

 **MERIDIAN**
SUPPORTED SOFTWARE
2021

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Introduction

This document lists the supported applications and features of the Accruent Meridian Enterprise product suite for release 2021. When new products or versions are released, this document is updated to include the new product or version. The latest revision of this document can be found on the [Meridian Technical Library](#). We publish this document to enable customers to plan for deploying Accruent Meridian Enterprise and the many applications that can be used in combination with it.

This document details the operating systems, applications, and languages that have been specifically tested and are supported for each of the products in the Accruent Meridian Enterprise product suite:

This document details the operating systems, database management systems, and client applications supported by Accruent Meridian Enterprise.

- Meridian Enterprise
- Meridian Asset Management Module
- Meridian Email Manager
- Meridian Explorer
- Meridian Publisher

Unless otherwise noted, all Meridian Enterprise products are only supported when used together within the same versions of each other. Product versions cannot be mixed in the same installation. Beginning with release 2014, Meridian Enterprise, Meridian Explorer, and Meridian Publisher are installed by the same setup programs and each product is only compatible with the same release of the other products. Therefore, they are treated as a single system in this document in the applicable chapters.

In addition to the applications listed in this document, specific applications, versions, or configurations may have additional requirements that can be found in the Administrator's Guide or the *Release Notes* for the particular Accruent product. Moreover, some applications, versions, or combinations might be compatible with Accruent products but have not been tested by Accruent and are therefore not supported. In all cases, technical support from Accruent is only provided as described in your license agreement.

Unless specifically stated otherwise, this policy applies to all Accruent customers unless superseded by a different written and signed agreement between Accruent and the customer.

Some Accruent products can create automated processes in third-party applications such as Microsoft Office and AutoCAD. These applications and their licenses are not included with the Accruent products. Accruent is not responsible for the installation, operation, and licensing of third-party software.

Legend

The following typographical combinations are used in the tables in this document.

Legend

Convention	Description
✓	Tested and supported combination.
✗	Unsupported combination. Known to have limitations or cause problems.
Number	See notes at the end of each section.

Typographic Conventions

The table below describes the typographic conventions used throughout this manual.

Typographic conventions

Convention	Example	Description
bold	Edit	Named user interface elements: menu items, button names, dialog box titles, dialog box options, icons, and so on.
italic	<i>Accruent Meridian Enterprise Administrator's Guide</i>	Names of other documents.
monospace	<code>Document.DisplayName</code>	Programming code, configuration file settings, and file system paths and folder names. Also user-defined code elements appearing in the narrative text.
light gray background	<code>Call WinMsgBox("Hello, world!")</code>	Programming examples that include sample data and are not intended to be used without modification.
bold	Document.Log(Line)	Named code elements: events, procedures, functions, objects, classes, methods, object properties, constants, and so on appearing in the narrative text except user-defined code elements. Variables and parameters appear in italic type.

Convention	Example	Description
italic	<i>local workspace</i>	Introduction of a new term and its definition. Many terms can also be found in the Glossary if one is included in the guide.
bold monospace	regsvr32 /u	Command-line commands and parameters.
default font	F5, Ctrl+O	Key names, combinations, and sequences.
italic	<DocumentName>	Placeholders
icons	<p>Note: Supplemental info</p> <p>Important! Critical info</p>	<p>Related information that is not directly applicable to the adjacent text or might be useful under uncommon circumstances; supplemental, an aside.</p> <p>Information that, if not heeded, could result in lost data or accidents.</p>
bold	DisplayName	Meridian Enterprise property names

Current Support Life Cycle Status

The following table indicates the support level status of the supported versions as of the release date of version 2021. These statuses apply to the products listed in [Introduction](#) and also to minor releases and service packs.

Pre-release and Beta versions are meant for evaluation and demonstration purposes only and should not be used for production purposes. Consequently, they are not supported.

The life cycle status of each Meridian Enterprise module version is the same as the corresponding Meridian Enterprise version.

Meridian Enterprise support life cycle status

Product Version	Standard or Premium Support	Extended Support
2021	✔	

Product Version	Standard or Premium Support	Extended Support
2020	✓	
2019	✓	
Older		✓

For descriptions of each support level and the level that applies to you, refer to your current Accruent support agreement or contact your Accruent Partner or Accruent account representative.

Operating Systems

Microsoft releases new versions of the Windows operating systems every few years and also phases out older versions at a similar rate. Microsoft has formalized this policy in [Microsoft Support Lifecycle](#).

It is the general policy of Accruent to only support current Windows versions because testing and supporting Accruent products with specific Windows versions requires a considerable amount of time and resources. Accruent intends to support Windows operating systems during their Mainstream and Extended support phases. When an operating system enters the Self-Help support phase, it is no longer supported by Accruent. In that phase, it is not possible to get support from Accruent other than through the Accruent knowledge base.

Note:

Changes in the Extended Support phase retirement date by Microsoft announced less than six months before the originally scheduled retirement date will not necessarily be followed by Accruent.

Support for Microsoft service packs is not addressed in this policy. For each version of Accruent software, specific service pack or additional requirements may apply depending on the version of Windows it is used with. These requirements are documented in the Release Notes document for each Accruent product version.

Unless otherwise specified, the listed operating systems are supported by Accruent products in this document with the following limitations:

- We recommend the 64-bit editions of Windows and Meridian be installed on the server computer, particularly if SQL Server or Oracle are installed on the same computer with Meridian (for demonstration or evaluation purposes only).
- Windows Server Core Edition is not supported unless noted in the following table.
- Accruent does not support any unlisted or Home edition of Windows as a valid business system.
- The workstation operating system variants are supported as server platforms only for demonstration and evaluation purposes unless noted otherwise below. In a production environment, a server operating system must be used.
- The viewer is supported on 32-bit computers only. The Meridian 64-bit clients can be configured with AutoVue Client/Server. For more information, see the *Accruent Meridian Enterprise Administrator's Guide*.
- While Accruent does not perform quality assurance testing with all virtualization systems (even those listed below) or all combinations of host and guest operating systems, running Meridian Enterprise software on any server or desktop virtualization technology is supported under the following conditions.

Virtualization technologies are designed to be transparent to the software that they host and not require any specific special effort from the software vendors for their use. Testing by Accruent has found that while this is largely true, systems deployed in a virtualized environment might have issues related to performance and communication with peripheral devices, other hardware components, networking, and security. Accruent will not take responsibility or provide support for such issues, unless it is proven that such issues are not caused by the use of virtualization software. Note that general comments, warnings and conditions associated with the use of virtualization applications are documented in our knowledgebase.

- Some third-party applications that are used for rendering are not compatible with all operating systems that Accruent Publisher is compatible with. When installed together with Meridian Explorer, we recommend that Accruent Publisher be installed on a dedicated computer running a version of Windows that is compatible with the third-party application and that Meridian Explorer be installed on a computer running Windows Server. For example, AutoCAD is not compatible with Windows Server. Therefore, we recommend that Accruent Publisher and AutoCAD be installed on a computer running a supported workstation operating system and that Meridian Explorer be installed on a separate computer running a supported server operating system.
- Meridian Enterprise full-text search uses the content indexing feature of the operating system and is subject to the same performance, capacity, and accuracy limitations.

Important!

Existing Meridian Enterprise vaults created on computers running older Windows versions (Windows 2000, Windows XP, Windows Server 2003) cannot be used by any version of Meridian Enterprise running on Windows Server 2008 or Windows 7. Such vaults require a special upgrade procedure as described in [Vault incompatibility between Windows operating system versions](#) in the Meridian knowledge base.

Supported operating systems

Operating System	Meridian Enterprise	Meridian Explorer	Accruent Publisher
Client (32-bit & 64-bit)			
Windows 10 ⁶	✓	✓	✓
Windows 8.1 ³	✓	✓	✓
Windows 7 SP1	✓	✓	✓
Windows Vista with SP2	✓	✗	✗
iOS 9.3 and higher	✓ ⁴	✗	✗
iOS 6 and higher	✗	✗	✗
Android 5.0 and higher	✓ ⁴	✗	✗
Universal Windows Platform 10.0 build 10240	✓ ⁴	✗	✗
Client & Server (64-bit only)			
Windows Server 2019	✗	✗	✗
<p>Important! Currently, Meridian does not support Windows Server 2019 because Windows Search is not supported in that server version. Microsoft may release a patch in the near future that resolves this issue.</p>			
Windows Server 2016	✓ ⁵	✓	✓

Operating System	Meridian Enterprise	Meridian Explorer	Accruent Publisher
Windows Server 2012 R2 ³	✓	✓	✓
Windows Server 2012 (incl. Core Edition)	✓	✓	✓
Microsoft Hyper-V	✓	✓	✓
VMware Workstation ¹	✓	✓	✓
VMware ESX Server	✓	✓	✓

Note:

1. Running the Meridian server software with VMware is conditionally supported for all versions of VMware including VMware ESX.
2. Required for Meridian Enterprise 2016 SP1 and later. Windows Server 2008 R2 without SP1 is supported by Meridian Enterprise 2016 without SP1.
3. [Windows RT 8.1, Windows 8.1, and Windows Server 2012 R2 update: April 2014](#) must be installed.
4. Supported by Meridian Mobile only. Support requires installation of the Meridian API Service on the Meridian web server. The service is available in the installation package of Meridian Enterprise 2018 and later. It is available separately for older Meridian versions from the [Accruent Self Service Center](#). Installation instructions are included in the *Accruent Meridian Enterprise Administrator's Guide* for version 2018 or higher and in the download package for older versions. The service is supported by Meridian Enterprise versions 2014 and later.
5. Upgrading from a prior operating system version, requires rebuilding the Windows Search indexes:
 - a. Before rebuilding the indexes, disable vault content indexing as described in [Configuring content indexing](#).
 - b. Rebuild the Windows Search indexes as described in [Building and maintaining a content index](#).
 - c. Restart indexing after the indexes are rebuilt.
6. Not supported as a server platform for any purpose.

Remote Access Systems

The Meridian Enterprise PowerUser client application can be run remotely using popular remote access software such as Windows Terminal Server by Microsoft or XenApp by Citrix Systems. Support for remote access in Meridian is implemented in a generic way independent of the remote access software that is actually used.

Note: Meridian is not tested in combination with load balancers, which are not supported. Some functionality may not work as expected.

Following is a list of remote access systems with which Meridian Enterprise is specifically supported. In all cases, we recommend that customers test their Meridian configuration thoroughly in a non-production environment with the intended remote access system before deploying it to production. Accruent Technical Support will assist with any compatibility issues found.

Remote access systems

System	Version
Citrix XenApp & XenDesktop	7.0 and its minor versions

For information about deploying Meridian Enterprise with remote access systems, see the *Accruent Meridian Enterprise Administrator's Guide*.

Authoring Applications

The following table lists the document authoring application versions that are supported by specific application links in this release of Accruent Meridian Enterprise. For the supported AutoCAD family versions, see [AutoCAD family applications](#).

Most applications in this list have specialized application links or add-ins that provide functionality similar to the following:

- Automatic external reference management and resolution.
- For CAD applications, file property and title block data exchange with the Meridian Enterprise database, Meridian Enterprise property editing, and redlines import from within the CAD application.
- For non-CAD applications, file property exchange with the Meridian Enterprise database from within the Meridian Enterprise desktop clients.
- File **Open/Save/Save As** dialog integration for applications that use standard Windows file dialogs. Not all applications that use customized dialogs are supported.
- Automatic management of hybrid documents, where applicable.
- Viewing of the application’s file formats in Meridian Enterprise is provided by the viewer described in [Oracle AutoVue](#).
- Support for both 32-bit and 64-bit versions

Applications are tested extensively with each release of Meridian Enterprise. Typically, Accruent supports the latest three major versions of applications. Accruent makes a commercially reasonable effort to support new versions of the most popular applications, within 90 days of the version’s release to market.

Supported authoring applications

Application Version	Support
Autodesk Revit (Architecture, Structure, MEP)¹	
2021	✓
2020	✓
2019	✓
2018.3	✓
2017	✓
Autodesk Inventor⁵ and Inventor Professional⁵	
2021	✓ ²
2020	✓ ²

Application Version	Support
2019.1	✓ ²
2018.1	✓ ²
2017.3	✓ ²
Bentley MicroStation	
10.00 (V10)	✓
8.11 (V8i, SELECTseries 1-4, incl. 64-bit)	✓
Microsoft Office⁴	
2019	✓
2016	✓
2013	✓
2010	✓
Dassault Systèmes SolidWorks⁵	
2017 or later	✓ ³

As of the date this document was published, viewing of some file types was not yet supported by Oracle AutoVue with the following notes:

1. No alternate viewer.
2. Use Autodesk Inventor View for viewing. Inventor View has a known problem that requires the following workaround:
 Copy C:\Program Files\Autodesk*<InventorVersion>*\Bin\OGS*. * to C:\Program Files\BC-Meridian\Program*. *
 Copy C:\Program Files\Autodesk*<InventorVersion>*\Bin\Bin32\OGS*. * to C:\Program Files (x86)\BC-Meridian\Program*. *
3. Use eDrawings for viewing. Only the first sheet of multi-sheet drawings will be shown.
4. All Office applications are supported by a general application link. A specific link is provided for the Visio file type only.
5. 64-bit support only.

AutoCAD Family Applications

The following table lists the Autodesk AutoCAD family application versions that are supported by specific application links in this release of Meridian Enterprise. For the supported rendering applications, see [Publisher Rendering Applications](#).

Depending on the application version, the links provide the following functionality:

- File **Open/Save/Save As** dialog integration for applications that use standard Windows file dialogs. Non-standard dialogs are supported for some applications.
- Automatic external reference (X-Ref) management and resolution.
- File property and title block data exchange with the Meridian Enterprise database, Meridian Enterprise property editing, and Meridian Enterprise redlines import from within the application.
- File property and title block data exchange with the Meridian Enterprise database from within the Meridian Enterprise desktop clients. The same actions performed from within the applications is supported for some applications.
- Automatic management of hybrid documents, where applicable.
- Support for both 32-bit and 64-bit versions
- Additional functionality may be available depending on the application. Some limitations may apply. Refer to the following table.

Applications are tested extensively with each release of Meridian Enterprise. Typically, Accruent supports the latest three major versions of applications. Accruent makes a commercially reasonable effort to support new versions of AutoCAD within 60 days of the release of the version to market.

The versions listed in the following table have been tested and are known to work without issues unless otherwise noted. Other versions might work without issues but have not been specifically tested. In general, when a new version of the basic AutoCAD application passes testing, we do not expect there to be compatibility problems with the vertical market editions of the same version. Specifically, Meridian provides three variations of the AutoCAD link, one each for basic AutoCAD, AutoCAD P&ID, and AutoCAD Plant 3D. Each of the other AutoCAD editions use the same basic AutoCAD variation of the link so compatibility is assumed.

Regardless of whether an application is listed here, we recommend that you perform your own testing to confirm that it meets your particular requirements before deploying the application for production use. If you require an explicit statement of testing and support for an unlisted application or version, contact Accruent Technical Support for the current status of support or to request testing. After the application passes testing, it will be added to this list, the latest revision of which can be found in the [Meridian Technical Library](#).

Supported AutoCAD family applications

Application Version	Support
AutoCAD	
2021	✓
2020	✓
2019.1	✓
2018.1.2	✓
2017 SP1, 2017.1	✓
2017	✓

Application Version	Support
AutoCAD LT¹	
All versions	✘
AutoCAD Architecture	
2021	✔
2020	✔
2018	✔
2017	✔
AutoCAD Civil 3D⁶	
2021	✔ ⁸
2020	✔
2018	✔
2017	✔
AutoCAD Electrical²	
2021	✔
2020	✔
2018	✔
2017	✔
AutoCAD Map 3D	
2021	✔
2020	✔
2018	✔
2017	✔
AutoCAD Mechanical	
2021	✔
2020	✔
2018	✔
2017	✔

Application Version	Support
AutoCAD MEP	
2021	✓
2020	✓
2018	✓
2017	✓
AutoCAD P&ID^{2,3,4,5}	
2017 SP1	✓
2017	✓
AutoCAD Plant 3D	
2021	✓ ⁷
2020	✓
2019	✓
2018	✓
2017.1	✓
2017 SP1	✓
2017	✓
AutoCAD Raster Design	
2021	✓
2020	✓
2019	✓
2018	✓
2017	✓

Notes

1. AutoCAD LT does not support the Application Runtime Extension (ARX) technology upon which the Meridian Enterprise AutoCAD link is based. Therefore, none of the AutoCAD link functionality normally available from within AutoCAD is supported for AutoCAD LT. However, link functionality (for example, property synchronization) executed from within the Meridian Enterprise clients does work with AutoCAD LT files.
2. Synchronization of project file references is also supported.
3. Synchronization of project file properties is also supported.
4. Supports Meridian Asset Management Module object tags.

5. Autodesk has [discontinued AutoCAD P&ID as of May 7, 2017](#) and its features are now included in AutoCAD Plant 3D. Consequently, the AutoCAD P&ID links provided in Meridian Enterprise prior to release 2017 SP1 will continue to be supported but only the AutoCAD Plant 3D link is provided in subsequent versions.
6. Supports standard AutoCAD functionality plus:
 - a. Requires use of shared folders for files that are accessed concurrently as described in [Working with shared workspace folders](#).
 - b. In remote mode, provides limited supports for data shortcuts as described in [Working with data shortcuts](#).
7. Supports Assets.
8. Supports Shortcuts.

Email Applications

Meridian Enterprise includes client-based application links for the following email client applications:

Microsoft Office Outlook

Version
Microsoft Office Outlook 2019
Microsoft Office Outlook 2016
Microsoft Office Outlook 2013
Microsoft Office Outlook 2010

IBM Lotus Notes

Version
IBM Lotus Notes 10.x
IBM Lotus Notes 9.x
IBM Lotus Notes 8.x

Web Browsers

The Meridian Enterprise web applications require the following servers and browsers:

Supported web servers

Version	Meridian Enterprise	Meridian Explorer	Accruent Publisher
Internet Information Services 8.5	✓	✓	✓
Internet Information Services 8	✓	✓	✓
Internet Information Services 7.5	✓	✓	✓
Internet Information Services 7	✓	✓	✓

Note:

Web service clusters are not supported.

Supported web browsers

Version	Meridian Enterprise ⁶	Meridian Explorer	Accruent Publisher	Meridian Cloud
Desktop Browsers				
Microsoft Edge ⁷ 40+	✓	✓	✓	✓
Microsoft Edge <40	✗	✗	✗	✗
Microsoft Internet Explorer 10+	✓ ^{1,4,5}	✓ ^{3,4}	✓	✓
Microsoft Internet Explorer <10	✗	✗	✗	✗
Google Chrome ⁷ 59+	✓	✓ ²	✓	✓
Google Chrome <59	✗	✗	✗	✗
Mozilla Firefox ⁷ 54+	✓	✓ ²	✓	✓
Mozilla Firefox <54	✗	✗	✗	✗

Version	Meridian Enterprise ⁶	Meridian Explorer	Accruent Publisher	Meridian Cloud
Apple Safari 9+	✗	✓ ²	✓	✗
Apple Safari <9	✗	✗	✗	✗
Mobile Browsers				
Microsoft Internet Explorer	✓	✓	✓	✓
Apple Safari	✓	✓	✓	✗
Google Chrome ⁷ (Android)	✓	✓	✓	✗
Google Chrome ⁷ (iOS)	✓	✓	✓	✗
Mozilla Firefox ⁷ (Android)	✓	✓	✓	✗
Mozilla Firefox ⁷ (iOS)	✓	✓	✓	✗

Note:

1. On Windows 64-bit operating systems, Internet Explorer 10 and 11 open web pages in 32-bit processes. This is for backward compatibility with ActiveX components. Therefore, Meridian Enterprise installs and runs 32-bit components, particularly for viewing documents. The 64-bit components can be run if the **Enable Protected Mode** and **Enable Enhanced Protected Mode** options are both enabled.
2. The built-in PDF viewers in these browsers are not compatible with Accruent products.
3. Supported only in **Edge** document mode. For information about possible workarounds, see [“How to fix browser detection on a BlueCielo Explorer web server”](#) in the Accruent knowledge base.
4. The **Display intranet sites in Compatibility View** option must be disabled. The Meridian PowerWeb site must be added to the **Trusted sites** zone.
5. When used in combination with Windows 7 on the client PC and Windows authentication enabled in IIS 7, 7.5, or 8 on the web server, can cause the application to stop working when importing multiple documents. The problem does not occur with Basic authentication enabled, with IIS 8.5, or newer versions of Windows on the client PC.
6. Meridian Enterprise on-premises and Meridian Power (Meridian Cloud).
7. Only the PDFTron viewer is supported and only for renditions. ActiveX compatibility mode in PowerWeb and Meridian Explorer download options are not supported.

Database Management Systems

The Accruent Meridian Enterprise suite supports the following database management systems. Besides the Microsoft Jet database engine (installed separately) or SQLite (embedded), Meridian Enterprise supports the following database management systems for local workspace data management.

Supported versions of Microsoft SQL Server Compact Edition

Version ¹	2017	2018	2019
SQL Server Compact Edition 4.0	✓	✓	✓
SQL Server Compact Edition 3.5	✓	✓	✓

Accruent Meridian Enterprise supports the following database management systems for the storage of Meridian Enterprise vault, Meridian Enterprise Server configuration, Meridian Explorer repository, and Accruent Publisher log databases.

Supported versions of Microsoft SQL Server (32-bit and 64-bit versions)

Version ^{1,3}	Meridian Enterprise	Meridian Enterprise Server	Meridian Explorer ²	Accruent Publisher
SQL Server 2019	✓	✓	✓	✓
SQL Server 2017	✓	✓	✓	✓
SQL Server 2016	✓	✓	✓	✓
SQL Server 2014	✓	✓	✓	✓
SQL Server 2012	✓	✓	✓	✓

Supported versions of Oracle

Version ⁴	Meridian Enterprise	Meridian Enterprise Server	Meridian Explorer ⁵	Accruent Publisher
Oracle 19c Release 2 (19.0.0.0)	✓	✓	✓	✓
Oracle 18c Release 2 (18.0.0.0)	✓	✓	✓	✓

Version ⁴	Meridian Enterprise	Meridian Enterprise Server	Meridian Explorer ⁵	Accruent Publisher
Oracle 12c Release 2 (12.2.0.1)	✓	✓	✓	✓
Oracle 12c Release 1 (12.1.0.2)	✓	✓	✓	✓
Oracle 11g Release 2 (11.2.0.1)	✓	✓	✓	✓
Oracle 11g Release 1 (11.1.0.7)	✓	✓	✗	✓

Note:

1. The Express editions of SQL Server are supported for evaluation, development, and demonstration purposes only. They are also supported for the Meridian Enterprise Server configuration database only when Meridian Explorer is not configured. We do not recommend it for any environments. Accruent does not routinely test the Express editions for compatibility, performance, stability, or scalability. When Meridian Explorer is configured, the Standard or Enterprise edition of SQL Server must be used. SQL Server failover clusters are supported.

2. 64-bit only

Database collation determines if queries and T-SQL script are case-sensitive or case-insensitive. Meridian Explorer requires case-insensitive database collation, which can be set either on the server level or on the database level. To set the collation at the server level, see [Set or Change the Server Collation](#). To set the collation at the database level, see [Set or Change the Database Collation](#).

The Full Text Search component is not installed by default, but is required on servers where repositories will be created. The Full Text Search component is only included in the following editions of SQL Server: Express with Advanced Services, Standard, and Enterprise editions.

Microsoft SQL Server provides a FILESTREAM feature for higher performance that we recommend and is enabled by default during repository creation. Before using this feature, we strongly recommend that you fully understand the advantages, limitations, and implications of the feature by studying the Microsoft SQL Server documentation. For an overview, see [Binary Large Object \(Blob\) Data \(SQL Server\)](#) on Microsoft TechNet.

3. Beginning with Meridian Enterprise 2018 R2 Update 1, the Microsoft OLE DB Driver for SQL Server must be installed on the Meridian server to create vaults stored in any version of SQL Server. This driver adds support for the latest TLS 1.2 standards and is backward compatible with the SQL Server Native Client but is not included with the client. The driver is required whether TLS 1.2 is used or not.

For more information about and to download the Microsoft OLE DB Driver for SQL Server (MSOLEDBSQL), which replaces the legacy OLE DB Provider for SQL Server (SQLOLEDB), see:

- [Announcing the new release of OLE DB Driver for SQL Server](#)
- [Released: Microsoft OLE DB Driver for SQL Server](#)
- [Microsoft OLE DB Driver for SQL Server](#)
- [Download Microsoft OLE DB Driver for SQL Server](#)

4. Oracle Standard Edition and Enterprise Edition are supported unless otherwise noted. We assume that non-Windows versions of Oracle are compatible with the Windows versions (as pertains to Meridian Enterprise compatibility). Accruent supports non-Windows configurations, but does not test them. For more information on testing and supporting non-Windows versions, contact Accruent Technical Support.
The Oracle Text component is not installed by default, but is required on servers where repositories will be created.
Oracle Real Application Clusters (RAC) are supported. Contact Accruent Technical Support for more information.
5. Oracle Standard Edition is not supported. The Enterprise Edition is required.

Languages

Accruent Meridian Enterprise supports the following languages.

Supported languages

Language	Meridian Enterprise PowerWeb	Meridian Portal	Meridian Explorer 1	Accruent Publisher	Documentation
Brazilian Portuguese	✓	✓	✓	✓	✗
Chinese ²	✓	✗	✓	✓	✗
Dutch	✗	✗	✓	✓	✗
English	✓	✓	✓	✓	✓
Finnish	✓	✓	✓	✓	✗
French	✓	✓	✓	✓	✗
German	✓	✓	✓	✓	✗
Italian	✓	✗	✓	✓	✗
Japanese	✓	✗	✓	✗	✗
Polish	✓	✗	✓	✓	✗
Russian	✓	✗	✗	✗	✗
Spanish	✓	✓	✓	✓	✗
Swedish	✓	✗	✗	✗	✗

Note:

1. Simplified Chinese. Support on non-Chinese Windows operating systems requires installation of the Chinese language pack. Meridian Explorer full-text search supports all of the same languages as Windows Search except Chinese in vaults hosted in Oracle 12c.

Accruent provides technical support for the applications and operating systems listed in this document to the extent that they behave the same as their English versions.

Date formatting is also supported for the following additional locales: en-GB, en-AU, en-NZ, fr-CA.

Oracle AutoVue

Meridian Enterprise supports AutoVue for source document viewing. A complete list of the supported file formats, user documentation, and additional technical documentation for AutoVue products can be found online at the Oracle [web site](#). For the input and output formats supported by Accruent Publisher, see [AutoVue Rendering Module Supported Formats](#).

AutoVue 2D and 3D viewing requires additional cost licenses and software that are available from Oracle. A list of the additional file formats supported by AutoVue 3D can be found at the link above.

Note:

- When AutoVue is installed as a desktop deployment, the version of the Java Runtime Environment that is included with AutoVue is used by the viewer regardless of any other versions of Java that are installed.
When AutoVue is installed as a client/server deployment, the client computers require a Java Virtual Machine version that is listed in the *Oracle AutoVue Client-Server Deployment Installation and Configuration Guide* for the version of AutoVue that is installed (also listed in the following table).
- Each version of the AutoVue software supports specific Java versions. If the computer on which you want to install AutoVue must use a Java version that is unsupported by AutoVue in order to support another application, you can configure separate Java versions on the same computer for each application as described in [Deployment Rule Set](#).
- Legacy Accruent viewer redlines and AutoVue redlines are incompatible and cannot be used interchangeably for the same file formats. If Accruent viewer redlines exist for AutoCAD or raster image files, they will be automatically converted to AutoVue redlines and shown in AutoVue. Editing and saving the redlines stores them permanently in the AutoVue format.
- The AutoVue desktop versions do not run in the Accruent 64-bit client applications. The AutoVue Client/Server viewer can be deployed in such cases.
- The Accruent Connector that is installed for use by AutoVue client/server deployments runs on the Java application server Jetty that is installed with AutoVue by default. In high load environments, we recommend running it on the Apache Tomcat Java server instead. Instructions on deployment can be found in the [Meridian knowledge base](#).
- For information about deploying AutoVue on Apache Tomcat, see the Meridian Knowledge Base article [How to deploy AutoVue on Apache Tomcat](#).

The versions of Oracle AutoVue that are supported by the Accruent products that use it are listed in the following table.

Supported versions of Oracle AutoVue

Product	AutoVue 20.2.3	AutoVue 21.0	AutoVue 21.0.1	AutoVue 21.0.2
Meridian Enterprise/Meridian Explorer				
2020	✗	✗	✓	✓ 5
2019, 2019 R2	✗	✗	✓	✓ 5

Product	AutoVue 20.2.3	AutoVue 21.0	AutoVue 21.0.1	AutoVue 21.0.2
2018, 2018 R2	✗	✗	✓	✓ ⁵
2017, 2017 SP1	✗	✓	✗	✗
Java Virtual Machine				
Java Platform Standard Edition ³	8 and higher 7 update 45 and higher	8 update 11 and higher 7 update 45 and higher	8 update 11 and higher 7 update 45 and higher	8 update 11 and higher 7 update 45 and higher

Note:

- Beginning with release 2016, two rendering modules are provided that are both based on AutoVue software. The AutoVue rendering module uses the AutoVue Desktop version 20.0.4 that supports the most rendering options but older file formats and has been discontinued by Oracle. The AutoVue Desktop Deployment rendering module uses the AutoVue client/server edition that is installed as a desktop deployment, supports newer file formats, and is fully supported by Oracle but supports fewer rendering options. A complete list of the supported formats can be found on the Oracle [web site](#).
- Industry Foundation Classes (IFC) files generated by Autodesk Revit that contain encoded comments are not supported.
- Some updates might register the wrong path to the Java runtime library during installation and require manual correction as described in:
[JRE 1.7.0 Update 1 incorrect RuntimeLib registry entry amd64 prunsrv.exe pointed to wrong default jvm.dll](#)
 Version 8 update 25 can produce the error **Can not establish connection to BlueCielo WebService** when viewing documents if the **Enable dynamic content compression** option is enabled for the **BCWebService** application in IIS Manager. To prevent this error, disable the option or install a different version of the Java virtual machine.
 Version 8 is also incompatible with the Print and Print Preview commands in AutoVue unless the **NATIVEJAVAPRINTING** setting is set to 1 in the **PRINTOPTIONS** section of the file `AVS\bin\allusers.ini` and the AutoVue Server is restarted.
- Install all applicable AutoVue rollup patches (RUPs) to prevent errors and performance issues. Not all patches have been tested with Meridian, particularly those that were released after a supported Meridian version was released.
- This version of AutoVue Client/Server is not supported. Only AutoVue Desktop is supported. Meridian Enterprise and Meridian Enterprise Server support deployment of AutoVue Client/Server except as noted above. For more information, see the *Accruent Meridian Enterprise Administrator's Guide* and the *Accruent Meridian Enterprise Server Administrator's Guide*.

Third-Party Viewers

The Meridian Enterprise viewer can integrate simultaneously with multiple third-party viewers that support different file formats. To integrate with Meridian Enterprise, a third-party viewer must be an ActiveX control. Each file format can be associated with a different viewer. The viewing tools available for a particular file depend on the viewer associated with the file's format.

The following third-party viewers (not included) are supported by Meridian Enterprise in addition to Oracle AutoVue.

Supported third-party viewers

Viewer Name
Adobe Reader ⁴ & Adobe Reader DC
Autodesk CAD Overlay ESP format ¹
Autodesk DWF Viewer
Autodesk DWG TrueView ⁶
Autodesk Inventor View ⁸
Autodesk NavisWorks Freedom ¹
AutoVue 3D Professional Advanced ²
Forge Native Viewer ⁹
GTX RasterCAD format ¹
Hitachi Raster format ¹
IGC Brava! Desktop ⁵
Kodak Image Viewer
Bentley View ⁷
Microsoft Internet Explorer
SolidWorks eDrawings 2009 or later
TopSolid'Viewer ³
TSL CADRaster format ¹

Note:

Accruent does not test all versions of the viewers listed in the preceding table. Version numbers that are shown indicate the versions that have been tested by Accruent. If a version number is not shown, specific versions might work but may not have been tested. Such versions will only receive basic technical support and might require upgrading for full functionality.

Accruent assumes no responsibility for the functionality or visual fidelity provided by third-party viewers or available within Accruent products integrated with such viewers.

1. Can be detected by Meridian Enterprise if support for it is installed on the computer. This is done by importing a registry file located in `C:\Program Files (x86)\Common Files\Cyco Shared\Viewers` as described in the *Accruent Meridian Enterprise User's Guide*. The 64-bit version of NavisWorks Freedom 2015 can be enabled in Internet Explorer 64-bit by selecting the **Enable Protected Mode** option on the **Security** tab and the **Enable Enhanced Protected Mode** option in the **Security** group on the **Advanced** tab in **Internet Options**.
2. Not supported on 64-bit Windows. Each version of Meridian Enterprise supports specific versions of AutoVue.
3. Available upon request from Accruent Technical Support.
4. Adobe Reader is supported whether installed stand-alone or by Adobe Acrobat Standard or Adobe Acrobat Pro. Version 11 requires release 11.0.09 or higher. The **Draft Print** privilege cannot prevent printing from Adobe Reader in Protected Mode. If you want to prevent printing, Protected Mode must be disabled and the user prevented from modifying the corresponding setting in the HKEY_CURRENT_USER hive of the Windows registry. Batch printing is not supported.
5. The following features are limited or not yet supported:
 - Redlines
 - Renditions
 - Electronic signatures
 - Watermarks
 - Hotspots
 - Text extraction for full-text search
 - External reference files that reside in folders other than the location of the parent file will not resolve on Windows 8 or Windows Server 2012 if the user does not have write permission to the `myrdrv.ini` file that is located in the Brava program folder. Following are the recommended workarounds:
 - Install Brava in a location other than the `Program Files` (default) folder
 - Run PowerUser as an administrator of the PC
 - Grant write permission to the user for the `myrdrv.ini` file located in the Brava program folder.

For a list of the supported file formats, see [Brava! Desktop Supported File Formats](#).
6. The viewer toolbar buttons can sometimes “stick” which requires pressing Esc to use other toolbar buttons. When printing from PowerUser 32-bit on a 64-bit PC, the progress dialog box does not close after printing is finished. Can create faults in the Windows application event log although the viewer continues to work.
7. The raster parts of hybrid drawings do not appear unless they are located in the same folder as the main part or the main part is opened in the viewer as an authoring application.
8. The 64-bit versions of Inventor View can be enabled in Internet Explorer 64-bit by selecting the **Enable Protected Mode** option on the **Security** tab and the **Enable Enhanced Protected Mode** option in the **Security** group on the **Advanced** tab in **Internet Options**. There is also a known problem with all versions of Inventor View that can cause it to fail when showing Autodesk Inventor Drawing (*.idw) files. Autodesk Inventor assembly (*.iam) and part files (*.ipt) display correctly. The solution is described in the [Autodesk Manufacturing DevBlog](#).

9. If a file is submitted to Forge and converted, you can view it from Meridian PowerWeb or Meridian Explorer. The **Show rendition by Forge Native Viewer** link in PowerWeb and the **Open in Forge** button in Meridian Explorer allow you to view the document in Forge Viewer in a new browser tab. Hybrid parts such as PDF and DWF are not rendered.

Meridian Asset Management Module

The Meridian Asset Management Module can be integrated with a variety of enterprise asset management, maintenance management and facility management solutions, such as IBM Maximo, SAP Plant Maintenance, FAMIS, Datastream, Ultimo and others. Because each organization's implementation of these systems is highly customized, integration with the Meridian Asset Management Module is also typically a custom solution developed by Accruent or one of its Certified Partners.

The Meridian Asset Management Module includes example integration support files for the following popular systems:

Example support files provided

Other System	2018	2018 R2	2019	2020
IBM Maximo 7	✓	✓	✓	✓
SAP/PM all versions	1	1	1	1

Note:

1. The Meridian Enterprise integration with SAP PM is version-independent and requires programming services provided by Accruent or a certified Accruent Partner to customize the link for each customer's requirements.

Meridian Email Manager

Meridian Email Manager supports most Internet Message Access Protocol (IMAP) compatible email servers. It has been tested with:

- Microsoft Exchange Server 2003 and later
- IBM Lotus Notes Server 6.5.6 and later
- Google Mail

Meridian Explorer

Accruent Explorer includes support for the AutoVue Client/Server versions listed in [Oracle AutoVue](#). Select a supported combination of versions of Meridian Explorer or Meridian Enterprise Server with Meridian Enterprise if you expect to deploy them with a shared installation of AutoVue Client/Server. For information on file formats supported by the viewer, see the Oracle [web site](#).

Meridian Global Collaboration Framework

The following applications are supported as shares by the Meridian GCF/Project Portal versions indicated.

Supported versions of Accruent Project Portal

Application Version	2018	2018 R2	2019	2020
Accruent Project Portal 2018 SP1.1	✓	✓	✓	✓
Accruent Project Portal 2017	✓	✓	✓	✓
Accruent Project Portal 2016	✓	✓	✓	✓

Publisher Rendering Applications

The following application versions are supported by the rendering modules of the Publisher versions indicated.

Supported rendering applications

Application Version	2018	2018 R2	2019	2019 R2	2020	2020 R2 or later
Acme CAD Converter						
8.9.8.1488	✓	✓	✓	✓	✓	✓
8.9.8.1474	✓	✓	✓	✓	✓	✓
8.6.5	✓ ⁸	✓ ⁸	✓ ⁸	✓ ⁸	✓ ⁸	✓ ⁸
Autodesk AutoCAD³						
2021	✗	✗	✗	✓	✓	✓
2020.1.2	✗	✗	✗	✓	✓	✓
2019	✗	✓	✓	✓	✓	✓
2018.1.2	✗	✓	✓	✓	✓	✓
2018	✓	✓	✓	✓	✓	✓
2017	✓	✓	✓	✓	✓	✓
Autodesk Inventor⁴						
2017 and later	✗	✓	✓	✓	✓	✓
Autodesk Revit						
2021	✗	✓	✓	✓	✓	✓
2020	✗	✓	✓	✓	✓	✓
2019	✗	✓	✓	✓	✓	✓
2018.3	✗	✓	✓	✓	✓	✓
2018	✓	✓	✓	✓	✓	✓
2017	✓	✓	✓	✓	✓	✓
Dassault Systèmes SolidWorks²						
2017 and later	✗	✗	✓	✓	✓	✓
Microsoft Office						

Application Version	2018	2018 R2	2019	2019 R2	2020	2020 R2 or later
Office 2019	✓	✓	✓	✓	✓	✓
Office 2016	✓	✓	✓	✓	✓	✓
Office 2013	✓	✓	✓	✓	✓	✓
Office 2010	✓	✓	✓	✓	✓	✓
Open Design Alliance Teigha						
4.3.1	✓	✓	✓	✓	✓	✓
4.2	✗	✗	✗	✗	✗	✓
4.01.01	✗	✗	✗	✗	✗	✓
4.01.00	✗	✗	✗	✗	✗	✓
Oracle AutoVue^{1,4,5}						
21.0.1	✓	✓	✓	✓	✓	✓
21	✗	✗	✗	✗	✗	✓
20.2.3	✗	✗	✗	✗	✗	✓
20.2.2	✗	✗	✗	✗	✗	✓

Note:

1. Supports 2D rendering and 3D rendering
2. Supported in interactive mode only
3. The following conditions apply:
 - a. Only one AutoCAD version and edition is supported per Publisher node
 - b. When an issue is encountered with a particular AutoCAD edition, Accruent Support will assist in verifying if the issue is indeed caused by the use of that edition.
 - c. If an issue is confirmed to be caused by an edition that is not formally supported by Accruent, it will expressly NOT be considered to be a product defect.
 - d. If software changes are required to address an issue caused by an unsupported edition, Accruent will consider it for a future release and may announce formal support for that edition.
4. The AutoVue rendering module is limited in the input and output (rendition) file formats and versions that it supports compared to those that the AutoVue viewer supports. For specific formats, see [AutoVue Rendering Module Supported Formats](#).
5. Beginning with release 2016, two rendering modules are provided that are both based on AutoVue software. The **AutoVue rendering module** uses the AutoVue Desktop version 20.0.4 that supports the most rendering options but not some newer file formats and has been discontinued by Oracle. The **AutoVue Desktop Deployment rendering module** uses the AutoVue client/server edition that is installed as a desktop deployment. It supports newer file formats, relines (the rendering module does not support AutoVue **Signoff** stamps) and is

fully supported by Oracle but it supports fewer rendering options. A complete list of the supported formats can be found on the Oracle [web site](#).

6. Does not support the AutoCAD 2018 or later file formats. Consider upgrading to a Meridian release that supports a newer version.

Publisher System Links

The following applications are supported as publishing sources or destinations by the Publisher versions indicated. Only the application versions within the same column are supported by each Publisher version.

Supported document repositories

Application Version	2018	2018 R2	2019	2020
Accruent Project Portal (Kronodoc) 2012 SP3 and higher	✓	✓	✓	✓
EMC Documentum 6.5 ¹	✓	✓	✓	✓
Meridian Enterprise vault	✓	✓	✓	✓
SharePoint Online ²	✓	✓	✓	✓
SharePoint Server 2019 (Foundation, Standard, Enterprise Editions) ³	✓	✓	✓	✓
SharePoint Server 2016 (Foundation, Standard, Enterprise Editions)	✓	✓	✓	✓
Windows file system	✓	✓	✓	✓

Note:

1. Available only in projects performed by Accruent Professional Services.
2. Available by selecting the **Authenticate with Microsoft Online Services** check box in the **Destination Systems** dialog box.
3. Publisher commands are only visible in the classic SharePoint experience.

System Requirements Cross-References

Certain Accruent products have hardware and software system requirements that can be found at the cross-references listed in the following table.

System requirements cross-references

Product	Document	Reference
Accruent Meridian Enterprise	<i>Accruent Meridian Enterprise System Requirements</i>	Chapter 3: "About the installation requirements"
Accruent Meridian Explorer	<i>Accruent Meridian Enterprise Server Administrator's Guide</i>	Chapter 3: "Understanding the Meridian Enterprise Server system requirements"
Accruent Publisher	<i>Accruent Meridian Enterprise Server Administrator's Guide</i>	Chapter 3: "Understanding the Meridian Enterprise Server system requirements"
Accruent Meridian Asset Management Module	<i>Accruent Meridian Asset Management Module Administrator's Guide</i>	Section 5.1: "Understanding the system requirements"
Accruent Meridian Global Collaboration Framework	<i>Accruent Meridian Global Collaboration Framework Administrator's Guide</i>	Section 3.1: "Understanding the system requirements"

AutoVue Rendering Module Supported Formats

The AutoVue rendering module supports the following input file formats. Formats shown in **bold** text are supported for rendition output. This list is a subset of the formats that AutoVue supports for viewing. A complete list of the viewing formats can be found on the Oracle [web site](#). This list is provided as a guideline for convenience only and may not be accurate for specific combinations of the versions of Publisher, AutoVue, and the source document format. For confirmation of support for specific combinations and any known limitations, contact Accruent Technical Support.

Supported file formats

Format	Extension
Autodesk AutoCAD drawing	dwg
Autodesk Inventor Part File ¹	ipt
Autodesk Inventor Presentation File ¹	ipn
Bitmap Image	bmp
CALS Group IV Bitmap Graphics Format	cg4
CALS Raster Graphic	fax
CCITT Group 4 Fax	gp4
Drawing Exchange Format File	dxf
Graphics Interchange Format	gif
Group 4 Fax	mil
Intergraph Format Image	cit
JPEG File Interchange Format	jpg
MicroStation Cell Library File ¹	cel
MicroStation Design File	dgn
MS Excel Workbook	xlsx
MS Excel 97-2003 Template	xlt
MS Excel 97-2003 Workbook	xls
MS Excel Macro-Enabled Template	xltm
MS Excel Macro-Enabled Workbook	xlsm
MS Excel Template	xltx
MS Outlook Mail Message	msg
MS PowerPoint Presentation	pptx

Format	Extension
MS PowerPoint 97-2003 Presentation	ppt
MS Visio Drawing	vsd
MS Word Document	docx
MS Word 97-2003 Document	doc
Portable Document Format File	pdf
Plain Text File	txt
Portable Network Graphics Format	png
Rich Text Format File	rtf
Run Length Coding	rlc
SolidWorks Assembly File ¹	sldasm
SolidWorks Drawing File	slddrw
SolidWorks Part File ¹	sldprt
Tagged Image File Format²	tif
Windows Metafile	wmf

Note:

1. AutoVue 3D only
2. Uncompressed, PackBits, FAX III, and FAX IV sub-formats

Brava! Desktop Supported File Formats

The Brava! viewer supports the file following file formats when integrated with Accruent products. This list is a subset of the [supported formats](#) listed on the IGC website.

Supported file formats

Format	Version	Extension
Adobe Acrobat		pdf
AutoCAD drawing	Up to 2014	dwg
AutoCAD Slide		sld
Autodesk Inventor drawing		idw
CADKEY		prt
CALS Type II		cal
CCITT Group 4		cit
CompuServe GIF		gif
Computer Graphics Metafile		cgm
dBASE		dbf
Drawing Exchange Format	Up to 2014	dxf
Drawing Web Format	Up to 2014	dwf
HPGL		plt
JPEG		jpg
Microsoft Excel	Up to 2013	xls, xlsx
Microsoft PowerPoint		ppt
Microsoft Visio	Up to 2013	vsd
Microsoft Word	Up to 2013	doc, docx
MicroStation drawing	Version 8.11, including XM, V8i	dgn
Paintbrush		pcx
Portable Network Graphics		png
Rich Text Format		rtf
SolidWorks drawing (2D)	Versions 97 - 2011	slddrw
Tagged Image File Format		tif
Targa		tga

Format	Version	Extension
Text	Unicode & ASCII	txt
Windows 3.1 Write		wri
Windows bitmap		bmp
Windows Icon		ico
Windows metafile		wmf, emf
WordPerfect		wpd, wp6, w51

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