Prophix Version 12 FAQ

Prophix Version 12 Product Terminology

Smart Client	**Web Client**
• What we use today	• What we releasing
• Classic user interface	• Modern web user interface
• Installed locally	• Nothing installed locally
• Optimal for local area network	• Works across wide area network

General Questions:

1. **What is Prophix Version 12?**
   Prophix Version 12 is the newest version of Prophix, and represents the continuing evolution of the Prophix CPM software solution. This latest version brings consumer-life user to Prophix. Key highlights of Prophix Version 12 are:

   - Brand new user experience developed after hundreds of hours of usability studies with everyday users, designed to make it even easier for end users to complete key tasks in performance management across the organization.
   - New web client based on HTML5 technology for access all major browsers (e.g. Chrome, Firefox, Internet Explorer, Edge, Safari).
   - New Dashboard Studio for self-service dashboard creation through a drag and drop user interface. Innovative mashups to monitor key business processes and performance metrics may be created using data sourced from within Prophix or externally.
   - A redesigned Workflow Tasks portal and new workflow dashboard tile for quick access to assigned tasks, and monitoring of completed, past due, and future tasks.
   - An enhanced navigation and layout selection user experience in Ad hoc Analysis and Templates. Developed directly based on user feedback, these changes enable users to interrogate and navigate across multidimensional data to get to exactly what they need in fewer clicks.
   - Further enhancements to line item schedules and cell commentary.

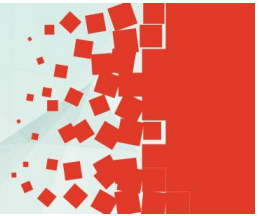2. **When will Prophix Version 12 be available?**
   Prophix Version 12 will be released in multiple phases starting March 31, 2016. The phase one release will deliver a new web client interface for dashboards, data entry and reporting capabilities. Phase two will deliver administrative capabilities via the web client interface as well as other new functions and enhancements.
   Note: *Prophix Version 12, including the Prophix Web Client is a limited release. It is appropriate for situations with a smaller footprint; a limited number of users (average vs large customer) and will be configuration dependant.*

3. **Will the Smart Client still be required?**
   Yes, the Prophix Smart Client is required until the administrative functions are available in the web client.

4. **Will the Smart Client become obsolete?**
There are no plans to retire the Smart Client and it will continue to be supported in Prophix Version 12. The Web Client works in tandem with the Smart Client.

5. **What capabilities are in the first release of Prophix Version 12?**
New Prophix Web Client with following features:
   o Dashboard home portal
   o Ad hoc Analysis
   o Document Explorer
   o Template runtime for reporting and data entry
   o Dashboard studio
   o Workflow task viewer and launcher

6. **What end user features will not be available in the Prophix Web Client?**
Delta Analysis, Smart Swap, SmartMonitor, and Procedural Calculation triggers <u>will not be</u> available in the Web Client. If customers use these features, they can continue to use them via the Smart Client. Depending on the removed feature, alternatives and replacements are being reviewed.

7. **What is the upgrade path to Prophix Version 12?**
The upgrade path to Prophix Version 12 will be seamless for customers currently using Prophix 11. Cubes do not need to be rebuilt; templates will not have to be redesigned. Everything that users have learned will still be valid as the existing Smart Client and its functions continue to work well.
Note: *If the customer chooses to upgrade to Prophix Version 12, they would contact customer support or their Prophix Account Representative.*

8. **Do existing customers have to use the Web Client in Prophix Version 12?**
No. Existing customers may upgrade to Prophix Version 12 to receive valuable bug fixes since the last version, but do not necessarily have to install the Web Client and continue using the Smart Client.

9. **Will new user licenses be required to use the new version of Prophix? If so, what are the cost implications?**
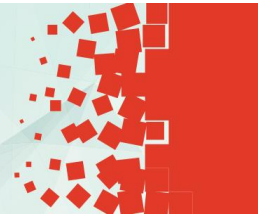No new user license types are required to use Prophix Version 12.

10. **Will older versions of Prophix still be supported? If so, for how long?**
Once Prophix Version 12 is released, Prophix will continue to support Prophix 11 SP5, and Prophix Version 12 which includes the Prophix Web Client.

11. **How do you upgrade? Who should users contact?**
Please visit the Prophix Support Portal to download the release files:
https://prophix.zendesk.com/home. And please contact Prophix customer support for any upgrade inquiries.

12. Do existing Certified Prophix Implementer's (CPI's) need be re-certified with Prophix Version 12?
Existing CPIs will need to complete an online course covering new capabilities of Prophix Version 12 to maintain their certification for 2017. Training will be offered at the 2016 User Conference, but the online test will still need to be taken.

Technical Questions:

1. Are there any changes to the hardware requirements for Prophix Version 12?
The Installation and Configuration Guide and Technical Architecture Guide will be revised to drop references to minimum hardware requirements.
— The currently stated recommended requirements is what is needed to run Prophix Version 12. Minimum hardware requirements will no longer be listed separately.

2. Are there any changes to supported server operating system environments?
Prophix Version 12 has been tested against Windows Server 2012 R2 only
– For other environments please work with your Prophix Representative
– Windows Server 2008 R2, which some long term existing customers have, is off mainstream Microsoft support in 2015 and therefore will not be a focus operating system for testing and support in the future.

Note: SSL is not supported for both the Smart Client and Web Client in this release. A cumulative update will be released at the end of April that fully supports SSL.

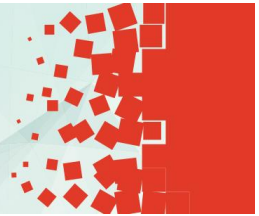**3. Which web browsers and client operating systems are supported in Prophix Version 12?**
As modern web browsers such as Chrome or Firefox are upgraded almost on a weekly basis, it is impossible to test every single combination. Thus, we recommend users at least have the most recent versions (or at least versions within the last 3 months installed).

Supported Client Operating System	Supported Browsers (Prophix Web Client)				
	Internet Explorer 11	Edge	Chrome (latest)	Firefox (latest)	Safari (latest)
Windows 7	X		X	X	
Windows 8.1	X		X	X	
Windows 10	X	X	X	X	
Mac OS X (Yosemite, 10.10 or higher)			X	X	X
iOS or higher (iPads)			X		X

Older Microsoft Internet Explorer (IE) versions are not supported as there are known issues with HTML5/CSS3 on these older browsers. Also, Microsoft dropped support for all Internet Explorer browsers older than IE11 in 2016, https://blogs.msdn.microsoft.com/ie/2014/08/07/stay-up-to-date-with-internet-explorer/

4. How many end users using the web client should we realistically be targeting with this first release?
A maximum of thirty concurrent users using the web browser interface for the time being until more performance testing has been completed.

5. **How do we setup the Prophix server to use the new Prophix Web Client?**
The Prophix Setup and Configuration program will copy program files and perform configuration changes similar to Prophix 11. Additional steps must be completed in order to fully configure Microsoft IIS to complete the web browser server installation. These steps will be documented and should be completed by IT server administrators.
NOTE: The technical configuration guide documentation will be provided to all Prophix Employees and Partners when available.

6. **Will there be support for scale-out/load balanced configurations on the web server?**
For the March 31st release, a load balanced configuration for IIS will not be supported. The new web client server component must be installed on the same server as the Prophix application. This will be clearly indicated in the Installation and Configuration Guide.
Note: The technical architecture guide documentation will be provided to Prophix employees and Partners when available.

7. **What languages will the first release of Prophix Version 12 be in?**
The new web browser client will be in English only
   – Support for German, Danish, Portuguese (BR), and other languages to be included in subsequent releases in 2016
   – For more detailed information on future dates please speak to your Prophix Representative

8. **What training & certification materials will be available?**
There will be a new online video covering the Web client server component setup and additional training material will be available covering new functions for standard users. You will be receiving more specific information in the package you are receiving between Mar. 31 and April 5.

9. **What documentation will be available?**
   • Updated Installation and Configuration Guide
   • Updated Product Technology Architecture Guide (pre-sales doc)
   • New Online help documentation for the Prophix Web Client

10. **What do we mean by "limited release"?**
The Mar. 31 release is "appropriate for situations with a smaller footprint", a limited number of users (average vs large customer) and will be configuration dependant.
   – Purpose: start the journey, get product into the market
   – Not available via the support portal. Speak to your Partner Account Manager for all opportunities.

11. **Should we be actively upgrading existing customers?**
Please work through your Prophix Representative; if the individual customer fits the limited release profile the Prophix Representative will assist on upgrading the customer.

12. **When will a new demo environment be available with Prophix Version 12 included?**
Once released, Prophix Version 12 can now be added to any existing demo environment. Prophix will be working with you to roll-out the necessary materials for demo purposes over the next few weeks. To facilitate this please work with your Prophix Account Manager/Prophix Representatives.