



# SigningHub Platform Support

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**ASCERTIA LTD**

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# 1 Introduction

## 1.1 Scope

This document outlines the 3<sup>rd</sup> party products that have been successfully tested for use with Ascertia SigningHub. Ascertia endeavors to test its software products with the leading vendor products detailed within this document but does not cover every configuration option or 3<sup>rd</sup> party patch level. For issues concerning 3<sup>rd</sup> party product deployment and configuration, please consult the support services for the 3<sup>rd</sup> party product you are deploying.

## 1.2 Intended Readership

This manual is intended for SigningHub Enterprise administrators who are responsible for the installation, configuration, and maintenance of the system. It is assumed that the reader has a basic knowledge of Microsoft Internet Information Services (IIS) based web applications, digital signatures, digital certificates, and general security.

## 1.3 Technical Support

If technical support is required, Ascertia has a dedicated support team. Ascertia Support can be reached/accessed in the following ways:

Website	<a href="https://www.ascertia.com">https://www.ascertia.com</a>
Email	<a href="mailto:support@ascertia.com">support@ascertia.com</a>
Community Portal	<a href="https://ascertia.my.site.com/partners/login">https://ascertia.my.site.com/partners/login</a>
FAQs	<a href="https://ascertia.force.com/partners/login">https://ascertia.force.com/partners/login</a>

In addition to the support services detailed above, Ascertia provides formal support agreements with all product sales. Please contact [sales@ascertia.com](mailto:sales@ascertia.com) for more details.

## 2 Platform Support

The following section details the 3<sup>rd</sup> party products that have been tested with SigningHub.

### 2.1 Tested Operating Systems

Operating System/Vendor	Tested Version(s)
Microsoft	Windows Server 2016, 2019, 2022
<b>Notes:</b> <ul style="list-style-type: none"> <li>• Microsoft Windows Server: Tested versions include – Standard, and Datacentre Editions</li> <li>• Microsoft Windows Server: Tested configuration requires Windows Desktop Experience</li> <li>• Microsoft Windows Server: TLS 1.3 is enabled by default for installations of Windows Server 2022, integrated applications should support this version of TLS. For application integrations that do not support this and need to be updated, customers can disable TLS 1.3 over TCP in the IIS Bindings.</li> </ul>	

### 2.2 Tested Database Servers

Operating System/Vendor	Tested Version(s)
Microsoft	SQL Server 2016, 2017, 2019 Azure SQL Database
Oracle	Database 19c
<b>Notes:</b> <ul style="list-style-type: none"> <li>• Microsoft SQL Server: Tested versions include – Express, Standard, and Enterprise Editions</li> <li>• Microsoft SQL Server 2016: Requires Microsoft SQL Server 2016 Service Pack 2</li> <li>• Oracle Database: Tested versions include – Standard, and Enterprise Editions</li> </ul>	

## 2.3 Tested Mobile/Tablet Browser(s)

Operating System/Vendor	Browser Type	Browser Version(s)
Android 11	Google Chrome	120.0.6099.144
Android 9.0	Google Chrome	120.0.6099.193
	Firefox	121.0.1
	Opera	79.3.4195.76674
iOS 16.7.2	Google Chrome	120.0.6099.119
	Edge	119.0.2151.105
	Safari	16.7.2
iOS 16.3.1	Safari	16.3.1

### 3 Ascertia Product Compatibility

This section details the product compatibility with other Ascertia products and the tested versions.

#### 3.1 SigningHub Product Compatibility

Product	Tested Version(s)
ADSS Server	8.1.2, 8.2.0, 8.3.1
ADSS Web RA Server	2.9

#### 3.2 Supported Upgrade Paths

Upgrade Path(s)	Steps
7.7.8 to 8.6	Manual steps are required as mentioned in the SigningHub Upgrade guide - 7.7.x to 8.x.x *
7.7.9 to 8.6	Manual steps are required as mentioned in the SigningHub Upgrade guide - 7.7.x to 8.x.x *
8.0 to 8.6	No manual steps are required.
8.1 to 8.6	No manual steps are required.
8.2 to 8.6	No manual steps are required.
8.3 to 8.6	No manual steps are required.
8.4 to 8.6	No manual steps are required.
8.5 to 8.6	No manual steps are required.
<p>Notes:</p> <p>* SigningHub Upgrade guide - 7.7.x to 8.x.x, this document can be found on the Ascertia Community portal in the documentation section for SigningHub or in the “docs” folder of the SigningHub 8.6 product release. If you require further assistance with upgrading SigningHub, please contact Ascertia customer support.</p>	

### **3.3 Mobile App Compatibility with Earlier Versions of SigningHub**

SigningHub (iOS) & (Android) 8.6 are compatible with the 8.5 version of SigningHub except for the features that are mentioned in the Deprecated Features and Important Changes section of the product release notes.

## 4 Product Lifecycle Information

This section details supported versions of SigningHub and includes any significant end of support dates.

### 4.1 SigningHub Product Lifecycle.

Product Version	Release Date	End of Support	End of Life
7.7.8	May 2020	May 2022	May 2022
7.7.9	Oct 2020	Oct 2022	Oct 2022
8.0.0	Nov 2021	Nov 2023	Nov 2023
8.1.0	Mar 2022	Oct 2024	Oct 2024
8.2.0	May 2022	Oct 2024	Oct 2024
8.3.0	Sep 2022	Oct 2024	Oct 2024
8.4.0	Dec 2022	Oct 2024	Oct 2024
8.5.0	May 2023	Oct 2024	Oct 2024
8.6.0	Oct 2023		

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