Phoenix

Platform Compatibility Matrix

October 2022

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Platform Compatibility Matrix

This document is intended to support the users of various Database Management Systems (DBMSs), operating systems, and other platforms upon which Phoenix operates.

Some products are indicated as supported through, to, and including a referenced release. This indicates support on the referenced release but not the next release. For example, "Supported through, to, and including Release 2018" indicates that support is offered on Release 2018 but not on the next release.

IMPORTANT! If a later version of software is listed and a prior version is not found, the prior version is no longer supported.

Workstation/Client

Product	Support Status	Notes
Windows Operating Systems		
Windows 8 - 32-bit	Not supported	
Windows 8 - 64-bit	Supported with Release 2012	Nexus Software is supporting Windows 8 with Nexus INvolve 3.9 SP 2 and later versions. Adobe Flash 11 and later is required for EAM graphs. Note: Microsoft end of life support for Windows 8 - 64-bit is January 16, 2016. The recommendation is to move to 8.1 or Windows 10.
Windows 8.1	Supported with Release 2013	Nexus Software is supporting Windows 8 with Nexus INvolve 3.9 SP 2 and later versions. Adobe Flash 11 and later is required for EAM graphs. Note: Some SQR reports for KTBatch (Nightly Processing) do not work consistently. It is recommended to use Windows 10 for SQR reporting.
Windows 10	Supported with Release 2016 Note: Nightly Processing is supported with Release 2019.	Nexus Software is supporting Windows 10 with Nexus Evolution 2016 and later versions. Compuflex is supporting Windows 10 with Compuflex WinUCM 9.0.1 and later versions.
Windows Server 2016	Supported with Release 2019.	The Phoenix client/desktop applications (e.g. Customer Management, Nightly Processing) can be run on Windows Server. ***Note***: This is not a common deployment model.

Product	Support Status	Notes
Windows 11	Supported With Release 2022 SP2	Nexus officially supports Windows 11 on Nexus Evolution 2022. Prior versions of Nexus Evolution have been run successfully on Windows 11, but are not officially supported. Compuflex is supporting Windows 11 with WinUCM 8.0 and above.
Nexus Software		
Nexus Evolution 2017	Supported with Release 2017	
Nexus Evolution 2018	Supported with Release 2019	
Nexus Evolution 2019	Supported with Release 2019	
Nexus Evolution 2020	Supported with Release 2019	
Nexus Evolution 2021	Supported with Release 2020	
Nexus Evolution 2022	Supported with Release 2021	Nexus officially supports the latest two versions only.
Microsoft Outlook		
Microsoft Outlook 2016 - 32 bit	Supported with Release 2016	For integration with Outlook Integration.
Microsoft Outlook 2016 - 64 bit	Supported with Release 2020	For integration with Outlook Integration.
Microsoft Outlook 2019 - 32 bit	Supported with Release 2020	For integration with Outlook Integration.
Microsoft Outlook 2019 - 64 bit	Supported with Release 2020	For integration with Outlook Integration.
Microsoft Office Software		
Office 365 (Cloud)	Not supported	
Office 365 (Desktop/Client)	Supported with Release 2010	For integration with Outlook Integration and Microsoft Excel.
Office 2010	Supported with Release 2010	For integration with Microsoft Excel.
Office 2013	Supported with Release 2013	For integration with Microsoft Excel.
Office 2016	Supported with Release 2016	For integration with Outlook Integration and Microsoft Excel.
Office 2019	Supported with Release 2020	For integration with Outlook Integration and Microsoft Excel.

Product	Support Status	Notes
Office 2022	Planned Support With a Future Phoenix Release	
Internet Explorer		
Edge	Supported with Release 2016	***Note***: Edge is supported in conjunction with Windows 10.
.NET Framework		
.NET Framework 4.7.2	Supported with Release 2020	
Microsoft SQL Server Software		
SQL Server 2012 Express 32- & 64-bit	Supported with Release 2012	For use with offline Teller module.
SQL Server 2014 Express 32- & 64-bit	Supported with Release 2016	For use with offline Teller module.
SQL Server 2016 Express 32- & 64-bit	Supported with Release 2016	For use with offline Teller module.
SQL Server 2017 Express 32- & 64-bit	Planned for support in a future release	For use with offline Teller module.
SQL Server 2019 Express 32- & 64-bit	Planned for support in a future release	For use with offline Teller module.
Compuflex Software		
Compuflex WinUCM 9.0.1	Supported with Release 2018	Used for TCD (Teller Cash Dispenser) and TCR (Teller Cash Recycler) interface.
Compuflex WinUCM 10.0	Supported with Release 2018	Used for TCD (Teller Cash Dispenser) and TCR (Teller Cash Recycler) interface.
Compuflex WinUCM 11.0.3	Supported with Release 2020	Used for TCD (Teller Cash Dispenser) and TCR (Teller Cash Recycler) interface.
Acuant Scanners		
IMPORTANT! All financial institutions using Acuant Scanners must use Acuant SDK version 10.20.05.01.		
ScanShell 800R	Supported as of Release 2015	This is used for identification card scans.
ScanShell 800DX	Supported as of Release 2015	This is used for identification card scans.
ScanShell 2000R	Supported as of Release 2015	This is used for identification card scans.
ScanShell 3100D	Supported as of Release 2015	This is used for identification card scans.
SnapShell R2	Supported as of Release 2015	This is used for identification card scans.

Minimum Screen Resolution

Scale Layout	Minimum Recommended Display Resolution	Notes
100%	1280 x 960	Display resolution based on size of the device.
125%	1600 x 1080	Display resolution based on size of the device.

Notes:

- Available display resolutions vary for individual devices. If the minimum recommended resolution listed is not available, test with the closest available.
- Using display resolutions less than those indicated above is not recommended.

Teller

ActiveView Teller Capture (AVTC)

Product	Support Status	Note
AVTC Gateway server 10.10	Supported with Release 2015	This can be in a VM.
Workstation: Front Counter 10.0 (PL19)	Supported with Release 2017 Service Pack 2	Thin Client (Citrix, Terminal Services etc.) is not supported. Windows 10 is required for Front Counter 10.0. New clients should install Front Counter 10.0 PL19 or higher

Scanners for ActiveView Teller Capture

This section lists AVTC machines that are supported with Teller.

Note: Although AVTC supports more brands/models, we strongly advise clients to use one of these scanners, because we are unable to guarantee how effectively the integration will function with other scanner models.

Manufacturer	Model	Connectivity	Supported Driver, Firmware, AVTC Patch (PL)
To minimize the device footprint at the teller line, we recommend selecting a Digital Check scanner from below plus a Digital Check ReceiptNOW Elite printer that is supported by Nexus.			
Digital Check	SSP1-ELITE155 SmartSource Pro Elite Speed: 75, 155 DPM Pockets: Single	USB	Driver: 9.1.0.9 (PL3 & PL5) 9.3.3.6 (PL13 and above)
Digital Check	SmartSource Check Scanner Pro 2.0 (SSP130100-P20 only) Speed: 120, 200	USB	Driver: 9.1.0.9 (PL3 & PL5) Driver: 9.3.3.6 (PL13 and above)

Manufacturer	Model	Connectivity	Supported Driver, Firmware, AVTC Patch (PL)
	Pocket: Single or Dual		
Panini	Panini Vision X 100 Auto Feed Capacity: 25	USB	Driver: 4.5.104
Panini	Panini Vision X 1F Auto Feed Capacity: 1 Note: Forms must be entered one at a time. Only recommended for low volume.	USB	Driver: 4.5.104
Panini	Panini Vision X 50/75 - AGP Auto Feed Capacity: 25	USB	Driver: 4.5.104
Epson	Epson TM-S1000 / Epson CaptureOne Model M236A Speed: 30, 60, or 90 DPM Pockets: 2	USB	Driver: 1.03
Canon	Canon CR-50 Speed: 50	USB	Driver: 1.6.2013.302
Teller Scan	TellerScan TS240 Speed: 50, 75, 100, and 150	USB	Driver: 16.11 (PL13 and above)

Signature Pads

IMPORTANT! If using Hyland OnBase, version 12 or later is required for eSignature enhancements.

Product	Support Status	Note
Topaz Devices for Twain		
Topaz - SigPlus 3.69 (& Higher)	Supported	Only SignatureGem LCD 1x5 Signature Pad is supported. This line item is specific to loading photos and signature cards and is different to the Topaz support provided by Hyland.
Topaz - SigPlus 4.4	Supported with Release 2016 Service Pack 2	Only SignatureGem LCD 1x5 Signature Pad is supported. This line item is distinct from Hyland's Topaz support in that it is just for loading images and signature cards. **Note**: Version 4.4 is included with Phoenix software.
Topaz Devices for Hyland/ECM		
Topaz - SignatureGem 4x5 - large signature area; no card swipe (TM LBK766SE-BHSB)	Supported	Supported devices for use with eSignature enhancements.

Product	Support Status	Note
Topaz SigPlus Software version 4 .4.0.22 is recommended.		
Topaz - SignatureGem LCD 4x3 - smaller signature area; no card swipe (TM-LBK755SE-HSB-R) Topaz - SigLite LCD 4x3 - no card swipe; no USB (TM-LBK755-B-R) or (TM-LBK750-HSB-R) Topaz Sigplus Software version 4 .4.0.22 is recommended.	Supported	Supported devices for use with Customer/Member Initiated ID (Keypad and Card Swipe), and eSignature enhancements.
Topaz - SignatureGem 4x5 - large signature area; with card swipe (TM LBK766SE HSB-R) Topaz Sigplus Software version 4 .4.0.22 is recommended.	Supported with Release 2010 Service Pack 13	Supported devices for use with Customer/Member Initiated ID (Keypad and Card Swipe), and eSignature enhancements. This is the default recommendation. This device is supported by ProSign. It is the only device that is supported by both Phoenix and ProSign.

Printers

Report Printers

This section lists printers being used to print statements, reports or notices.

A PCL 5 or PCL 6 driver is required.

Product
HP Color LaserJet Pro MFP M277
HP Color Enterprise 600
HP Color Enterprise M506
HP Color Enterprise M604
HP Color Enterprise M605
HP Color Enterprise M609
HP Color Enterprise M610
HP LaserJet P2035
HP LaserJet P2055
HP LaserJet P3015
HP LaserJet P4015

Product
HP LaserJet Pro 300 color M351
HP LaserJet Pro 400 color M451
HP LaserJet Pro 400 M401
HP LaserJet Pro M402,M403
HP LaserJet Pro M404dn,M404n
Brother HL-L6200DW
Konica Minolta Bizhub C3350
Konica Minolta Bizhub C3351
Konica Minolta Bizhub C364e
Xerox AltaLink B8055
Xerox AltaLink C8055
Xerox AltaLink B8145
Xerox VersaLink B400
Xerox VersaLink C7030

Check Printers

Product	Support Status	Notes
Any HP printer	Yes	Universal PCL 5 or PCL 6 driver required for check printing.
MICR: TROY M404N cartridge printer or HP printer that supports TROY M404N cartridge	Yes	MICR printers using the Troy font must be verified prior to purchase as the font chip must be installed on the printer (and not on the workstation)

Teller Receipt Printers

Product	Support Status	Notes
Nexus Evolution supported printer	Yes	See Nexus supported device list.

Teller Cash Dispenser (TCD) and Teller Cash Recycler (TCR) Information

This section lists TCDs and TCRs being used via the integration with Compuflex.

Product
De La Rue 2300 (TCR)
Diebold 228 Express UL 291 Safe (TCR)
NCR Cash Recycler Pro (TCR)

Product
NCR Cash Recycler Pro (TCR)
Glory RBU-11 (TCR)
Burroughs UDR8000-8CS (TCR)
De La Rue 1100 (TCD)
De La Rue 740,750 (TCD)
Glory PD61 (TCD)
Diebold 1053 (TCD)
Diebold 220 (TCD)
Diebold I Series 1053 Express Delivery (TCD)
Diebold Express Delivery (TCD)

eReceipt Printers

IMPORTANT! eReceipt printing requires ECM 20.1 or later, or Hyland OnBase 15 or later with Teller Automation integration.

Product	Support Status	Notes
Windows printer	Supported with Release 2020	
Epson TMT-88 family of printers	Supported with Release 2020	
Epson H6000 family of printers	Supported with Release 2020	
Pertech 5300 family of printers	Supported with Release 2020	
Digital Check RecieptNOW	Supported with Release 2020	

PhoenixXM Server

Product	Support Status	Notes
Windows Operating Systems		
Windows Server 2012	Supported with Release 2013	
Windows Server 2012 R2	Supported with Release 2013	
Windows Server 2016	Supported with Release 2017	
Windows Server 2019	Planned Support With a Future Phoenix Release	
Windows Server 2022	Planned Support With a Future Phoenix Release	
.NET Framework		

Product	Support Status	Notes
.NET Framework 4.7.2 - 64-bit	Supported with Release 2020	

Assembly Server

Product	Support Status	Notes
Windows Operating Systems		
Windows Server 2012	Supported with Release 2013	
Windows Server 2012 R2	Supported with Release 2013	
Windows Server 2016	Supported with Release 2017	
Windows Server 2019	Supported with Release 2020	
Windows Server 2022	Planned Support With a Future Phoenix Release	
.NET Framework		
.NET Framework 4.7.2 - 64-bit	Supported with Release 2020	

REST Server

Product	Support Status	Notes
Windows Operating Systems		
Windows Server 2016	Supported with Release 2020	
Windows Server 2019	Planned Support With a Future Phoenix Release	
Windows Server 2022	Planned Support With a Future Phoenix Release	
.NET Framework		
.NET Framework 4.7.2 - 64-bit	Supported with Release 2020	
.NET Core		
.NET Core 3.1	Supported with Release 2020	
.NET 6.0	Supported with Release 2022 SP2	

Phoenix Report Model

Product	Support Status	Notes
SQL Server Software		
SQL Server 2012	Supported with Release 2012	Either Report Builder 1.0 or Report Builder 3.0 can be used. Note: Finastra recommends the use of Report Builder 1.0 as it provides a better user experience for most workstations. In order to continue to use Report Builder 1.0, a Report Builder 1.0 executable is available for download on Support Center.
SQL Server 2014 SP3	Supported with Release 2016	Either Report Builder 1.0 or Report Builder 3.0 can be used. Note: Finastra recommends the use of Report Builder 1.0 as it provides a better user experience for most workstations. In order to continue to use Report Builder 1.0, a Report Builder 1.0 executable is available for download on Support Center.
SQL Server 2016	Not supported	Report Model is not supported on SQL Server 2016 Reporting Services.
SQL Server 2017	Not supported	Report Model is not supported on SQL Server 2017 Reporting Services.
SQL Server 2019	Not supported	Report Model is not supported on SQL Server 2019 Reporting Services.

Database Server

Product	Support Status	Notes
Windows Operating Systems		
Windows Server 2012 Datacenter	Supported with Release 2013	
Windows Server 2012 Standard	Supported with Release 2013	
Windows Server 2012 R2 Datacenter	Supported with Release 2013	
Windows Server 2012 R2 Standard	Supported with Release 2013	
Windows Server 2016	Supported with Release 2017	
Windows Server 2019	Planned Support With a Future Phoenix Release	
Windows Server 2022	Planned Support With a Future Phoenix Release	
SQL Server Software		

Product	Support Status	Notes
SQL Server 2012	Supported with Release 2013	
SQL Server 2014 SP3	Supported with Release 2016	
SQL Server 2016	Supported with Release 2016	
SQL Server 2017	Supported with Release 2019	
SQL Server 2019	Planned Support With a Future Phoenix Release	

Finastra Support

Finastra support offers several options to help you get the most out of your software, including a self-service Case Management tool, and phone support.

Please visit the Finastra Customer Success Community at https://support.finastra.com to log in to our online self-service Case Management system. If you forgot your password, simply click the Forgot Password link. Once logged in, you have the ability to use the Finastra Customer Success Community to troubleshoot issues and find answers to questions.

If your financial institution is not currently using these tools and would like to, please contact Finastra support for assistance at 1-800-385-6182 or 1-888-711-0235 for OPS support.

Note: The Financial Modernization Act of 1999, also known as the Gramm-Leach-Bliley Act or GLB Act, includes provisions to protect consumers' personal financial information held by financial institutions. Therefore, Finastra support cannot accept data or screen captures that contain personal financial information via email or fax. For information about secure file transfer methods, contact Finastra support.

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