Note Language: English   Version: 134   **Validity:** Valid Since
10.12.2012

Summary

Symptom

Remarks:

o   This note contains information on platforms supported by SAP GUI.

o   The support of individual platforms also depends on the support of
     the operating systems by the manufacturers. SAP cannot provide
     support for an operating system no longer supported by its vendor.

o   Operating systems not listed are either not or no longer supported.

o   We do not explicitly release different language versions of
     Windows. We assume that all other language versions of Windows are
     compatible with the english Windows version.

o   A support platform matrix is available on the SAP Community Network
     at https://scn.sap.com/docs/DOC-25456.

o   We recommend that you always use a current Support Package for the
     relevant operating system.

o   Refer to the relevant note (147519) to find out how long a specific
     SAP GUI release is supported.

o   If the operating system you are using is not or no longer
     supported, you can either upgrade the PC to a supported operating
     system or use Windows Terminal Services / Citrix Metaframe / SUN
     Secure Global Desktop (see note 138869 for information on SAP GUI
     for Windows on Terminal Servers).

o   Microsoft communicates the support periods for individual operating
     systems at http://support.microsoft.com/lifecycle/search/.
     The dates mentioned in this note were taken from this Microsoft
     webpage.

o   SAP recommends customers to read the information available on this
     Microsoft web site and this SAP note regularly to be able to plan
     the PC infrastructure efficiently.

Terms:

o   A platform that is marked as "**de-supported**" should no longer be
     used in conjunction with SAP GUI. An upgrade to a newer operating
     system or the usage of WTS software is highly recommended in case
     you are using such a platform.
     If an issue occurs only on a de-supported platform SAP will not
     analyze nor solve the issue, but instead reply by recommending an
     operating system upgrade. Additionally SAP does not test SAP GUI on
     such platforms anymore (with the exception being the post mortem QA
     procedure).

> o For an additional period of up to 12 months after support for an operating system has ended, SAP checks the compatibility of new patches on such platforms ("**post mortem QA procedure**").

> o Sometimes there are restrictions regarding support for SAP GUI on platforms, which are no longer "mainstream" for the manufacturer ("**restricted support**"). If an issue only occurs on one of these operating system versions, SAP is striving to solve such issues, but in individual cases, it may happen that SAP cannot solve an issue. Here SAP reserves the right of proposing the use of a current operating system version and/or SAP GUI release to solve the issue.

Other terms
Front-end strategy, GUI, platform, Win95, Win98, EnjoySAP, Java, Citrix, Winframe, Metaframe, Windows NT Terminal Server Edition, WTS, LINUX, SAP Client, SAPClient, Win2000, Windows 2000, Millenium Edition, Win2003, Windows 2003, WIndows XP, SP2, Support Package 2, Service Pack 2, Vista, Longhorn, x64, 64bit; AMD; EM64T; IE7; IE 7; IE 7.0; Internet Explorer 7.0; Internet Explorer 7; XP; WIN XP; WINXP; SP3; SP 3; Servicepack3; Servicepack 3; Service pack 3; Windows Vista; SP1; SP 1; servicepack 1; service pack 1; Windows 2003 R2

Reason and Prerequisites

Important remarks and updates:

> o **Platform support for Windows 8 and Windows Server 2012**
> As of SAP GUI for Windows 7.30 patchlevel 1 Windows 8 is supported (see below for more information). Additionally as of SAP GUI for Windows 7.30 patchlevel 2 Windows Server 2012 is supported.

> o **SAP GUI for Windows 7.30: Now available**
>
> SAP GUI for Windows 7.30 is available on SAP Service Marketplace since 26th of June 2012. It is now the default release of SAP GUI.

> o **SAP GUI for Windows 7.20: End of support approaching**
>
> End of support for SAP GUI for Windows 7.20 is on 9th of April 2013. Therefore you should start planning an upgrade to release 7.30.

Solution

Supported platforms for SAP GUI for Windows

For additional information on SAP GUI for Windows on 64 bit platforms see the comment "SAP GUI on 64bit platforms" below.

SAP GUI for Windows Release 7.30

o   Windows XP Professional 32bit - restricted support

o   Windows XP Professional 64bit edition on x64 (AMD) and Intel EM64T
    - restricted support

o   Windows 2003 Server 32bit - restricted support

o   Windows Server 2003 64bit edition on x64 (AMD) and Intel EM64T -
    restricted support

o   Windows 2003 R2 Server 32bit - restricted support

o   Windows Server 2003 R2 64bit edition on x64 (AMD) and Intel EM64T -
    restricted support

o   Windows Vista 32bit (only "Business", "Ultimate" and "Enterprise"
    editions) - restricted support

o   Windows Vista 64bit edition on x64 (AMD) and Intel EM64T (only
    "Business", "Ultimate" and "Enterprise" editions) - restricted
    support

o   Windows 2008 Server 32bit

o   Windows 2008 Server 64bit on x64 (AMD) and Intel EM64T

o   Windows 2008 R2 Server 64bit on x64 (AMD) and Intel EM64T

o   Windows 7 32bit (only "Professional", "Ultimate" and "Enterprise"
    editions)

o   Windows 7 64bit edition on x64 (AMD) and Intel EM64T (only
    "Professional", "Ultimate" and "Enterprise" editions)

o   Windows 8 32bit (only "Professional", "Ultimate" and "Enterprise"
    editions) - supported as of patchlevel 1 (please see chapter "SAP
    GUI for Windows on Windows 8" for restrictions)

o   Windows 8 64bit edition on x64 (AMD) and Intel EM64T (only "Pro"
    and "Enterprise" editions) - supported as of patchlevel 1 (please
    see chapter "SAP GUI for Windows on Windows 8" for restrictions)

o   Windows Server 2012 64bit edition on x64 (AMD) and Intel EM64T -
    supported as pf patchlevel 2 (see chapter "SAP GUI for Windows on
    Windows 8" for restrictions)

SAP GUI for Windows Release 7.20

o   Windows XP Professional 32bit - restricted support

o   Windows XP Professional 64bit edition on x64 (AMD) and Intel EM64T
    - restricted support

o   Windows 2003 Server 32bit - restricted support

  o Windows Server 2003 64bit edition on x64 (AMD) and Intel EM64T -
     restricted support

  o Windows 2003 R2 Server 32bit - restricted support

  o Windows Server 2003 R2 64bit edition on x64 (AMD) and Intel EM64T -
     restricted support

  o Windows Vista 32bit (only "Business", "Ultimate" and "Enterprise"
     editions) - restricted support

  o Windows Vista 64bit edition on x64 (AMD) and Intel EM64T (only
     "Business", "Ultimate" and "Enterprise" editions) - restricted
     support

  o Windows 2008 Server 32bit

  o Windows 2008 Server 64bit on x64 (AMD) and Intel EM64T

  o Windows 2008 R2 Server 64bit on x64 (AMD) and Intel EM64T

  o Windows 7 32bit (only "Professional", "Ultimate" and "Enterprise"
     editions)

  o Windows 7 64bit edition on x64 (AMD) and Intel EM64T (only
     "Professional", "Ultimate" and "Enterprise" editions)

Supported platforms for SAP GUI for Java

SAP GUI for Java 7.20
See SAP note 1400273.

**Support timelines for Microsoft operating systems supported by SAP
GUI for Windows:**

  o Windows NT 4.0:   De-Support: June 30, 2003

  o Windows 98:   De-Support: January 15, 2004

  o Windows 2000:   Restricted support: June 30, 2000
                           De-Support: July 13, 2010
                           Post mortem QA: until June 30, 2011

  o Windows XP Prof: Restricted support: April 14, 2009
                           De-Support: March 31, 2014
                           Post mortem QA: until December 31, 2014

  o Windows 2003 and Windows 2003 R2 Servers:
     Restricted support: July 13, 2010
                           De-Support: July 14, 2015
                           Post mortem QA: until June 30, 2016

  o Windows Vista: Restricted support: April 10, 2012
     De-Support: April 11, 2017

Post mortem QA: until March 31, 2018

o   Windows 2008 Server: Restricted support: July 9, 2013
                          De-Support: July 10, 2018
                          Post mortem QA: until June 30, 2019

o   Windows 7:   Restricted support: January 13, 2015
                          De-Support: January 14, 2020
                          Post mortem QA: until December 31, 2020

o   Windows Server 2008 R2:
                              Restricted support: July 9, 2013
                          De-Support: July 10, 2018
                          Post mortem QA: until June 30, 2019

These dates are based on the support timelines published by Microsoft on
http://support.microsoft.com/lifecycle/search/.

Appendix:

SAP GUI for Windows on Windows 8
SAP GUI for Windows is released for the usage on Windows 8 (32bit and
64bit) as of patchlevel 1 of SAP GUI for Windows 7.30. Additionally SAP GUI
for WIndows is released on Windows Server 2012 (64bit) as of patchlevel 2
of SAP GUI for Windows 7.30.

However the following restrictions apply:

o   SAP GUI for Windows is not released for being used in the Metro
    version of Internet Explorer 10. This limitation is due to the fact
    that the Metro version does not support ActiveX objects. Thus for
    all scenarios in which SAP GUI for Windows is embedded into a
    browser the Desktop version of Internet Explorer 10 must be used.

o   The KW Add-On which is part of the SAP GUI installation is
    supported on Windows 8 / Windows Server 2012 as of patchlevel 1 of
    the KW Add-On itself.

o   SAP GUI is only released for the Windows 8 Pro and Windows 8
    Enterprise editions. This explicitly excludes Windows RT and
    Windows 8 ("core").

o   This release statement is only valid for SAP GUI for Windows - it
    is not valid for any other UI technology and also not valid for
    HTML content which is embedded into SAP GUI for Windows via the SAP
    HTML Control.

**Please note that SAP GUI for Windows 7.20 is not supported on
Windows 8 / Windows Server 2012 and will not be supported on
these platforms.**

Virtualization products and SAP GUI for Windows

Please note that the following statements apply to SAP GUI for Windows and

not to other SAP components / products (see
http://www.sdn.sap.com/irj/sdn/virtualization for more information).

VMWare products

As of SAP GUI for Windows 7.20 patchlevel 4 the usage of SAP GUI on VMWare
View 4.0 is supported. Additionally as of SAP GUI for Windows 7.20
patchlevel 8 the usage of SAP GUI on VMWare View 4.6 (and higher) is
supported.

As of SAP GUI for Windows 7.20 patchlevel 5 the usage of SAP GUI on VMWare
ThinApp 4.6 (and higher) is supported:

   o   For the SAP GUI to work with Thinapp and Office 2003 you need to
       change:
       Search for "VirtualizeExternalOutOfProcessCOM=0 " and uncomment it
       by removing the ";" at the beginning of the entry.

   o   For the SAP GUI to work with Thinapp and Office 2007 (2010) you
       need to change three parameters in the "package.ini" file found in
       the project folder

   a) Search for the saplogon.exe entry and add an additional line with
       "ForcedVirtualLoadPaths=%ProgramFilesDir%\Microsoft
       Office\Office12\PPCORE.DLL"

       For Office 2010 the entry looks like this:
       "ForcedVirtualLoadPaths=%ProgramFilesDir%\Microsoft
       Office\Office14\PPCORE.DLL"

   b) Search for the saplgpad.exe entry and add an additional line with
       "ForcedVirtualLoadPaths=%ProgramFilesDir%\Microsoft
       Office\Office12\PPCORE.DLL"

       For Office 2010 the entry looks like this:
       "ForcedVirtualLoadPaths=%ProgramFilesDir%\Microsoft
       Office\Office14\PPCORE.DLL"

   c) Search for "VirtualizeExternalOutOfProcessCOM=0 " and uncomment it
       by removing the ";" at the beginning of the entry.
       Rebuild the package with "build.bat"

Issues related to VMWare ThinApp and VMWare View usage are handled on
support component BC-OP-NT-ESX.

Citrix XenApp / XenDesktop

For the usage of SAP GUI for Windows on Citrix XenApp / XenDesktop, see SAP
Note 138869. Issues related to this combination are handled on component
BC-FES-WTS.

Microsoft App-V

SAP GUI for Windows is released on a customer specific basis on Microsoft

App-V with the following conditions:

- o SAP GUI for Windows 7.20 Patchlevel 8 or a newer version needs to be used.

- o Microsoft App-V 4.6 or a newer version needs to be used.

- o Any customer who would like to use SAP GUI for Windows on App-V needs to register for pilot support. To do so customers should open a customer message on component BC-OP-NT applying for support of this scenario. Microsoft and SAP will jointly discuss whether the application will be accepted or not.

Additional information regarding SAP GUI for Windows on App-V can be found on the following Microsoft page:
http://blogs.msdn.com/b/saponsqlserver/archive/2011/10/11/how-to-virtualize-sap-gui-using-microsoft-app-v.aspx

Support for Microsoft Windows Service Packs
There usually is no need to declare whether a Microsoft Service Pack can be used in conjunction with SAP GUI or not. In principal the operation system has to stay compatible and the operating system vendor is responsible for assuring this. Since this may not always be possible we take part in Microsoft's so-called "Beta Test Program". We test every SP published by Microsoft before it is released giving SAP the chance to influence the content of the SP. Below you can find guidance on the SPs tested by SAP.

Windows 7 Service Pack 1 / Windows 2008 R2 Server Service Pack 1
We have tested SAP GUI for Windows 7.20 on Windows 7 SP 1 / Windows 2008 R2 Server SP1 and have found no new issues. Therefore SAP GUI for Windows 7.20 can be used with these Service Packs.

Windows Vista Service Pack 1 & 2
We have tested SAP GUI for Windows on Windows Vista SP 1 & 2 and have found no new issues. Therefore SAP GUI for Windows 7.20 and higher can be used with these Service Packs.

Windows XP Service Pack 2
We thoroughly tested SP2 and came to the conclusion that there is only a single issue. This problem is related to the HTML Control and is both explained and solved by SAP note 738927. There are no additional known issues that would prevent using SAP GUI on Windows XP SP2. Therefore SAP GUI is released on Windows XP SP2.

Windows XP Service Pack 3
We have tested SAP GUI for Windows on Windows XP SP 3 and have found no new issues. Therefore SAP GUI for Windows can be used with this Service Pack.

Support for Windows Service Packs in general
SAP GUI for Windows and SAP GUI for Java are only supported on Windows versions which are supported by Microsoft (at least extended support). This

means that older Service Packs are not supported by SAP given that they are not supported by Microsoft as well.

Example:
Windows XP SP1 and SP2 are no longer supported by Microsoft (also see http://support.microsoft.com/gp/lifeselectwin). Therefore the minimum prerequisite for running SAP GUI on Windows XP is SP3.

Notes on upgrading the SAP GUI when you upgrade the operating system
If you upgrade your operating system (for example, from Windows 2000 to Windows Vista), simultaneously upgrading the SAP GUI involves a negligible amount of additional work.
If you are using disk images, you can now also install a newer SAP GUI version on the image along with the new operating system.
Uninstalling an older SAP GUI version is NOT necessary as long as the older version at least is 4.5B.

SAP GUI on 64bit platforms
Currently there is no separate SAP GUI version for 64bit operating systems. However due to the limitations mentioned in SAP note 1442028 SAP is evaluating to create and ship a 64bit version of SAP GUI for Windows (x64). This note will be updated once a development plan and shipment schedule have been determined. Fact is that before 2014 no 64bit SAP GUI for Windows version will be available due to the huge effort associated with creating such a version.

Until a 64bit version is available you can use the standard SAP GUI for Windows 32bit version on 64bit operating systems (given you are using the SAP GUI versions, operating system versions and hardware specified in the list above).

SAP GUI will never be supported on Itanium (IA64) systems.

Microsoft Internet Explorer 10
As of patchlevel 1 SAP GUI for Windows 7.30 is released for the Desktop version of Microsoft Internet Explorer 10. Please note that SAP GUI for Windows is not released for the Metro version of Internet Explorer 10 (due to the lack of support for ActiveX objects in this version of IE10).

This release statement is only valid for SAP GUI for Windows - it is not valid for any other UI technology and also not valid for HTML content which is embedded into SAP GUI for Windows via the SAP HTML Control.

Microsoft Internet Explorer 9
As of patchlevel 5 SAP GUI for Windows 7.20 is released for the final version of Internet Explorer 9 published by Microsoft in March 2011. Please note that the RC (release candidate) version published by Microsoft in February 2011 contains a severe bug that causes a SAP GUI crash whenever an HTML control is invoked. Therefore this version may not be used. If you are using the RC version please update to the final version.
Additionally please take into account the information from note 1592282.
The support for SSD iViews with Internet Explorer 9 starts as of SAP GUI for Windows 7.20 patchlevel 7.

Microsoft Internet Explorer 8

Microsoft Internet Explorer 8 is supported by SAP GUI for Windows 7.20 or higher versions.

Microsoft Internet Explorer 7

The latest versions of SAP GUI for Windows are compatible with Internet Explorer 7. Please make sure to review SAP note 950975 before installing Microsoft Internet Explorer 7 and update the SAP GUI versions listed in this note. Otherwise you might encounter potentially severe problems after the installation of the new browser version.

Windows Terminal Server and Citrix Metaframe

These types of environments also allow you to access and use the "SAP GUI for Windows" functions from non-Windows systems (or from Windows operating systems no longer directly supported by SAP, for example, from Windows 98). SAP GUI for Windows is released for Windows Terminal Server as well as for Citrix Metaframe / XenApp. For details, refer to note 138869.

Tablet PC

SAP GUI for Windows is released for the functional range that is also available on Windows XP.
Support is not provided for voice data entry or special entry mechanisms. Handwriting recognition only occurs using the general input support.

Apple Macintosh, Unix, Linux

Apple Macintosh, Linux and Unix platforms are supported by the platform-independent "SAP GUI for the JAVA Environment" (see note 146505).

SAP Community Network

For the latest information about SAP GUI, see
https://scn.sap.com/docs/DOC-25456.

Header Data

Release Status: Released for Customer
Released on: 10.12.2012   15:12:03
Master Language: English
Priority: Recommendations/additional info
Category: Release planning information
Primary Component: BC-FES-GUI Graphical User Interface

Secondary Components:

                  BC-FES-JAV SAP GUI for JAVA

The Note is release-independent

Related Notes

Number	Short Text
1793938	Main Browser Note for NetWeaver 7.4
1785100	Internet Explorer 10 Release Notes
1740908	Integration of SCM Add-On frontend files into SAP GUI
1728946	Central Browser Note for NetWeaver
1670678	New features in SAP GUI for Windows 7.30
1623752	WordContainer: Release for MS Office Word 2010
1572371	Compatibility of i.s.h.med Components with Windows 7
1442028	SAP GUI for Windows: No support for Office 2010 64bit
1412821	SAP GUI for Windows: Support on Windows 7
1296464	Main Browser Note for NW 7.1
1296463	Main Browser Note for NW 7.0
1296419	Main Browser Note for NW 2004
1005043	SAP GUI for Windows & Adobe Acrobat
988421	Supported versions of JAWS for Windows screen reader
950975	SAP GUI for Windows: Support for IE7 (Internet Explorer 7)
855018	Accessibility recommendations for SAP GUI for Windows
722513	Desktop Office Integration: Maintenance information
710720	SAP GUI for Windows 6.40: Delivery and new functions
598016	Composite Note MarketSet 3.0
496989	BW 3.0B front-end patch 2
402189	SAP GUI 6.20: Features and Changes
390330	WF Builder/WF Explorer: Hardware/software requiremts
355426	Workplace: SAP GUI recommendations
166130	SAP front end: Delivery and compatibility
161993	SAP GUI resources (BW): Hardware and software
154156	Parallel operation of SAP GUIs of different releases
147519	Maintenance strategy / deadlines for SAP GUI
146505	SAP GUI for the Java environment (Platform Independent GUI)
138869	SAP GUI on Windows Terminal Server (WTS)
103174	Compatibility of Office products
85846	Rel. operating systems SAP Kernel 4.0x/4.5x MS SQL Server
85845	SAP Kernel 4.0x/4.5x DB2/400: Released operating systems
85844	SAP Kernel 4.0x/4.5x DB2/390: Released operating systems
85842	Released operating systems for SAP Kernel 4.0x/4.5X DB2/UDB
85841	Released operating systems for SAP Kernel 4.0x/4.5x SAP DB
85840	Released operating systems SAP Kernel 4.0x/4.5x INFORMIX
85838	Released operating systems for SAP Kernel 4.0x/4.5x ORACLE
26417	SAP GUI Resources: Hardware and software