000, XP, 2003, 2007)	Ventura Publisher Mark-up
Microsoft HTML Help (CHM)	Wang IWP
Microsoft MHT (Web page archives)	Wang WP PLUS
Microsoft MSG (Outlook saved emails)	Windows Write (1.0, 2.0, 3.0)
Microsoft PowerPoint (4.0, 95, 97, 2000, XP, 2003, 2007)	WordStar (3, 4, 5, 6, 2000)
Microsoft RTF (Rich Text Format)	XML (document or record view)
Microsoft vCard (Virtual Business Cards)	XYWrite
Microsoft Visio (2002, 2003) (Requires that either Microsoft Visio or the Microsoft Visio IFilter be installed on the indexing server.)	ZIP files (Can be indexed as long as the file formats within the ZIP file are supported and the files are not password-protected.)

EMC SourceOne 6.5 Offline Access compatibility

EMC® SourceOne™ Offline Access (Offline Access) can be used with either EMC EmailXtender or EMC SourceOne 6.5 (and 6.5 SP1).

- ◆ [Table 1-1](#) lists compatibility information for using EMC SourceOne Offline Access client with EMC SourceOne.
- ◆ Refer to the *EMC Messaging Current Product Compatibility Guide* for compatibility information for using EmailXtender with the EMC SourceOne Offline Access client.

Table 1-1 EMC SourceOne Offline Access client compatibility

Item	Compatibility
EMC SourceOne	EMC SourceOne 6.5 (and 6.5 SP1)
Documentum Client for Outlook (DCO)	Documentum Client for Outlook 6.5 SP1
Third-party Outlook add-ins	<p>Outlook add-ins are compatible with the EMC SourceOne Offline Access client, except for versions of the Google Desktop Search Outlook Add-in prior to version 5.7.0806.10245 and any customized Outlook add-ins.</p> <p>The following popular Outlook add-ins have been individually qualified with the EMC SourceOne Offline Access client:</p> <ul style="list-style-type: none"> • Blackberry • CRM 3.0 Add-in • EMC EmailXtender Search Plug-in • GoodLink • Google Desktop Search Outlook Add-in version 5.7.0806.10245 or higher • Intellisync • McAfee VirusScan Enterprise 8 • Microsoft Business Contact Manager • Outlook Spy • Palm • Pfbackup (Microsoft) • PKzip • Plaxo • PocketPC - Active Sync • SalesForce (CTI Plug-In) • Symantec AntiVirus • Xobni
Microsoft Outlook	Outlook 2003, or Outlook 2007, all service packs
Microsoft Exchange	Exchange 2003, or 2007, all service packs

Table 1-1 EMC SourceOne Offline Access client compatibility (continued)

Item	Compatibility
Microsoft .NET Framework	Microsoft .NET Framework 3.0
Microsoft Web Service Enhancements (WSE)	WSE 2.0 SP3 runtime
Supported operating systems	<ul style="list-style-type: none"> • Windows XP Professional, SP1 or higher • Windows Vista, Business and Enterprise editions, all service packs
VMware	The Offline Access client is supported running on VMware ESX Server, GSX Server, or VMware Workstation software. The VMware Server product is not supported.
Microsoft Windows Installer (MSI)	<p>MSI is installed and used by the Offline Access client installation procedure. The version installs differs by operating system:</p> <ul style="list-style-type: none"> • MSI 3.1 is installed on Vista and Windows XP SP2 or higher. • MSI 2.0 is installed on Windows XP Professional, SP 1. MSI 2.0 does not provide the patch removal (uninstall) capabilities in MSI 3.1.

EMC SourceOne 6.5 other compatibility items

Table 6 lists additional compatibility information for EMC SourceOne 6.5 (and 6.5 SP1) not covered in the previous sections.

Table 6 Other compatibility items for EMC SourceOne 6.5

Item	Compatibility
EMC SourceOne Discovery Manager	EMC SourceOne is compatible with EMC SourceOne Discovery Manager 6.5. Refer to “ EMC SourceOne Discovery Manager 6.5 ” on page 19 for more information on software compatible with EMC SourceOne Discovery Manager.
Active Directory	<p>EMC SourceOne components work in a Windows Active Directory environment with Domino, Exchange, and other products. Refer to the product documentation to see what version of Active Directory is supported for your version of Domino, Exchange or other product.</p> <p>Note: When using Windows 2008 Active Directory with Exchange, a Name Service Provider Interface (NSPI) connection from Microsoft Outlook to a Windows Server 2008-based domain controller may return the following error code from the server: MAPI_E_LOGON_FAILED. If this occurs, follow the resolution actions described in the following Microsoft article: http://support.microsoft.com/kb/949469/en-us/</p>
Distributed Microsoft components	Microsoft Windows Installer (MSI) 3.1
Web browsers supported for use with EMC SourceOne Web Search	<p>Only the following Web browsers can be used with EMC SourceOne Web Search:</p> <ul style="list-style-type: none"> • On Microsoft Windows platforms: <ul style="list-style-type: none"> - Microsoft Internet Explorer 6.0 SP2 or higher - Microsoft Internet Explorer 7.0 any service pack - Mozilla Firefox 2.0 or higher • On Apple MAC OS X 10.4 or higher, Mozilla Firefox 2.0 or higher
Web browsers supported for accessing email messages	<p>Web browsers (that are supported by Microsoft Outlook Web Access 2003 or 2007, or IBM Domino Web Access 7.0 or 8.0) can be used to access email messages archived or shortcut by EMC SourceOne.</p> <p>Such Web browsers can include Microsoft Internet Explorer, Mozilla FireFox, or Apple Safari.</p>
Microsoft Windows Network Load Balancing	EMC SourceOne servers can be installed and used on servers that have Windows Network Load Balancing (NLB) enabled as long as either Single or Class C affinity is enabled.
Microsoft Clustering of EMC SourceOne Master servers	<p>EMC SourceOne Master servers can run on a supported Microsoft Cluster Server (MSCS) configuration on the supported operating systems described in <i>EMC SourceOne 6.5 core component compatibility</i> on page 7. Microsoft clusters of EMC SourceOne Master servers are supported in a two node active-passive cluster. Refer to the <i>EMC SourceOne Email Management Installation Guide</i> for information on how to cluster Master servers.</p> <p>EMC SourceOne Worker servers do not require clustering.</p>

Table 6 Other compatibility items for EMC SourceOne 6.5 (continued)

Item	Compatibility
Microsoft Clustering of Exchange Servers	EMC SourceOne works with a supported version of Exchange when Exchange (including OWA) is running on a supported Microsoft Cluster Server (MSCS) configuration on the Microsoft Windows 2003 Server Standard or Enterprise edition (32-bit) operating system. Refer to “EMC SourceOne 6.5 supported mail servers” on page 4 for the supported versions of Exchange.
VMware	<p>EMC SourceOne is supported running on VMware ESX Server 3.1 or higher software in the following configuration:</p> <ul style="list-style-type: none"> • Master, Worker, or Native Archive servers can be on physical or virtualized computers accessing physical or virtualized disks. • The computer on which SQL Server is installed must be on physical hardware connected to physical disks. • The one or more file servers hosting the EMC SourceOne Message Center and Index directories must be on physical hardware connected to physical disks. • VMware VMotion is supported as long as EMC SourceOne is using either virtual disks or is using VMFS for direct access to disks. <p>Note: The hardware recommendations for EMC SourceOne listed in the EMC SourceOne Email Management Installation Guide may not be sufficient for running EMC SourceOne within these VMware products.</p> <p>For third-party software, such as Microsoft Exchange, Microsoft SQL Server, or IBM Lotus Domino, contact the third-party for their support of VMware.</p>
DiskXtender	EMC DiskXtender for Windows 6.3 or 6.3 SP1

Third-party instant message proxy servers supported with EMC SourceOne 6.5

EMC SourceOne 6.5 (and 6.5 SP1) supports the capture and archiving of instant messages through the use of third-party instant message proxy server software. The proxy server software captures instant message conversations and converts them into SMTP messages that are then sent to EMC SourceOne to be archived as any other SMTP message.

The following are the requirements for a proxy server used with EMC SourceOne:

- ◆ All proxy servers must be configured to convert IM conversations into plain, SMTP, body text.
- ◆ All IM chat participant's SMTP addresses must be listed in the To, CC, or From field to be associated with a given employee.

See the appropriate proxy server documentation for additional details on how to meet the above requirements.

EMC SourceOne 6.5 language support

EMC SourceOne 6.5 (and 6.5 SP1) language support has the following components:

- ◆ [“Local language versions of Windows” on page 17](#) describes what local language versions of the Windows operating system on which EMC SourceOne can be installed.
- ◆ [“Localized language support” on page 18](#) describes how various EMC SourceOne components have been localized.

Local language versions of Windows

EMC SourceOne components can be installed on the following local language versions of the Windows operating system:

- ◆ English
- ◆ French
- ◆ Italian
- ◆ German
- ◆ Spanish
- ◆ Japanese
- ◆ Simplified Chinese

Localized language support

EMC SourceOne provides localized versions of selected components in the following languages:

- ◆ English
- ◆ French
- ◆ Italian
- ◆ German
- ◆ Spanish
- ◆ Japanese
- ◆ Simplified Chinese

The following EMC SourceOne components have been localized and have language pack kits that can be installed:

- ◆ EMC SourceOne Search application (including the online help)
- ◆ EMC SourceOne Offline Access application (including the online help); all languages are installed by default, no language pack is required
- ◆ EMC SourceOne console (the online help for the console is not localized)
- ◆ EMC SourceOne error messages

The language pack kits for EMC SourceOne Email Management 6.5 are used for both the 6.5 and the 6.5 SP1 releases.

See the *EMC SourceOne Email Management Localized Product Release Notes* for information on installing these language packs and the capabilities of these language packs.

EMC SourceOne Discovery Manager 6.5

The following sections describe EMC SourceOne Discovery Manager 6.5 support:

- ◆ “EMC SourceOne Email Management compatibility” on page 19
- ◆ “EMC EmailXtender compatibility” on page 19
- ◆ “Discovery Manager Client software compatibility” on page 19
- ◆ “Discovery Manager database compatibility” on page 20
- ◆ “Discovery Manager Server software compatibility” on page 20
- ◆ “Discovery Manager Worker Services compatibility” on page 20
- ◆ “Discovery Manager language support” on page 21

EMC SourceOne Email Management compatibility

EMC SourceOne Discovery Manager requires the following minimum version of EMC SourceOne Email Management software:

- ◆ EMC SourceOne Email Management 6.5 SP1 with Hotfix 3, version 6.51.1186

EMC EmailXtender compatibility

For environments in which EMC SourceOne Discovery Manager, EMC SourceOne Email Management and EMC EmailXtender are used, the following minimum version of EmailXtender is required:

- ◆ EMC EmailXtender 4.8 SP1 with Hotfix version 4.81.1200

Discovery Manager Client software compatibility

The Discovery Manager Client software must be installed on a computer with the following configuration:

- ◆ **Supported operating system:**
 - Windows XP Professional, SP2 or higher (32-bit only)
 - Windows Vista, Business or Enterprise edition, SP1 or higher (32-bit only)

- Windows 2003 Server, with or without R2, (Standard or Enterprise edition), SP2 or higher (32-bit only)
- ◆ **Other required software:**
 - Microsoft Visual C++ 2005 SP1 Redistributable Package (x86)
 - Microsoft .NET Framework 3.0 Redistributable Package

Discovery Manager database compatibility

The requirements for the database are the same as the requirements for the EMC SourceOne SQL Server databases as described in the EMC SourceOne SQL Server databases entry in [Table 3, “EMC SourceOne 6.5 core component compatibility,”](#) in “EMC SourceOne 6.5 core component compatibility” on page 7.

The EMC SourceOne Email Management and EMC SourceOne Discovery Manager databases can be installed on the same computer or on separate SQL Server computers.

Discovery Manager Server software compatibility

The Discovery Manager Server software must be installed on a computer where the following are already installed:

- ◆ EMC SourceOne Worker Services
- ◆ EMC SourceOne Web Services

The requirements for these services are described in the EMC SourceOne Master Services or Worker Services entry and the EMC SourceOne Web Services entry in [Table 3, “EMC SourceOne 6.5 core component compatibility,”](#) in “EMC SourceOne 6.5 core component compatibility” on page 7.

Discovery Manager Worker Services compatibility

The Discovery Manager Worker Services must be installed on a computer where the following is already installed:

- ◆ EMC SourceOne Worker Services

The requirements for the EMC SourceOne Worker Services are described in the EMC SourceOne Master Services or Worker Services entry in [Table 3, “EMC SourceOne 6.5 core component compatibility,”](#) in “EMC SourceOne 6.5 core component compatibility” on page 7.

Discovery Manager language support

EMC SourceOne Discovery Manager language support has the following components which are described separately:

- ◆ [“Windows language version support” on page 21](#) describes the local language versions of the Windows operating system where EMC SourceOne Discovery Manager can be installed.
- ◆ [“Localized language support” on page 21](#) describes into which languages EMC SourceOne Discovery Manager has been localized.

Windows language version support

EMC SourceOne Discovery Manager can be installed on the following language versions of the Windows operating system:

- ◆ English
- ◆ French
- ◆ Italian
- ◆ German
- ◆ Spanish

Localized language support

EMC SourceOne Discovery Manager provides localized versions in the following languages:

- ◆ French
- ◆ Italian
- ◆ German
- ◆ Spanish

Refer to the *EMC SourceOne Discovery Manager Localized Product Release Notes* for information on installing and using these language packs.

