



# **TIBCO Spotfire® Server Release Notes**

*Software Release 11.4 LTS (11.4.7)*

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# TIBCO Spotfire Server Release Notes

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The release notes for this product version are provided to inform you of new features, known issues, and issues from previous releases that have been closed.

These release notes are for TIBCO Spotfire® Server version 11.4. They cover Microsoft Windows and Linux installations.

Spotfire® Server is a Tomcat web application that runs on Windows and Linux operating systems. It is the administrative center of any TIBCO Spotfire® implementation. In addition to providing the tools for configuring and administering the Spotfire® environment, Spotfire Server facilitates the services that make it possible for users to access, blend, and visualize their data, creating analyses that provide actionable insight.

# New Features

The following new features have been added in version 11.4 of TIBCO Spotfire® Server.

For details about new Spotfire features, see [What's New in TIBCO Spotfire](#) in the TIBCO Community.

Key	Version	Summary
SPOT-916	11.4.0	<p><b>New commands for migrating the Spotfire database between supported database servers</b></p> <p>The two new commands <code>migrate-db</code> and <code>migrate-action-db</code> facilitate the migration of the Spotfire configuration database and action database from a supported database server towards another supported database server (for example, from an Oracle database to a PostgreSQL database).</p> <p><b>Note:</b> The commands support migration within the same Spotfire version (for example, from Spotfire Server 11.4 using Oracle to Spotfire Server 11.4 using PostgreSQL).</p>
SPOT-951	11.4.0	<p><b>New configuration for limiting the number of maximum concurrent sessions per user</b></p> <p>A user can establish sessions up to the configured maximum number of concurrent sessions. Further login attempts by the same user fail because the number of maximum simultaneous sessions allowed has been reached.</p>
TSS-28859	11.4.0	<p><b>New variables in database connection properties</b></p> <p>Two new variables have been introduced to be used in database connection property values:</p> <ul style="list-style-type: none"> <li>• <code>loginTimeoutSeconds</code></li> <li>• <code>loginTimeoutMilliseconds</code></li> </ul> <p>The variables can be specified like this in values:</p> <pre style="background-color: #f0f0f0; padding: 5px;">\${&lt;propertyName&gt;}</pre> <p>Example (setting the <code>loginTimeout</code> connection property in an Information Services data source template):</p> <pre style="background-color: #f0f0f0; padding: 5px;">&lt;connection-properties&gt;   &lt;connection-property&gt;     &lt;key&gt;loginTimeout&lt;/key&gt;     &lt;value&gt;\${loginTimeoutSeconds}&lt;/value&gt;   &lt;/connection-property&gt; &lt;/connection-properties&gt;</pre>
TSS-29812	11.4.0	<p><b>New configuration setting the size for SOAP messages</b></p> <p>The new configuration setting, <code>soapReceivedMessageSizeKB</code>, sets the maximum size for SOAP messages in a call to the server. If you perform advanced searches in a large and complex library, you might need to increase the size from the default 65536.</p>

## Changes in Functionality

The following are important changes in functionality in version 11.4 of Spotfire Server.

Key	Version	Summary
TSS-29484	11.4.2	<p><b>Earlier release of the Spotfire Server database connection when executing information links</b></p> <p>The likelihood of too many Spotfire Server database connections being in use when executing information links where the database drivers or the Information Services database takes too long to respond has been reduced.</p>
SPOT-1453	11.4.0	<p><b>Simplified Custom Login Page API using Cobranding</b></p> <p>The API for adding a Custom Login Page is now simplified and more flexible. The new version is based on pure JavaScript and is no longer dependent on the AngularJS library. The API is now part of the Cobranding feature, so you can assemble all of your customizations into one package. Existing AngularJS-based custom Login pages continue to work in Spotfire version 11.4, but that API is marked as deprecated and will be removed in a future release.</p>
SPOT-1478	11.4.0	<p><b>Change to mods static resources</b></p> <p>To avoid some issues related to third-party cookies, mods static resources are now treated as publicly available resources.</p> <p>This means that there is no longer a requirement for the Spotfire Server to use HTTPS and SameSite=None to be able to run visualization mods in web clients.</p>
TSS-27009	11.4.0	<p><b>Updated default TLS version</b></p> <p>Transport Layer Security version 1.3 (TLSv1.3) is now used by default for all system internal communication.</p>
TSS-28538	11.4.0	<p><b>Changes in configuration settings</b></p> <p>For the configuration setting <code>config-library-external-s3-storage</code>, the setting for <code>access-key</code> is now set to <code>default</code>. Additionally, per AWS requirements, the settings <code>access-key</code> and <code>secret-key</code> are now "Required" instead of "Optional." The reference for the command-line <code>config-library-external-s3-storage</code> reflects these changes.</p>
TSS-28862	11.4.0	<p><b>New timeout settings for connection verification queries</b></p> <p>To improve robustness, a timeout setting has been added for those queries that are periodically made to verify that idle connections in database connection pools are still alive. The timeout is controlled through a connection property called <code>spotfire.pooling.data.source.connection-verification-timeout-seconds</code>, with the default value 10. Specifying a negative value will revert to the old behavior.</p>

# Deprecated and Removed Features

## Deprecated features

The table lists features that are deprecated and will be removed in a future release of Spotfire.

Key	Version	Summary
TSS-30402	11.4.6	<p>In a future release, the Java runtime will be upgraded to Java 17.</p> <p>In the same or another future release, an upgrade will be done to the namespaces defined in the Jakarta EE 9 project.</p> <p>If you have custom code deployed on the Spotfire server, this means that some of your code might need to be altered and rebuilt.</p> <p>The changes in Java between version 11 and 17 are fairly small and some classes might be used without recompilation. Still, it is recommended to recompile the code with JDK 17 to make sure that your custom code works as expected.</p> <p>Several important third party components are upgraded to use new namespaces defined in the Jakarta EE 9 project. A future release will start using these upgraded components. The crux for using the upgraded components is that some, but not all, imports of <code>javax.</code> must be changed to <code>jakarta.</code>. For example, <code>javax.servlet.http.HttpServletRequest</code> must be changed to <code>jakarta.servlet.http.HttpServletRequest</code>.</p> <p>A list of components that will be changing namespace can be found here: <a href="https://wiki.eclipse.org/Jakarta_EE_Maven_Coordinates">https://wiki.eclipse.org/Jakarta_EE_Maven_Coordinates</a></p> <p>Deprecated since Spotfire 10.10.11, 11.4.6 &amp; 11.8.0.</p>
TSS-28133	11.4.0	<p>The CLI parameter <code>-t</code> or <code>--tool-password</code> of the <code>s3-download</code> command is deprecated and will be removed in a future version. Using this parameter results in a warning message about the deprecation.</p> <p>Deprecated since Spotfire 11.4.0.</p>
TSS-30035	11.4.0	<p>The functionality to use the Spotfire database to join data sources in Information Services (default join database) is deprecated and will be removed in a future release.</p> <p>To ensure that you are able to join multiple data sources in future versions, make sure that a writable data source is available in the library for the current user, or that a custom default join database is configured. To learn more about different options for configuring join databases, see <a href="#">Changing the default join database</a> on the TIBCO Community.</p> <p>See also the following topics in the documentation.</p> <ul style="list-style-type: none"> <li><a href="#">Default join database</a></li> <li><a href="#">Create-join-db</a></li> <li><a href="#">Show-join-db</a></li> </ul> <p>Deprecated since Spotfire 11.3.0.</p>

## Removed features

The following features have been removed in this version of Spotfire.

Key	Version	Summary
TSS-28360	11.4.0	<p>The S3 configuration properties <code>threshold</code> and <code>chunk-size</code> have been removed from the command <code>config-library-external-s3-storage</code>. They are no longer needed to configure the S3 external library.</p>

## Third Party Software Updates

The following third party software (TPS) components have been added or updated in version 11.4 of Spotfire Server.

Key	Version	Summary
TSS-30785	11.4.7	<ul style="list-style-type: none"> <li>• Amazon Redshift JDBC Driver updated to 2.1.0.5</li> <li>• Progress DataDirect Connect for JDBC DB2 Driver updated to 5.1.4.000336</li> <li>• Progress DataDirect for JDBC for Oracle Driver updated to 6.0.0.000589</li> <li>• Progress DataDirect Connect for JDBC SQL Server updated to 6.0.0.000827</li> </ul>
TSS-30711	11.4.7	<ul style="list-style-type: none"> <li>• Apache CXF Core updated to 3.5.1</li> <li>• Apache Tomcat updated to 9.0.62</li> <li>• Jackson Core updated to 2.13.2</li> <li>• Jackson Databind updated to 2.13.2.2</li> <li>• Nimbus Jose + JWT updated to 9.21</li> <li>• Oracle Java SE JDK updated to 11.0.15</li> <li>• Spring Framework updated to 5.3.19</li> </ul>
TSS-30382	11.4.6	<ul style="list-style-type: none"> <li>• Apache Ignite updated to 2.12.0</li> <li>• Apache Tomcat updated to 9.0.60</li> <li>• PostgreSQL JDBC Driver updated to 42.3.3</li> <li>• Spring Framework updated to 5.3.18</li> </ul>
TSS-30185	11.4.5	Apache Log4j2 updated to 2.17.1
TSS-30152	11.4.5	Oracle Java SE JDK updated to 11.0.14

Key	Version	Summary
TSS-30149	11.4.5	<ul style="list-style-type: none"> <li>• ANTLR4 updated to 4.9.3</li> <li>• Apache Commons CLI updated to 1.5.0</li> <li>• Apache CXF Core updated to 3.4.5</li> <li>• Apache Ignite updated to 2.11.1</li> <li>• Apache Tomcat updated to 9.0.56</li> <li>• ASM updated to 9.2</li> <li>• AWS SDK for Java updated to 2.17.100</li> <li>• DropWizard Metrics updated to 4.2.7</li> <li>• Jackson Core updated to 2.13.1</li> <li>• JDOM 2 updated to 2.0.6.1</li> <li>• Jetty updated to 9.4.44.v20210927</li> <li>• Microsoft JDBC Driver For SQL Server Authentication Library For Windows updated to 9.4.1</li> <li>• Microsoft JDBC Driver For SQL Server updated to 9.4.1</li> <li>• MyBatis updated to 3.5.9</li> <li>• PostgreSQL JDBC driver updated to 42.3.1</li> <li>• RSyntaxTextArea updated to 3.1.4</li> <li>• Spring Framework updated to 5.3.14</li> <li>• The Legion of the Bouncy Castle Crypto APIs updated to 1.70</li> </ul>
TSS-30113	11.4.4	Apache Log4j2 updated to 2.16.0
TSS-30054	11.4.3	Apache Log4j2 updated to 2.15.0
TSS-29816	11.4.2	Amazon Redshift JDBC driver updated to 2.1.0.1
TSS-29517	11.4.2	<ul style="list-style-type: none"> <li>• Apache Commons IO updated to 2.11.0</li> <li>• Apache Ignite updated to 2.11.0</li> <li>• Apache Tomcat updated to 9.0.54</li> <li>• AspectJ Weaver updated to 1.9.7</li> <li>• AWS SDK updated to 2.17.49</li> <li>• Jackson Core updated to 2.13.0</li> <li>• Jetty updated to 9.4.43.v20210629</li> <li>• JUnit updated to 4.13.2</li> <li>• Metrics Core Library updated to 4.2.3</li> <li>• Microsoft JDBC Driver for SQL Server updated to 9.4.0</li> <li>• Nimbus JOSE + JWT updated to 9.15.2</li> <li>• Oracle Java SE JDK updated to 11.0.13</li> <li>• PostgreSQL JDBC Driver updated to 42.2.24</li> <li>• RSyntaxTextArea updated to 3.1.3</li> <li>• Simple Logging Facade for Java updated to 1.7.32</li> <li>• Spring Framework updated to 5.3.10</li> <li>• The Legion of the Bouncy Castle Crypto APIs updated to 1.69</li> </ul>



Key	Version	Summary
TSS-29335	11.4.1	Apache CXF Core updated to 3.4.4
TSS-29178	11.4.1	Apache Tomcat updated to 9.0.50
TSS-28978	11.4.1	Jetty updated to 9.4.41.v20210516
TSS-28974	11.4.1	LMAX Disruptor Framework updated to 3.4.4
TSS-28977	11.4.1	Metrics updated to 4.2.0
TSS-28975	11.4.1	MigLayout updated to 11.0
TSS-28979	11.4.1	MyBatis updated to 3.5.7
TSS-28976	11.4.1	Nimbus JOSE + JWT updated to 9.9.3
TSS-29204	11.4.1	Oracle Java SE JDK updated to 11.0.12
TSS-28980	11.4.1	PostgreSQL JDBC Driver updated to 42.2.20
TSS-28466	11.4.0	ANTLR4 updated to 4.9.2
TSS-28513	11.4.0	ASM updated to 9.1
TSS-28158	11.4.0	Amazon Redshift JDBC driver updated to 2.0.0.4
TSS-28468	11.4.0	Apache CXF Core updated to 3.4.3
TSS-28467	11.4.0	Apache Commons Lang updated to 3.12.0
TSS-28469	11.4.0	Apache Ignite updated to 2.10.0
TSS-28470	11.4.0	Apache Log4j updated to 2.14.1
TSS-28817	11.4.0	Apache Tomcat updated to 9.0.46
TSS-28472	11.4.0	Jetty updated to 9.4.39.v20210325
TSS-28465	11.4.0	Metrics Core Library updated to 4.1.18
TSS-28463	11.4.0	Microsoft JDBC Driver for SQL Server updated to 9.2.1
TSS-28464	11.4.0	Nimbus-JOSE-JWT updated to 9.7
TSS-28732	11.4.0	Oracle Java SE JDK updated to 11.0.11
TSS-28474	11.4.0	PostgreSQL JDBC Driver updated to 42.2.19

Key	Version	Summary
TSS-28961	11.4.0	Spring Framework updated to 5.3.7
TSS-28477	11.4.0	jQuery updated to 3.6.0
TSS-29001	11.4.0	<ul style="list-style-type: none"><li>• Progress DataDirect Connect for JDBC Sybase Driver updated to 5.1.4.000129</li><li>• Progress DataDirect Connect for JDBC MySQL Driver updated to 5.1.4.000223</li><li>• Progress DataDirect Connect for JDBC DB2 Driver updated to 5.1.4.000319</li><li>• Progress DataDirect Connect for JDBC SQL Server updated to 6.0.0.000485</li><li>• Progress DataDirect for JDBC for Oracle Driver updated to 6.0.0.000304</li></ul>

## Closed Issues

The table lists important closed issues in version 11.4 of Spotfire Server.

Key	Version	Summary
TSS-30760	11.4.7	The TPS software <i>toastr</i> has a security vulnerability reported: <a href="https://security.snyk.io/vuln/SNYK-JS-TOASTR-2396430">https://security.snyk.io/vuln/SNYK-JS-TOASTR-2396430</a> . Because no new version is currently available, we have fixed the potential problem within the code so that all user input is escaped.
TSS-30812	11.4.7	Setting the level of the <code>com.spotfire.ws.soap.SOAP</code> logger to <code>DEBUG</code> does not enable SOAP logging.
TSS-30823	11.4.7	The centralized queue displays obsolete destinations.
TSS-30826	11.4.7	When a very high maximum number of connections is configured for a data source (for example in Information Services), this leads to an excessive memory allocation.
TSS-30828	11.4.7	In the unlikely event that a user logs in and out at the same time, a potential deadlock can occur.
TSS-30297	11.4.6	When using a JXM logging appender, the Spotfire Server is not fully stopped after shutdown.
TSS-30337	11.4.6	The information shown for the Anonymous users group when looking at "Trusted signers and items" for that group is incorrect. Signers and items trusted for the Everyone group do not apply to Anonymous users.
TSS-30431	11.4.6	The reconfiguring of the log context made by Ignite might cause issues with custom log appenders.
TSS-30484	11.4.6	The number of temporary files in the AttachmentManager folder grows indefinitely when using external library storage (file system or Amazon S3).
TSS-30508	11.4.6	The documentation does not specify that you must configure HTTPS if you want to set the cookie attribute SameSite to None.
TSS-30516	11.4.6	The <code>config-external-ignite-process</code> erroneously removes all of the JVM options from the configuration if no options are specified while updating another value.
TSS-30627	11.4.6	When you use Information Services, errors can occur when you load several information links with Date, Time, and/or DateTime columns at the same.
TSS-29997	11.4.5	Fetching the troubleshooting bundle from a node manager times out for larger bundles.
TSS-30007	11.4.5	Service-specific log files are not filtered correctly with respect to the specified number of days that logs should be collected for.
TSS-30181	11.4.5	No password hashes are included in the list of exported users.
TSS-29413	11.4.2	For Information Services, an invalid query is generated when the IN clause size is greater than 1000. This results in errors when, for example, using marking.

Key	Version	Summary
TSS-29473	11.4.2	Expired access tokens are not deleted, leading to an ever-increasing number of invalid access tokens in the database.
TSS-29486	11.4.2	Sometimes, when creating or opening an information link with an Impala data source, an additional whitespace is added to the column value in the internal temporary table. This happens, because escape characters before special characters such as * are removed and a whitespace is added after the value.
TSS-29510	11.4.2	In certain situations, a deadlock occurs when the server is shut down.
TSS-29529	11.4.2	When an information link parameter is used for filtering, if the parameter value is a list with duplicates and its size is greater than the condition-list-threshold property of the data source, then the result can include duplicates.
TSS-29568	11.4.2	When using web-based authentication, having multiple Spotfire Analyst sessions on the same computer causes the first instances to prompt for login even though the user has selected "save my login information".
TSS-29587	11.4.2	Upgrading from Spotfire versions 7.5, 7.6, 7.7, or 7.8 fails with the message "Unable to determine the site that the server belongs to: Error while looking up the site for the node.".
TSS-29654	11.4.2	Initiating a schedule for a shutdown of automation services jobs with the status <code>IN_PROGRESS</code> results in the status immediately changing to <code>FAILED</code> .
TSS-29714	11.4.2	If the Spotfire Server is configured with the non-default value <code>scheduled-updates.failover-delay.enabled = true</code> , then scheduled analyses with 24/7 schedules are not loaded when a Web Player service instance is restarted.
TSS-29764	11.4.2	<p>On Windows, when launching the configuration tool using the <code>uiconfig.bat</code> script, or the upgrade tool using the <code>upgradetool.bat</code> script, the Java system property <code>java.library.path</code> is not correctly defined. This has the effect that the tools cannot load native libraries (.dll files). Such native libraries are typically required by JDBC drivers when using integrated authentication to connect to databases. On both Windows and Linux, the tools available in <code>&lt;tss installation directory&gt;\tomcat\spotfire-bin</code> and <code>&lt;tss installation directory&gt;\tools\upgrade</code> also incorrectly adds the system path (PATH) on Windows, or the system library path (LD_LIBRARY_PATH) on Linux, to the <code>java.library.path</code>, which introduces a risk that incorrect native libraries are loaded.</p> <p>The definitions of the <code>java.library.path</code> system property have been revised so that all server tools on all supported platforms now only load native libraries (.dll files on Windows, .so files on Linux) from the <code>&lt;tss installation directory&gt;\tomcat\spotfire-lib</code> and <code>&lt;tss installation directory&gt;\tomcat\custom-ext</code> directories. The <code>spotfire-lib</code> directory is reserved for native libraries bundled with the Spotfire Server. Any custom add-ons must be added to the <code>custom-ext</code> directory.</p>
TSS-29768	11.4.2	When creating or editing a saved schedule, it is not possible to set an end time that is earlier than the start time for a schedule.
TSS-29797	11.4.2	PostgreSQL Data Sources in Information Designer do not show functions along with the procedures, in contrast to other data sources.
TSS-29840	11.4.2	In some cases when two-factor authentication is enabled, the Spotfire Server configuration tool replaces the client certificates configuration with invalid values when saving the configuration.

Key	Version	Summary
TSS-29889	11.4.2	When Scheduled Updates failover delay is enabled, error messages can be seen in the logs.
TSS-29085	11.4.1	Performance for listing routing rules is poor when the system has many routing rules.
TSS-29167	11.4.1	In the documentation for setting the server URL for LDAP, the example contains an erroneous forward slash.
TSS-26897	11.4.0	When an error occurs during a library action, Spotfire Server does not correctly register an action as failed, so S3 error responses are not checked.
TSS-27617	11.4.0	Changing the database driver template in the Configuration Tool causes a conflict in the <b>Port</b> and <b>Identifier</b> drop-down list boxes.
TSS-28428	11.4.0	When you click <b>Deploy client packages</b> in the Configuration Tool default system status tab, the Deploy Client Packages dialog does not display the complete text.
TSS-28449	11.4.0	The setting <code>information-services.join-data-source-selection-rule</code> is not documented.
TSS-28615	11.4.0	For PostgreSQL, when you update (by resaving) existing library items that exceed 2GB in size, the update fails.
TSS-28635	11.4.0	The <code>set-user-password</code> parameter <code>username</code> is incorrectly set to <code>WEB_PLAYER</code> instead of no default value.
TSS-28676	11.4.0	The maximum number of parallel threads used for deployment area expansion is too high, which can cause pressure on the network and the database.
TSS-28716	11.4.0	The documentation does not include the information that it is recommended to tune the database settings to match the anticipated load when using PostgreSQL for storing the Spotfire database.
TSS-28737	11.4.0	The documentation does not include information regarding the effects of third-party cookies on front-channel single logout.
TSS-28743	11.4.0	In certain scenarios, a service is not detected correctly as reachable over the network.
TSS-28763	11.4.0	The server throws an exception when queuing is disabled and a scheduled update is triggered.
TSS-28865	11.4.0	The Information Services database connection pool now handles more concurrent requests, improving throughput and reducing the negative effects of a malfunctioning database or database driver.
TSS-28910	11.4.0	The description of the 'Scheduling and Routing Administrator' group on the 'System groups' page in the documentation is misleading.
TSS-29015	11.4.0	The JSON example for <code>create-scheduled-jobs</code> is missing its closing brackets. <code>{{ } ]}}</code> , which causes the example to fail.
TSS-29813	11.4.0	In the documentation, the default value for <code>cpuAverageTimespan</code> incorrectly shows 120 instead of 30.

# Known Issues

The following are known issues in version 11.4 of Spotfire Server:

Key	Version	Summary
TSS-30350	11.4.5	<p>Repair or uninstallation of the Spotfire Server and/or the node manager does not work on computers with a high display resolution, such as 3840 x 2160 pixels. The repair/uninstall dialogs in the installers are not shown as expected and there is no way to proceed with the repair/uninstallation.</p> <p><b>Workaround:</b> Temporarily switch to a lower display resolution, such as 1920 x 1080 pixels.</p>
TSDK-597	11.4.0	<p>If your Spotfire implementation uses Web authentication through OpenID Connect or custom web authentication, Spotfire Package Builder cannot be used to deploy extensions to the server.</p> <p><b>Workaround:</b> Deploy the extension package by using the Deployments &amp; Packages area of Spotfire Server.</p>
TSS-21408	11.4.0	<p>In Spotfire environments with an Oracle database, Spotfire occasionally uses more cursors than are available. This can occur in a variety of situations, but in all cases the following error appears in the server log: <code>ORA-01000 maximum open cursors exceeded</code>, and the server stops functioning.</p> <p><b>Workaround:</b> If this error occurs, try setting the <code>OPEN_CURSORS</code> property in Oracle to at least 500, and then restart the server.</p>
TSS-23602	11.4.0	<p>In the Automation Services area of the administration interface, if an Automation Services job is in the <code>IN_PROGRESS</code> state, and all of the servers in the cluster stop running or are restarted, the job remains in the <code>IN_PROGRESS</code> state in the Activity view even after the servers are back online.</p> <p><b>Workaround:</b> Right-click the activity, and then click <b>Clear selected activity</b> to clear the job activity from the Activity view.</p>
TSS-26972	11.4.0	<p>Updating the node manager from Nodes &amp; Services from a 10.9 or earlier release to a 10.10 release or later is not supported due to the update from Java 8 to Java 11.</p> <p><b>Workaround:</b> To update the node manager to version 10.10 or later, you must install it on each computer, and then run the node manager upgrade tool.</p>

Key	Version	Summary
TSS-29819	11.4.0	<p>In the following situations, Spotfire users cannot view certain analysis files in the web client:</p> <ul style="list-style-type: none"> <li>• The user is authenticated using Kerberos with delegation.</li> <li>• The user wants to view an analysis that accesses a TERR node.</li> </ul> <p><b>Workaround:</b> Give Read permission for the private key of the Web Player Node certificate to users.</p> <p>Procedure:</p> <ol style="list-style-type: none"> <li>1. On the computer running the Web Player node manager, open a command window as an administrator.</li> <li>2. Enter mmc.</li> <li>3. In the Console dialog box that opens, click <b>File &gt; Add/Remove &gt; Snap-ins</b>.</li> <li>4. In the Add or Remove Snap-ins dialog box, select <b>Certificates</b>, and then click <b>Add</b>.</li> <li>5. In the Certificates snap-in dialog box, select <b>Computer account</b>, and then click <b>Next</b>.</li> <li>6. In the Select Computer dialog box, click <b>Finish</b>.</li> <li>7. In the Add or Remove Snap-ins dialog box, click <b>OK</b>.</li> <li>8. In the Console Root window, click <b>Certificates (Local Computer)</b> to view the certificate stores for the computer.</li> <li>9. Go to Certificates (<i>Local Computer</i>) \ <b>Personal</b> \ <b>Certificates</b>, and then right-click the certificate that was issued by "TIBCO Spotfire Signing CA".</li> <li>10. Select <b>All Tasks &gt; Manage Private Keys</b>.</li> <li>11. In the Permissions dialog box, under <b>Group or user names</b>, select a group that contains all Spotfire users that need to run analyses using the TERR service.</li> <li>12. Under <b>Permissions for Name</b>, select the Allow check box in the <b>Read</b> row, and then click <b>OK</b>.</li> <li>13. In the Spotfire administration interface or in the Windows Services dialog box, restart the Web Player node.</li> </ol>

# Migration and Compatibility

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The documentation contains detailed instructions for migrating from a previous release.

## Spotfire Server

See "Upgrading Spotfire" in the [Spotfire Server and Environment - Installation and Administration help](#).



As of Spotfire Server version 10.3.0, server hotfixes can be applied only on the specific service pack version that they were created for. Example: If you currently have version 10.3.1, you can apply server hotfixes only for the 10.3.1 version, such as 10.3.1 HF-001, 10.3.1 HF-002, and so on. If you want a hotfix of a different service pack level, such as 10.3.2 HF-001, you must first make sure to upgrade to that service pack (10.3.2) before applying the hotfix.

Newer and older versions of Spotfire Analyst client can be used to connect to the current version of Spotfire Server in order to upgrade or downgrade the client packages. However, it is recommended to always run the same version of client and server in production environments. See [System Requirements](#).

## Spotfire Automation Services

Version 11.4 of Spotfire Automation Services should be installed for compatibility with version 11.4 of TIBCO Spotfire.

For instructions on how to upgrade to version 11.4 Spotfire Automation Services, see "Updating Services" in the *Spotfire Server and Environment - Installation and Administration* help.

## Spotfire Qualification

Version 11.4 of Spotfire Qualification should be installed for compatibility with version 11.4 of TIBCO Spotfire.

For instructions on how to upgrade to version 11.4 of Spotfire Qualification, see the [Spotfire Qualification - Installation Guide](#).



# TIBCO Documentation and Support Services

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For information about the Spotfire products, you can read the documentation, contact TIBCO Support, and join the TIBCO Community.

## How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [TIBCO Product Documentation](#) website, mainly in HTML and PDF formats.

The website is updated frequently and is more current than any other documentation included with the product.

## TIBCO Spotfire Documentation

The documentation for all Spotfire products is available on the [TIBCO Spotfire® Documentation](#) page. This page takes you directly to the latest version of each document.

To see documents for a specific Spotfire product or version, click the link of the product under 'Other versions', and on the product page, choose your version from the top right selector.

## Release Version Support

Some release versions of TIBCO Spotfire products are designated as long-term support (LTS) versions. LTS versions are typically supported for up to 36 months from release. Defect corrections will typically be delivered in a new release version and as hotfixes or service packs to one or more LTS versions. See also [https://docs.tibco.com/pub/spotfire/general/LTS/spotfire\\_LTS\\_releases.htm](https://docs.tibco.com/pub/spotfire/general/LTS/spotfire_LTS_releases.htm).

## How to Contact TIBCO Support

Get an overview of [TIBCO Support](#). You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support portal at <https://support.tibco.com>.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to <https://support.tibco.com>. If you do not have a user name, you can request one by clicking **Register** on the website.

## System Requirements for Spotfire Products

For information about the system requirements for Spotfire products, visit <http://spotfi.re/sr>.

## How to join TIBCO Community

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For quick access to TIBCO Spotfire content, see <https://community.tibco.com/products/spotfire>.

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