



Aspen Technology Platform Support

August 2017

Aspen Technology is committed to providing timely releases of high-quality software products on current computing platforms that are well-suited for our products. We monitor industry trends and customer needs in order to select the most effective computing platforms to certify and support, periodically eliminating support for aging platforms and adding support for new platforms. This document provides a high-level summary of our current platform support strategy and near-term plans.

Aspen Technology General Platform Support Strategy

We focus on support of the Windows operating system, running on x64 processors from Intel. These are the dominant platforms for our products.

Currently, Aspen Technology's Microsoft support plan anticipates supporting the elements Windows Desktop & Server, Office, and SQL Server through the extended Microsoft support end date. Part of this plan assumes potential exceptions to occur, one example is if performance issues are identified. For example, when Microsoft drops support for Windows 7 in January 2020, AspenTech will drop support as well.

Aspen's test environment methodology is to utilize Windows Update on a representative sample of ENG, MSC and APM products upon notification of new Security Bulletin availability by Microsoft. The test environments and systems are updated and observed while the application is under test and are subsequently qualified.

Aspen Technology V10 Supported Platforms

V10 is the latest Aspen Technology release. The specific operating system and SQL versions supported by each Aspen Technology product can be found on the corresponding product documentation.

Aspen Technology V10 includes support for the following:

- Windows 10 (64-bit Professional and Enterprise editions)
- Windows 7 (64-bit Professional and Enterprise editions)
- Windows 8.1 Update 1 (64-bit Professional and Enterprise editions)
- Windows Server 2016 (64-bit Standard Edition)
- Windows Server 2012 R2 (64-bit Standard Edition)
- Windows Server 2008 R2 (64-bit Standard & DataCenter Editions)
- Microsoft SQL Server 2016 SP1 (Standard, Enterprise & Express Editions)
- Microsoft SQL Server 2014 SP2 (Standard, Enterprise & Express Editions)
- Microsoft SQL Server 2012 SP3 (Standard, Enterprise & Express Editions)
- Microsoft SQL Server 2008 R2 SP3 (Standard, Enterprise & Express Editions)

Platforms to be Dropped

Office 2010 SP2	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗
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NOTES:

- The plan for V11 is to add support for 64-bit Office to all products
- Using Office 365 click-to-run, you must ensure that the Office 2016 installation is complete before installing AspenTech products.

Table 3: AspenTech Roadmap – Microsoft SQL Server

SQL Server Version	Version of AspenTech software					Year of Microsoft's extended support end				
	V8.7	V8.8	V9	V10	V11	2019	2020	2021	2022	2023
SQL Server 2016				✓	✓	✓	✓	✓	✓	✓
SQL Server 2014			✓	✓	✓	✓	✓	✓	✓	✓
SQL Server 2012	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗
SQL Server 2008	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗

The remainder of information in this strategy information is related to V8.8 and V9 support for Windows 10 and Office 365 and Office 2016.

Table 4: Timing of support for Windows 10 and Office 365 for Office 2016 in applicable products. This is when all the products in the corresponding product family will have been patched.

Product Family	Windows 10 Support		Office 365 for Office 2016 Support	
	V8.8	V9	V8.8	V9
Engineering* +	1	✓	1	1
Manufacturing Execution Systems	✓	✓	1	1
Petroleum Supply Chain*	✓	✓	1	2
Supply Chain Management	✓	✓	✓	✓
Advanced Process Control	✓	✓	✓	✓

Key:

Already supported	✓
Supported starting in early Q1 CY17	1
Supported starting in late Q2 CY17	2

+ V9 support for Office 365 for Office 2016 for Economic Evaluation and Exchanger Design and Rating were delivered in V9.1

* Here is more detail on any products that had issues that will be patched, or that will not be supported because they have either been discontinued or have replacement solutions. For more information, please refer to our [Product Lifecycle Policy](#).

Support Details & Known Issues with Windows 10 / Office 2016/365					
Product Family	Product	Windows 10		Office 365 for Office 2016	
		V8.8	V9.0	V8.8	V9.0
Engineering	Aspen Batch Process Developer	✓	✓	see KB 146933	✓
	Aspen Economic Analysis Products	✓	✓	✓	V9.1
	Aspen Flare System Analyzer	✓	✓	V8.8 CP1	V9.0 CP1
	Aspen Online® Deployment	✓	✓	NA - Discontinued in V9	
	Aspen Process Tools	Not supported		NA - Discontinued in V9	
	Aspen Plus® CatCracker	✓	✓	✗	Excel interface discontinued in v9
	Aspen Plus® Hydrocracker	✓	✓	✗	Excel interface discontinued in v9
	Aspen Plus® Hydrotreater	✓	✓	✗	Excel interface discontinued in v9
	Aspen Plus® Reformer	✓	✓	✗	Excel interface discontinued in v9
	Aspen Shell & Tube Mechanical	✓	✓	✓	V9.1

Petroleum Supply Chain (PSC)	Aspen PIMS Platinum	Not Supported			
	Aspen Petroleum Scheduler (APS)	✓	✓	V8.8 CP3	v9.0 CP1 (Early CY Q2 2017)
Manufacturing Execution Systems (MES)	InfoPlus.21	✓	✓	see KB 135431	see KB 135431
	Aspen Production Record Manager	✓	✓	see KB 135431	see KB 135431

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