

RedBack and U2 Web DE component installations receive the message "Your platform is not supported. Check Documentation for details".

RedBack component installations, including server, gateway and minimum gateway, receive the message "Your Platform is not supported . Check Documentation for details" on Windows 2003 R2 or Windows Vista.

This is caused by the installation script checking specifically for certain product names. This affects RedBack 4.2.x and U2 Web DE. This has been changed from an Error to a Warning in U2 Web DE version 4.4.1.

32-Bit Windows Installs

To work around this error on the 32-bit version of Windows 2003 R2, modify the Registry setting:

```
HKLM\Software\Microsoft\Windows NT\CurrentVersion\ProductName
```

Change the value 'Microsoft Windows Server 2003 R2' to 'Microsoft Windows Server 2003'. Install the component(s). After the install, change the setting back to the original value.

64-Bit Windows Installs

To work around this error on 64-bit versions of Windows, especially on Vista 64bit, modify the Registry setting:

```
HKLM\Software\Wow6432Node\Microsoft\Windows NT\CurrentVersion\Product Name
```

If the OS is a Windows 2003 flavor, change the value to 'Microsoft Windows Server 2003'. If the OS is Vista, change the value from 'Windows (TM) Vista Ultimate' to 'Windows Vista (TM) Ultimate'. The Vista OS is only supported on U2 Web DE 4.4.0. This platform name is not checked for on previous versions of RedBack/U2 Web DE. If your Vista version is not Ultimate, change the name to the Ultimate text noted above. Install the component(s). After the install, change the setting back to the original value.

Platform Support

Redback/WebDE 4.2.x are NOT supported on Windows 2003 R2 nor Windows Vista. Changing the Registry keys, as described in this Technote, does NOT allow them to, therefore, be certified for use in production environments on the Windows 2003 R2 or Windows Vista platforms. It will only allow you to install them for testing purposes only. Refer to the U2 Product Availability Matrix to determine current product/O/S compatibility.