

Platform Guide

IVE Supported Platforms

OS Service Package version 4.1



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Introduction

The Neoteris IVE uses standards-based Web and security technologies, giving users ubiquitous remote access to corporate resources using a Web browser. This document describes the platforms (operating system/browser combinations) that have been qualified for use with the IVE.

Functionality Tested

The Neoteris IVE has two levels of functionality: Core functionality and advanced functionality.

Core Functionality

- Web browsing for HTML/JavaScript content
- File browsing

Advanced Functionality

- Client-side Java applets, including Citrix, VNC, and WRQ
- Secure Terminal Access, including Telnet and SSH
- Secure Application Manager (W-SAM and J-SAM), which provides support for client/server applications such as Citrix, Microsoft Terminal Services, Microsoft Exchange MAPI, and Lotus Notes
- Network Connect

Testing Model

Neoteris tests the core and advanced functionalities of the IVE on the most widely used corporate and consumer platforms to qualify each platform as either supported or compatible.

Supported Platform

A supported platform is one on which a functionality has been tested in depth and verified as functioning correctly.

Compatible Platform

A compatible platform is one on which the base feature set of a functionality has been tested and verified as functioning correctly.

Platform Support

Core-functionality testing focuses on the most common corporate and consumer platforms.

Advanced-functionality testing focuses on the most common corporate laptop and PC platforms.

Core Functionality

Supported platforms:

- Windows XP: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows 98: Internet Explorer 6.0 and Netscape 4.79
- Mac OS 10.3.3: Internet Explorer 5.2 and Safari 1.2
- Red Hat Linux 9.0: Mozilla 1.6eb browsing for HTML/JavaScript content

Compatible platforms:

- Windows XP: AOL 8.0
- Windows 2000: Netscape 7.1
- Mac OS 10.2.8: Safari 1.1.1
- Mac OS 9.2: Internet Explorer 5.1.5 and Netscape 4.79
- Red Hat Linux 9.0: Netscape 7.1

Advanced Functionality

Client-side Java Applets

Supported platforms:

- Windows XP: Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Mac OS 10.3.3: Safari 1.2 running Sun JVM 1.4.2_04
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2_04

Compatible platforms:

- Windows 2000: Netscape 7.1 running Sun JVM 1.4.2_04
- Windows 98: Internet Explorer 6.0 running Microsoft JVM
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2_04
- Mac OS 10.2.8: Safari 1.1.1 running Sun JVM 1.4.2_04

Secure Terminal Access

Supported platforms:

- Windows XP: Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Mac OS 10.3.3: Safari 1.2 running Sun JVM 1.4.2_04
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2_04

Compatible platforms:

- Windows 2000: Netscape 7.1 running Sun JVM 1.4.2_04
- Windows 98: Internet Explorer 6.0 running Microsoft JVM
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2_04
- Mac OS 10.2.8: Safari 1.1.1 running Sun JVM 1.4.2_04

Java version of Secure Application Manager (J-SAM)

Supported platforms:

- Windows XP: Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0 running Microsoft JVM or Sun JVM 1.4.2_04
- Macintosh OS 10.3.3: Safari 1.2 running Sun JVM 1.4.2_04
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.2_04

Note:

- Automatic editing of hosts file is only available for root users
- Ports less than 1024 are only available for root users

Compatible platforms:

- Windows 98: Internet Explorer 6.0 running Microsoft JVM and Sun JVM 1.4.2_04
Note: Drive mapping is not supported
- Red Hat Linux 9.0: Netscape 7.1 running Sun JVM 1.4.2_04
Note:
 - Automatic editing of hosts file is available for root user
 - Ports less than 1024 are only available for root users
- Mac OS 10.2.8: Safari 1.1.1 running Sun JVM 1.4.2_04

Windows version of Secure Application Manager (W-SAM)

Supported platforms:

- Windows XP: Internet Explorer 6.0
 - Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
 - Windows 98: Internet Explorer 6.0
- Note: WSAM + NetBIOS is not supported on Win98

Network Connect

Supported platforms:

- Windows XP: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0
- Windows XP: Internet Explorer 6.0

Secure Meeting

Supported platforms:

- Windows XP SP1: Internet Explorer 6.0 and Netscape 7.1
- Windows 2000 SP4: Internet Explorer 5.0, 5.5 SP2, 6.0 and Netscape 7.1
- Windows NT 4.0 SP6: Internet Explorer 5.0, 5.5 SP2, 6.0 and Netscape 7.1
- Windows 98 SE: Internet Explorer 5.0, 5.5 SP2, 6.0 and Netscape 7.1
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.1_01 and above
- Macintosh OS 10.3.3: Safari 1.2.1 running Sun JVM 1.4.1_01 and above

Compatible platforms:

- Windows ME: Internet Explorer 5.5 SP2, 6.0 and Netscape 7.1
- Red Hat Linux 7.3: Mozilla 1.3/1.6 running Sun JVM 1.4.1_01 and above
- Macintosh OS X 10.2.8: Safari 1.0

Client Recommendations:

- CPU: 500MHz or above recommended for Windows Client
- Memory: 256MB or above recommended. For Mac systems, we recommend G4 with 256MB of memory
- Screen Depths: 4, 8, 16, 24, and 32-bit. For best results, use 16-bit.
- Monitor Resolutions: Up to 2048 x 2048. 1024 x 768 is recommended.

Host Checker

Supported platforms:

- Windows XP: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0

Compatible platform:

Windows 98: Internet Explorer 6.0

Cache Cleaner

Supported platforms:

- Windows XP: Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5 SP2 and Internet Explorer 6.0

Compatible platform:

Windows 98: Internet Explorer 6.0

Pocket PC

Supported platforms:

Pocket PC 2003: Pocket Internet Explorer 2002

Note:

- Only Web browsing/rewriting is supported
- File browsing is not supported
- Client/server applications are not supported

Compatible platform:

Sony Ericsson: P800

Administrator User Interface (Web Console)

Supported platforms:

- Windows XP: Internet Explorer 5.5 and Internet Explorer 6.0
- Windows 2000: Internet Explorer 5.5, Internet Explorer 6.0, Netscape 7.1
- Red Hat Linux 9.0: Mozilla 1.6 running Sun JVM 1.4.1_01 and above