
Calyx RIM 6.2 System Support Documentation (SSD)

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Calyx RIM

Calyx RIM 6.2 System Support Document (SSD)

The Calyx RIM®6.2 System Support Document (SSD) specifies the minimum hardware and software prerequisites for installing and operating Calyx RIM 6.2 and any subsequent Calyx RIM 6.2 certified hotfix (CHF) releases.

The software specified must reside on the computer indicated, whether that be the Web client workstation, application server, database server, or publishing servers.

Unless otherwise stated, Calyx RIM is supported for all service packs for the versions of Microsoft, Documentum, and other third party applications on which the product was designed and tested.

If you experience an issue with the product and a service pack released after the release of the product is the cause of the issue, Technical Support will follow the standard support process through to resolution.

If the issue cannot be resolved, Technical Support will recommend uninstalling the service pack from the production environment.

Calyx RIM Database Server Specifications

The minimum specifications for this release have been tested by Quality Control using a risk-based approach in the listed environments. Different configurations may be needed, depending on user and data requirements. Consult your Oracle documentation for recommended hardware configurations.

Operating System

Available operating systems are constrained by Oracle support for the following database versions.

Database

Starting from 6.2.10 Calyx RIM supports :

- Oracle 19c (19.17.0.0.221018) - Standard Edition 2
- Oracle 19c (19.17.0.0.221018) - Enterprise Edition

Calyx RIM 6.2 through 6.2 CHF 4 supports:

- Oracle 12c Release 2 - 12.2.0.1.0 Standard Edition
- Oracle 12c Release 2 - 12.2.0.1.0 Enterprise Edition

To enable successful installation, Administrator installation type must be selected when installing Oracle Database Server.

Calyx RIM Application Server Specifications

The minimum specifications for this release have been tested by Quality Control using a risk-based approach in the listed environments. Different configurations may be needed, depending on user and data requirements.

Operating System

Windows Server 2012 R2*

Windows Server 2016* (certified for Calyx RIM 6.2 CHF 3 or greater)

*Default English language pack required. Base language: English (United States) en-US

Document Management Systems (optional)

Documentum Foundation Classes (DFC) 16.4 (installed by default)

Documentum Foundation Classes (DFC) or 7.2 Patch 3 (separate installation required)

Note: Check Documentum for content server compatibility. Should you encounter any issues with compatible content server versions, please contact Client Enablement via Technical Support.

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Java Support

- OpenJDK8U - jdk_x64_windows_hotspot_8u202b08 (This replaces Java JDK for Calyx RIM Java Support, starting from Calyx RIM 6.2 CHF 3. It is not supported by previous versions.)
- Java JDK 8 build 1.8.0_152 (64-bit) or greater (Supported by Calyx RIM 6.2, 6.2 CHF 1, and 6.2 CHF 2 only.)

Directory Support

Active Directory

- Windows Server 2012 R2
- Windows Server 2016 (certified for 6.2 CHF 3 or greater)

Azure Active Directory (Azure AD)

- Azure AD is supported only in a single sign on (SSO) configuration

The following are supported starting with Calyx RIM 6.2 CHF 2:

- Okta (Open ID)
- PingOne (SAML)

Calyx RIM Rendering Support

The following table describes the Calyx RIM Rendering versions required for publishing with Calyx RIM versions.

Calyx RIM	Calyx RIM Rendering
Calyx RIM 6.2 Calyx RIM 6.2 CHF 1 Calyx RIM 6.2 CHF 2	Calyx RIM Rendering 4.4
Calyx RIM 6.2 CHF 3	Calyx RIM Rendering 4.4 CHF 1
Calyx RIM 6.2 CHF 4	Calyx RIM Rendering 4.4 CHF 1 Hotfix 4.4.1.4
Calyx RIM 6.2 CHF 5 Calyx RIM 6.2 CHF 6 Calyx RIM 6.2 CHF 7 Calyx RIM 6.2.8 Calyx RIM 6.2.9 Calyx RIM 6.2.10 Calyx RIM 6.2.11	Calyx RIM Rendering 4.4 CHF 2

Supported Hardware Configuration for Calyx RIM Application Server

Your requirements may vary depending on system usage.

For Assembly and Publishing Functionality:

- 2.8 GHz quad-core processor based on current Intel platform
- 16 GB RAM or higher
- 20 GB available hard disk space

For Registration Functionality Only:

- 2.8 GHz dual-core processor based on current Intel platform
- 8 GB RAM or higher
- 20 GB available hard disk space

Notes Regarding Documentum and Calyx RIM Application Server

- Do not install Documentum Foundation Class Library on the application server.
- Documentum can be implemented with BOCS (Branch Office Caching Services), but Calyx RIM cannot use this feature.

Calyx RIM for Analytics Server Specifications

The minimum specifications for this release have been tested by Quality Control using a risk-based approach in the listed environments. Different configurations may be needed, depending on user and data requirements.

Operating System

Windows Server 2012 R2

Calyx RIM for Analytics Server has been tested against English language versions of the specified operating systems and software.


Supported Hardware Configuration for Calyx RIM for Analytics Server

Your requirements may vary depending on system usage.

- 2.8 GHz quad-core processor based on current Intel platform
- 8 GB RAM or higher
- 10 GB available hard disk space
- 500 GB or higher (depending on usage) hard disk space is recommended for generating analytics reports

Calyx RIM Web Desktop Client Specifications

The minimum specifications for this release have been tested by Quality Control using a risk-based approach in the listed environments. Different configurations may be needed, depending on user and data requirements.

Operating System	English
— Windows 10	YES
Web Browser	English
— Microsoft Edge based on Edge HTML engine (Supported on Windows 10 only)	YES
— Microsoft Edge based on Chromium (Supported on Windows 10 only)	
<p><i>Note: Support for Microsoft Edge based on Chromium starts with Calyx RIM 6.2 CHF 5</i></p>	
<p> <i>Attention: Please note that Calyx RIM for Analytics module is not supported by the Microsoft Edge browser.</i></p>	
— Google Chrome	

Adobe Support for Viewing	English
Adobe Acrobat <ul style="list-style-type: none"> — Adobe Acrobat Pro DC — Adobe Acrobat Standard DC — Acrobat Pro 2020 (Starting from Calyx RIM® Linking plug-in (PDF) 1.8.2) — Acrobat Standard 2020 (Starting from Calyx RIM® Linking plug-in (PDF) 1.8.2) — For Calyx RIM for Analytics: Adobe Player (Flex) Format, Adobe 10.2.159.1 or later — For Unicode characters in Calyx RIM for Analytics reports, Arial Unicode MS font family is required 	YES
<p><i>Note: Acrobat Reader is sufficient for viewing PDF files via Calyx RIM. Acrobat Professional or Acrobat Standard is required when using Calyx RIM Linking plug-in (PDF) with Calyx RIM.</i></p>	
Linking Applications (optional)	English
Linking plug-in (PDF) 1.8.2	YES
Linking add-in (Word) 1.8.2	YES

Supported Hardware Configuration for Web Desktop Client

- Processor: 2 GHz dual (or duo core) processor based on current Intel platform (i5 Core recommended)
- Memory: 4 GB
- Hard drive free space: 1 GB

Note: Your requirements may vary depending on system usage.

Notes Regarding InSight Web Desktop Client Specifications

To view the documents assigned to an assembly, you must have the corresponding applications for those documents installed on the desktop client.

Additional Software and Utilities

There are several Calyx RIM Web Desktop Client applications that can provide added functionality when publishing with Calyx RIM.

The following publishing tools will be released with Calyx RIM 6.2.

- Calyx RIM Linking plug-in (PDF) 1.8.2.
- Calyx RIM Linking add-in (Word) 1.8.2.

- Calyx RIM Cumulative View Builder version 2.3
- Calyx RIM Validator 5.1 (latest CHF version)

Bundled Software	English
Calyx RIM Validator 5.1: This utility can be installed on the desktop and used to review any published eCTD XML.	YES
Linking plug-in (PDF) 1.8.2: This will be installed on the client desktop. Cross-references may be created for source PDF files, Calyx RIM in-process linking, and published PDF output.	YES
Linking plug-in (PDF) 1.8.2 does not support versions of Calyx RIM earlier than 6.2 for in-process linking.	
Calyx RIM Cumulative View Builder 2.3. This utility will be installed on the desktop and used to generate Japanese eCTD cumulative XML.	YES
Linking add-in (Word) 1.8.2: This will be installed on the client desktop. Created cross-references will be resolved in published output for Calyx RIM. (See Linking add-in (Word) documentation for supported operating systems and Word versions.)	YES

Platform Support for Service Packs

Unless stated differently, Calyx supports its products for all service packs for the versions of Microsoft, Documentum, and other third party applications on which the product was designed and tested.

If you experience an issue with the product and it is determined that a Service Pack released after the release of this product is the cause of the issue, Technical Support will follow the standard support process through to resolution.

If the issue cannot be resolved, Technical Support will recommend uninstalling the Service Pack from the production environment.

Rendering

Calyx RIM Rendering 4.4 System Support Document (SSD)

Calyx Rendering® is the rendering and publishing solution for the Calyx RIM platform. Calyx RIM Rendering consists of a framework that executes:

- Business services on one or more servers to perform requested tasks
- A user interface for configuring the Calyx RIM Rendering framework

The following hardware and software specifications are supported by the servers that make up a Calyx RIM Rendering domain. These minimum specifications for this release have been tested by Software Quality and Testing using a risk-based approach in the listed environments. Different configurations might be needed, depending on user and data requirements.

Calyx RIM Rendering 4.4 Supported Software

Calyx RIM Support

Calyx RIM Rendering 4.4 supports Calyx RIM 6.2 CHF 2 and earlier.

Calyx RIM Rendering 4.4 CHF 1 supports Calyx RIM 6.2 CHF 3 only.

Calyx RIM Rendering 4.4 CHF 1 Hotfix 4.4.1.4 supports Calyx RIM 6.2 CHF 4 only.

Calyx RIM Rendering 4.4 CHF 2 supports Calyx RIM 6.2 CHF 5 and later.

Operating System

Windows Operating System

- Windows Server 2012 R2 Update KB2919355 (minimum release level)

The following is supported starting with Calyx RIM Rendering 4.4 CHF 1

- Windows Server 2016

Document Management Systems (optional)

Calyx RIM Rendering 4.4 supports Documentum Foundation Classes (DFC) 7.2 Patch 3 only.

Calyx RIM Rendering 4.4 CHF 1 and later support the following Documentum REST Services only:

- Documentum 7.2 REST Services (create and configure the services and deploy the `ir-dctm-rest.war` file)
- Documentum 16.4 REST Services (create and configure the services and deploy the `ir-dctm-rest.war` file)

Note: Check Documentum for content server compatibility. If you encounter any issues with compatible content server versions, contact Client Enablement through Technical Support.

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Database Server

Oracle Database

Calyx RIM Rendering 4.4 CHF 2 supports:

- Oracle 19c (12.2.0.3) - 12.2.0.3.0 Standard Edition 2
- Oracle 19c (12.2.0.3) - 12.2.0.3.0 Enterprise Edition

Calyx RIM Rendering 4.4 and 4.4 CHF 1 supports:

- Oracle 12c Release 2 - 12.2.0.1.0 Standard Edition
- Oracle 12c Release 2 - 12.2.0.1.0 Enterprise Edition

To enable successful installation, Administrator installation type must be selected when installing Oracle Database Server.

Database Client

Oracle Client

Calyx RIM Rendering 4.4 CHF 2 supports:

- Oracle 19c (12.2.0.3) - 12.2.0.3.0 Standard Edition 2
- Oracle 19c (12.2.0.3) - 12.2.0.3.0 Enterprise Edition

Calyx RIM Rendering 4.4 and 4.4 CHF 1 supports:

- Oracle 12c Release 2 - 12.2.0.1.0 Standard Edition
- Oracle 12c Release 2 - 12.2.0.1.0 Enterprise Edition

Note:

- *For Calyx RIM Rendering 4.4, x86 (32-bit) database client is required.*
- *For Calyx RIM Rendering 4.4 CHF 1 and CHF 2, x64 (64-bit) database client is required.*

To enable successful installation, Administrator installation type must be selected when installing Oracle Database Client.

When connecting to Calyx RIM 6.2 for publishing, Internet Information Server (IIS) is required on at least one of the Calyx RIM Rendering servers

Java Support

Java JRE

- JRE 1.8 update 152 or later (32-bit only) (Supported by Calyx RIM Rendering 4.4)

Note: *Must be installed on all Calyx RIM Rendering servers.*

- AdoptOpenJDK jdk8u202-b08 64-bit (This replaces Java JRE for Calyx RIM Rendering Java Support, starting from Calyx RIM Rendering 4.4 CHF 1. It is not supported by previous versions.)

Note: *JDK must be installed on all Calyx RIM Rendering servers.*

.NET Framework

.NET Framework is managed by Windows as a component of the operating system

- .NET Framework 4.5.2, and later CLR 4 versions

PDF Compatibility

- Adobe PDF specification
- Version of source document assigned to a Calyx RIM Rendering: Adobe PDF specification 1.4 through 1.7 ISO-32000-1:2008
 - Rendered output version: Adobe PDF specification 1.4 through 1.7 ISO-32000-1:2008
 - Published output version: Adobe PDF specification 1.4 through 1.7 ISO-32000-1:2008

Calyx RIM Rendering 4.4 Supported Hardware Configuration

- 2.8 GHz quad-core processor based on current Intel platform
- 8 GB RAM or higher
- 35 GB available hard disk space for document rendering
- 50 GB of additional free space for publishing

Your requirements may vary depending on system usage.

Calyx RIM Rendering 4.4 Supported Authoring Applications

Microsoft Office must be installed on your Calyx RIM Rendering server with the English (United States) language pack configured.

All service packs for each of the following applications versions are supported unless otherwise noted.

Your requirements might vary from the following because of system usage.

Application	Version
Microsoft Office*	2016
Microsoft Outlook	2016
Microsoft Project	2016
Microsoft Visio	2016

* Microsoft Office includes Word, Excel, and PowerPoint. If you use the 32-bit version of Microsoft Office, 64-bit only embedded document macros will not work. If you use the 64-bit version of Microsoft Office, 32-bit only embedded document macros will not work.

Note: Calyx RIM Rendering 4.4 does not support AutoCAD.

High Speed Printer Support

These optional components are supported by your Calyx RIM Rendering publishing environment for printing final published output.

Canon imageRUNNER with Canon imagePASS Controller

Calyx RIM Rendering supports a variety of Canon imageRUNNER printers using the Canon imagePASS controller. The Calyx RIM Rendering Printer Type selections are listed below with the specific devices supported.

Canon imageRUNNER with imagePASS-M1/M2 v1.0

- imageRUNNER 7200
- imageRUNNER 8500
- imageRUNNER 85
- imageRUNNER 105

Canon imageRUNNER with imagePASS-M2 v2.x

- imageRUNNER 7200
- imageRUNNER 8500
- imageRUNNER 85
- imageRUNNER 105

Calyx RIM Rendering does not support the iR5020/iR6020 printers because they do not handle index tabs.

Canon imageRUNNER with imagePASS-M3

- imageRUNNER 85PLUS
- imageRUNNER 105PLUS
- imageRUNNER 8070
- imageRUNNER 9070
- imageRUNNER 5570
- imageRUNNER 6570

Canon imageRUNNER with imagePASS-S1

- imageRUNNER 7086
- imageRUNNER 7095
- imageRUNNER 7105
- imageRUNNER 8070

The imagePASS S2 controller supports the imageRUNNER 7086/7095/7105, and the imageRUNNER 5055/5065/5075 Series. According to published specifications, Calyx RIM Rendering should be able to support these printer/controller combinations by using the Canon imageRUNNER with imagePASS S1 selection.

Canon imageRUNNER ADVANCE with imagePASS-U2

Calyx RIM Rendering provides support for the Canon imageRUNNER ADVANCE with imagePASS-U2 controller:

- imageRUNNER ADVANCE 8205
- imageRUNNER ADVANCE 8295
- imageRUNNER ADVANCE 8285
- imageRUNNER ADVANCE 6275
- imageRUNNER ADVANCE 6265
- imageRUNNER ADVANCE 6255

Kodak Network Imaging System Printer (KDKNIS)

Calyx RIM Rendering supports printers using the Kodak/NexPress Network Imaging System Controller. Printer Type selections:

- Canon imageRUNNER 110/125/150
- Heidelberg Digimaster 9110/9150
- IBM Infoprint 2000
- Kodak DIGIMASTER EX
- Network Imaging System Job Ticket with Postscript

Calyx RIM Rendering supports other Network Imaging System based printers that support the DCS+KDK Protocol.

Konica Minolta Printers

Calyx RIM Rendering provides support for the following KONICA MINOLTA printers:

- bizhub PRO 1200P/bizhub PRO 1051
- bizhub PRO 1050/bizhub PRO 1050P

Ricoh Pro Printers

- Ricoh Pro C5200s/C5210s
- Ricoh Pro C5200s/C5210s, US Punch*
- Ricoh Pro C5200s/C5210s, ISO Punch*

*Requires optional hardware

Xerox Printers

Calyx RIM Rendering supports Xerox Printers using the FreeFlow Print Server. The FreeFlow Print Server is supported via Xerox ASCII and XPIF JobTickets.

No special processing is performed by Calyx RIM Rendering for color printers.

The Calyx RIM Rendering Printer Type selections producing ASCII Job Ticket output are:

- Xerox DocuTech 135 (Network Server Plus)

- Xerox DocuTech 6100
- Xerox DocuTech 6135 (ASCII Job Ticket)
- Xerox DocuTech 6180 (ASCII Job Ticket)
- Xerox ASCII Job Ticket with PDF
- Xerox ASCII Job Ticket with Postscript

Calyx RIM Rendering supports all Xerox FreeFlow controlled printers that support the XPIF Job Ticket Protocol. The Calyx RIM Rendering Printer Type selections producing XPIF Job Ticket output are:

- Xerox DocuTech (XPIF)
- DocuPrint 75, 90 (XPIF)
- DocuPrint 75, 90 Postscript (XPIF)
- Xerox DocuPrint 100, 115, 135, 155, 180 EPS (XPIF)
- Xerox DocuPrint 4110, 4590 (XPIF)
- Xerox Nuvera 100, 120, 144 DPS
- Xerox Nuvera EA DPS PS
- Xerox DocuColor 250 - The optional Creo Spire Controller supports XPIF Job Tickets, although this has not been tested with Calyx RIM Rendering. The EFI Fiery controller is not supported.
- Xerox XPIF Job Ticket with Postscript
- Xerox Color 550/560/570 (XPIF)
- Xerox Color 550/560/570 Postscript (XPIF)
- Xerox Color C60/C70 (XPIF)
- Xerox Color C60/C70 Postscript (XPIF)

Calyx RIM Rendering supports all Xerox and FreeFlow controlled printers that support the XPIF Job Ticket Protocol. Creo Spire controlled Xerox printers have not been tested with InSight.

PostScript Printing

The ability to drive all printers in the DocuTechJT, XeroxXPIF, and KDKNIS families via PostScript rather than PDF is available. Using PostScript may solve some PDF problems, such as non-embedded font issues.

In use, the difference is minimal for these printers: a job ticket and output generated as PostScript rather than a job ticket and output generated as PDF. The PostScript output for these printers, like all other printers, is in a file with a PRN extension (.prn = printer-ready output). Calyx RIM Rendering creates the data in the .prn file in a format specific to your printer.

Calyx RIM Validator

Calyx RIM Validator 5.1 System Support Document (SSD)

Calyx RIM Validator is a separately licensed application used for validating submission output.

The system support document (SSD) specifies the minimum hardware and software prerequisites for installing and operating Calyx RIM Validator. For the application to work as expected, the following minimum hardware and software configuration must be available on the computer where the application is installed.

Calyx RIM Validator is a standalone client application. There are no application server or database server requirements.

Component	Minimum
System processor	2.6 GHz Dual Core
System memory	4GB
Disk space	1GB
Operating System	
Windows 10	
.NET Framework	
.NET Framework is managed by Windows as a component of the operating system.	
<ul style="list-style-type: none"> – .NET Framework 4.6.2 – .NET Framework 4.7 (recommended) 	
Other Recommended Software and Components	
<ul style="list-style-type: none"> – Microsoft Office 2016 – SAS Viewer 8.0 or later (for .xpt files) – Microsoft Visual C++ Redistributable, 2013, x86 – Adobe Acrobat or another PDF file viewer 	
PDF Version	
<ul style="list-style-type: none"> – 1.7 – 1.6 – 1.5 – 1.4 	

***Note:** Calyx RIM Validator 5.1 been tested against English language versions of the specified operating systems and software.*

Calyx RIM Linking plug-in (PDF)

Calyx RIM® Linking plug-in (PDF) 1.8 System Support Document (SSD)

Specifications for Linking plug-in (PDF) 1.8.

Calyx RIM Support

Calyx RIM Linking plug-in (PDF) 1.8 supports Calyx RIM 6.2 CHF 2 and earlier.

Calyx RIM Linking plug-in (PDF) 1.8 CHF 1 supports Calyx RIM 6.2 CHF 3.

Calyx RIM® Linking plug-in (PDF) 1.8.2 supports Calyx RIM 6.2.9 and later. Certified on 7.2 and 6.2.9.

Operating System	English	Japanese
Windows Operating System — Windows 10	YES	YES
Applications	English	Japanese
Adobe Acrobat (32-bit version only) — Adobe Acrobat Pro DC — Adobe Acrobat Standard DC — Acrobat Pro 2020 (Starting from Calyx RIM® Linking plug-in (PDF) 1.8.2) — Acrobat Standard 2020 (Starting from Calyx RIM® Linking plug-in (PDF) 1.8.2)	YES	YES
<p>Note: For in-process linking in Liquent SmartLink for PDF, the PDF document must be opened using a supported version of Adobe Acrobat after it is downloaded using any browser supported by Calyx RIM. Calyx RIM Linking plug-in (PDF) uses the Internet Explorer ActiveX component built into Microsoft Windows to select the link target.</p>		

Documentum REST Versions	English	Japanese
<ul style="list-style-type: none"> – Documentum 16.4 REST Services – Documentum 20.2 REST Services 	YES	YES
<p>Note: Check Documentum for content server compatibility. If you encounter any issues with compatible content server versions, contact Client Enablement through Technical Support.</p>		

.NET Framework

.NET Framework is managed by Windows as a component of the operating system.

- .NET Framework 4.5.2, and later CLR 4 versions

Web Browser	English	Japanese
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<ul style="list-style-type: none"> – Microsoft Edge – Google Chrome 	YES	YES
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Calyx RIM Linking add-in (Word)

Calyx RIM Linking add-in (Word) 1.8 System Support Document (SSD)

Specifications for Linking add-in (Word) 1.8.

Calyx RIM Support

Calyx RIM Linking add-in (Word) 1.8 supports Calyx RIM 6.2 CHF 2 and earlier.

Calyx RIM Linking add-in (Word) 1.8 CHF 1 supports Calyx RIM 6.2 CHF 3 and later.

Calyx RIM Linking add-in (Word) 1.8.2 supports Calyx RIM 6.2.9 and later.

Operating System	English	Japanese
– Windows 10	YES	YES
Applications	English	Japanese
– Microsoft Word 2016 (32-bit)	YES	YES

Documentum REST Versions	English	Japanese
– Documentum 16.4 REST Services	YES	YES
– Documentum 20.2 REST Services		
<hr/> <p>Note: Check Documentum for content server compatibility. If you encounter any issues with compatible content server versions, contact Client Enablement through Technical Support.</p> <hr/>		

.NET Framework
.NET Framework is managed by Windows as a component of the operating system.
– .NET Framework 4.5.2, and later CLR 4 versions

Cumulative View Builder

Calyx RIM Cumulative View Builder System Support Document (SSD)

The Calyx RIM Cumulative View Builder System Support Document (SSD) specifies the minimum prerequisites for installing and operating Cumulative View Builder 2.3.

The software specified must reside on the client workstation.

Operating System

Windows 10 (64-bit only)

NET Framework

.NET Framework is managed by Windows as a component of the operating system.

- .NET Framework 4.0, and later CLR 4 versions

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