



# **TIBCO Spotfire® Analyst Release Notes**

*Software Release 12.0 LTS (12.0.1)*

# Contents

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<b>New Features.....</b>	<b>3</b>
<b>Changes in Functionality.....</b>	<b>5</b>
<b>Deprecated and Removed Features.....</b>	<b>7</b>
<b>Closed Issues.....</b>	<b>8</b>
<b>Known Issues.....</b>	<b>12</b>
<b>Installation.....</b>	<b>14</b>
<b>Migration and Compatibility.....</b>	<b>15</b>
<b>TIBCO Documentation and Support Services.....</b>	<b>17</b>
<b>Legal and Third-Party Notices.....</b>	<b>18</b>

## New Features

The following new features have been added in version 12.0 of TIBCO Spotfire® Analyst.

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

Key	Version	Summary
SPOT-1657	12.0.0	<p><b>External actions using TIBCO Cloud Integration</b></p> <p>The new feature lets you take action in your business systems directly from the visualizations. You can now trigger business processes, update databases, control Internet of Things devices and much more, without having to leave your Spotfire analysis.</p> <p>This is made possible by integrating with TIBCO Cloud™ Integration, TCI. TCI offers connectivity to a wide range of applications, databases and collaboration platforms, including custom applications reached by standard communication protocols.</p> <p>With a hybrid cloud architecture, actions can be used in any Spotfire environment, both in the cloud and on premises. This also applies to the systems that actions can integrate with.</p> <p>Actions are created with no-code user interfaces, both when building the integration apps in TIBCO Cloud Integration and when configuring them in Spotfire.</p> <p>A security mechanism is provided to protect your sensitive data. Before an action can be applied, it must be trusted, either by the person running the action, or indirectly by the administrator specifying action configurators as trusted signers.</p> <p><b>Note:</b> External actions are not supported in the current versions of Spotfire mobile apps (TIBCO Spotfire® for Apple iOS 2.13.0 and TIBCO Spotfire® for Android 1.4.5).</p>
SPOT-1402	12.0.0	<p><b>Page navigation at the top</b></p> <p>The page navigation and status bar can now be displayed either above or below the visualizations.</p>
SPOT-1474	12.0.0	<p><b>Access data from Amazon RDS for Oracle</b></p> <p>You can now use the connector for Oracle to access data from Amazon RDS for Oracle.</p>
SPOT-1503	12.0.0	<p><b>Reduced startup time of Python data functions using pre-initialized background processes</b></p> <p>Whether you are running one or multiple Python data functions, you now have a faster overall experience.</p>
SPOT-1668	12.0.0	<p><b>Display legend values horizontally</b></p> <p>The values of the Color by, Shape by, and Series by legend items can now be displayed in a horizontal legend.</p> <p>The horizontal legend can be positioned on either the top or the bottom of the visualization. The values inside the horizontal legend can have left, right, or center alignment.</p>
SPOT-1730	12.0.0	<p><b>Clickable links in data function descriptions</b></p> <p>Clicking on a link in a data function description or a parameter description now opens the target directly in a web browser.</p>

Key	Version	Summary
SPOT-1766	12.0.0	<p><b>Apply accessible color schemes to visualizations</b></p> <p>You can now apply accessible color schemes for categorical columns with a palette that is compliant with the WCAG 2.1 and conforms with Level AA or higher for the contrast between text and background. There are two variants, one adapted for the light theme and one for the dark theme.</p>
SPOT-1772	12.0.0	<p><b>Linear regression with intercept and slope in Data Relationships tool</b></p> <p>A new option has been added in the Data Relationships tool to generate fit parameters with intercept and slope information when using linear regression as comparison method.</p>
TS-68819	12.0.0	<p><b>Preferred fonts specified by the administrator</b></p> <p>An administrator can now specify a list of <a href="#">preferred fonts</a> to help analysis authors creating analyses based on fonts that are available to all users, for example, a company font.</p>
TS-69065	12.0.0	<p><b>API to change the geometry simplification setting</b></p> <p>The threshold for geometry simplification used in feature layers in map charts is now exposed in the API.</p>
TS-69199	12.0.0	<p><b>View version history in the Spotfire library</b></p> <p>If version history is enabled on the Spotfire Server, then the <b>File</b> menu now includes the option <b>View version history</b>. You can select this option if you have write access to the currently-working analysis. For TIBCO Cloud™ Spotfire®, all versions are kept at least 30 days. Non-named versions can be deleted after this period. For on-premises or TIBCO Spotfire Cloud Enterprise solutions, the administrator determines the retention policy.</p> <p>See <a href="#">Reverting to a previous version of a file</a> in the user's guide, or <a href="#">Library version history</a> in the TIBCO Spotfire® Server and Environment manual for more information.</p>
TS-69354	12.0.0	<p><b>Navigate to linked data table in data canvas</b></p> <p>It is now possible to navigate from a linked copy of a data table to its source table in the data canvas.</p>
TSDC-6901	12.0.0	<p><b>Spotfire application identifier in connections to Snowflake</b></p> <p>When you access data with the connector for Snowflake, the queries from Spotfire to Snowflake now include an identifier that states that the connection is from a Spotfire application.</p>
TSAS-1112	12.0.0	<p><b>Configurable file system path in Automation Services tasks</b></p> <p>Automation Services tasks can now use a new substitution field, <code>exportPath</code>. During execution, the field is replaced by an actual path specified in the service configuration.</p>

## Changes in Functionality

The following are important changes in functionality in version 12.0 of TIBCO Spotfire® Analyst.

Key	Version	Summary
TS-69963	12.0.1	<p><b>Updated Log4Net</b></p> <p>Log4Net updated to 2.0.15.</p>
TSDC-7027	12.0.1	<p><b>Removed fixed value for MaxBytesPerFetchRequest in connections to Apache Spark SQL</b></p> <p>When you access data with the connector for Apache Spark SQL, there is no longer a fixed value for the connection property <code>MaxBytesPerFetchRequest</code>. The value is now determined by the default value of the ODBC driver you use.</p>
SPOT-1595	12.0.0	<p><b>Dropped support for 32-bit operating systems</b></p> <p>Spotfire Analyst, Spotfire Desktop, and Spotfire Developer no longer provide support for 32-bit operating systems.</p>
SPOT-1669	12.0.0	<p><b>Increased maximum number of values per legend item</b></p> <p>The default number of maximum values per legend item has been increased from 29 to 50. Existing analyses are not impacted by this change. The maximum number of values can be further customized by an end user at a visualization level (from the Legend page in the Visualization Properties), as a user level option (from Tools &gt; Options), or by an administrator as a group preference.</p>
SPOT-1751	12.0.0	<p><b>Updated Spotfire artwork</b></p> <p>The Spotfire icon and artwork have been updated in Spotfire 12.</p>
SPOT-1758	12.0.0	<p><b>Updated operating system requirements</b></p> <p>Microsoft Windows Server 2012 and Microsoft Windows Server 2012R2 are no longer supported as the operating system for the following Spotfire products:</p> <ul style="list-style-type: none"> <li>• TIBCO Spotfire Server</li> <li>• TIBCO Spotfire Web Player</li> <li>• TIBCO Spotfire Automation Services</li> <li>• TIBCO Spotfire Statistics Services</li> <li>• TIBCO Enterprise Runtime for R - Server Edition</li> <li>• TIBCO Spotfire Service for Python</li> <li>• Citrix with TIBCO Spotfire® Analyst &amp; Desktop</li> <li>• Remote Desktop Services with TIBCO Spotfire® Analyst &amp; Desktop</li> </ul>
TS-68514	12.0.0	<p><b>Separate distribution files for Windows and Linux deployments</b></p> <p>There are now two different distribution files available, one for Windows and one for Linux. These files can be deployed to the same deployment area, or to separate areas.</p> <p>For the language packs, each language now has two different distribution files: one contains the complete set of language resources that cover both Windows and Linux, and one contains only the resources that are needed for a Web Player on Linux.</p>

Key	Version	Summary
TS-69117	12.0.0	<p><b>Python interpreter updated</b></p> <p>The Python interpreter bundled with Spotfire is updated to version 3.10.4.</p> <p>The following third-party Python packages are bundled with Spotfire. An asterisk ( * ) indicates that the package version is updated in this release.</p> <ul style="list-style-type: none"> <li>• bitstring 3.1.9</li> <li>• numpy 1.22.4 *</li> <li>• pandas 1.4.2 *</li> <li>• pip 22.1.2 *</li> <li>• python-dateutil 2.8.2</li> <li>• pytz 2022.1 *</li> <li>• setuptools 62.3.2 *</li> <li>• six 1.16.0</li> <li>• spotfire 1.8.0 *</li> <li>• wheel 0.37.1</li> </ul>
TSAS-1111	12.0.0	<p><b>Fully qualified paths required in Automation Services tasks</b></p> <p>The file system paths used in the following Automation Services tasks can no longer use relative paths:</p> <ul style="list-style-type: none"> <li>• Export Data to File</li> <li>• Export Image</li> <li>• Export Report to PDF</li> <li>• Export to PDF</li> <li>• Send Email</li> </ul>
TSDC-6823	12.0.0	<p><b>New name for Pivotal Greenplum connector</b></p> <p>The data connector for Pivotal Greenplum has been renamed. It is now called the data connector for Greenplum.</p>
TSDC-6928	12.0.0	<p><b>New name for Pivotal HAWQ connector</b></p> <p>The data connector for Pivotal HAWQ has been renamed. It is now called the data connector for Apache HAWQ.</p>
TSDC-6944	12.0.0	<p><b>Fixed value for MaxBytesPerFetchRequest in connections to Apache Spark SQL</b></p> <p>When you access data with the connector for Apache Spark SQL, the value of the connection property <code>MaxBytesPerFetchRequest</code> is now always 10MB, even if the ODBC driver has a different default value.</p>

# Deprecated and Removed Features

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## Deprecated features

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

Key	Version	Summary
SPOT-1521	12.0.0	The functionality Share to tibbr® is deprecated and no longer supported. Deprecated since Spotfire 11.7.
TS-63679	12.0.0	The API to create requests to the server APIs , <code>WebRequestFactory.CreateSpotfireWebRequest()</code> , has been deprecated in this release. All requests to the server should be made using the standard APIs <code>WebRequest.CreateHttp</code> or <code>WebRequest.CreateDefault</code> instead. Authentication and authorization to the server APIs is done using OAuth2 and registered API client credentials. See the following documentation for more information.  <a href="#">Spotfire Server SOAP APIs</a> <a href="#">Spotfire Server REST APIs</a> <a href="#">Web Services API Reference</a> <a href="#">Library REST API</a> Deprecated since Spotfire 10.10.0.

## Removed features

No features have been removed in this release of TIBCO Spotfire® Analyst.

## Closed Issues

The table lists important closed issues in version 12.0 of TIBCO Spotfire® Analyst.

Key	Version	Summary
TS-69835	12.0.1	Spotfire closes unexpectedly when a custom rule in a color scheme grouping is edited in a table visualization.
TS-69880	12.0.1	The Spotfire client is closed unexpectedly when writing certain types of invalid search expressions.
TS-69911	12.0.1	If you add a hierarchy in a cross table, and the new hierarchy has the same name as a hierarchy that has previously been deleted, Spotfire closes unexpectedly.
TS-69915	12.0.1	When you configure a data connection, if you set up relations and joins in the data in certain ways, Spotfire can stop unexpectedly when you try to use the connection.
TS-69958	12.0.1	When adding or configuring actions in Spotfire, it is possible to select services that use integer as input data type, even though these services cannot be configured, nor called.
TSDC-7031	12.0.1	When you access data with the connector OData, an unnecessary request header is included that sometimes causes the request for data to fail.
TSS-31495	12.0.1	In information links, Time/DateTime columns with milliseconds resolution can cause issues with on-demand data tables.
TS-44684	12.0.0	It is not possible to specify display names for icon rules in graphical tables.
TS-58345	12.0.0	The documentation for Spotfire Administration Manager is not available as an online web help.
TS-61839	12.0.0	Python data functions are sometimes slow to start up, and would benefit from having pre-started Python processes (hot spares) available when running locally.
TS-63563	12.0.0	Clearing the check box 'Visualization title visible by default' in Tools > Options > Visualization does not hide the visualization title.
TS-66112	12.0.0	If an analysis contains multiple data tables, the data table selected in the <b>Data in analysis</b> flyout is sometimes not used when adding new visualizations on a new page.
TS-68274	12.0.0	Spotfire closes unexpectedly if you set the coordinate reference system to None in a map chart that was originally created in another language.
TS-68456	12.0.0	Hierarchical date axes are displayed differently when visualizing sparse data in the web client and the installed client.
TS-68486	12.0.0	An unhelpful error message is shown when a user tries to open a visualization mod created with a newer Mods API version than the API version supported by the currently used Spotfire client version.
TS-68579	12.0.0	Numeric formatting in old analyses can sometimes show the wrong number of decimals.



Key	Version	Summary
TS-68707	12.0.0	Editing in input fields or text areas might trigger other actions in Spotfire, such as deleting marked data if the Delete key is pressed.
TS-68708	12.0.0	A mod signed with a certificate, where there is no method to check the revocation status of the certificate because revocation is not supported by the certificate authority, is considered to have an invalid signature.
TS-68711	12.0.0	When reading data from certain streams (for example, via TIBCO Spotfire Statistics Services, including when Statistics Services is called through Automation Services), an internal issue causes data to be only partially read, and the data is therefore corrupted.
TS-68743	12.0.0	When an axis in a scatter plot is auto-binned, an error message is shown if you try to open the axis popover for the binned axis.
TS-68748	12.0.0	Some multithreaded Python data functions never finish when run locally.
TS-68759	12.0.0	Clicking in a custom visualization does not change the active visualization or close open pop-up menus.
TS-68806	12.0.0	When opening an analysis, and there are both automatically executing data functions and on-demand data tables that depend on the output of the data functions, then the on-demand action sometimes initially fails to fetch new data.
TS-68807	12.0.0	Log files currently opened for writing by another process cannot be added as a data source.
TS-68834	12.0.0	It is no longer possible to launch the Edit Parameters user interface for data functions by prompting on a DataFunction through the API.
TS-68851	12.0.0	When you save an analysis file that uses a data connection or connection data source stored in the Spotfire library, saved credentials are also stored in the .dxp analysis file.
TS-68876	12.0.0	When you search for items in the Files and data flyout, it is not possible to view details of a Recommended analysis.
TS-68891	12.0.0	Dragging an analysis to the visualizations canvas, while the Save as library flyout is open, makes the application non-responsive.
TS-68907	12.0.0	Running Spotfire Analyst on Windows 11 with a connection to the Spotfire Server through HTTPS and TLS 1.3 can cause stability issues.
TS-68926	12.0.0	It is not possible to specify display names for icon rules in text areas.
TS-68935	12.0.0	Load balancers (especially an AWS load balancer) between the Spotfire Analyst and the Spotfire Server or between node services and the Spotfire Server can cause random connection problems.
TS-68938	12.0.0	In map charts, labels are sometimes displayed incorrectly because scaling is not taken into account.
TS-69073	12.0.0	The file path to the performance logger log file is missing a path separator, which causes the log file to end up outside the 'Logs' folder.

Key	Version	Summary
TS-69104	12.0.0	'Set Up Data Source' is spelled incorrectly ('Setup Data Source') in the Information Designer user interface.
TS-69184	12.0.0	When an administrator switches the user group for a user, the correct preferences are sometimes not applied for the user until Spotfire Analyst has been restarted twice.
TS-69223	12.0.0	The TIBCO Spotfire Application Profiler Tech Note document contains an incorrect command-line example.
TS-69238	12.0.0	The TIBCO Spotfire Application Profiler Tech Note document does not inform you that the task scheduler setting <b>Run whether the user is logged on or not</b> is currently not supported.
TS-69298	12.0.0	The documentation of the function <b>Milliseconds</b> erroneously states that the function returns a Real value when using a TimeSpan argument, while it actually returns an Integer value.
TS-69311	12.0.0	In some cases, reference lines based on Line from Data Table do not show up in the correct trellis panel when multiple scales are used.
TS-69340	12.0.0	Reference lines computed on a non-aggregating axis in an aggregating visualization are sometimes incorrect when combined with multiple scales.
TS-69501	12.0.0	The bundled Python interpreter does not include the <code>include</code> directory from the Python distribution, which is required for installing some Python packages.
TS-69523	12.0.0	If a loading information link is interrupted by network errors, and at the same time the database is changed, then the loading data could be corrupted. Now, in such a case, an error occurs so that the user can retry loading.
TS-69544	12.0.0	Custom JavaScript code, including visualization mods, does not work due to lack of WebGL support.
TS-69790	12.0.0	The example for enabling external actions with TIBCO Cloud Integration is missing a comma.
TSDC-4954	12.0.0	When you access data with the connectors for Apache Drill or Dremio, some date and time functions are not available for in-database data tables.
TSDC-6940	12.0.0	In the Microsoft SharePoint Online Connection dialog, it is not possible to add a SharePoint Site if the URL contains spaces or encoded spaces (%20).
TSDC-6961	12.0.0	When you access data from Salesforce, an error occurs if a query from Spotfire to Salesforce contains more than 16,000 characters.
TSDC-6972	12.0.0	When you access data with the connector for Amazon Redshift, sometimes valid connection settings are incorrectly removed because of a case sensitive check.
TSDC-6984	12.0.0	An error occurs when you create or open data connections to TIBCO Cloud™ Live Apps.

Key	Version	Summary
TSDC-6993	12.0.0	<p>Expressions containing an aggregating function within a column function (where the latter accepts more than one argument) cannot not be used as a calculated column or as a visualization axis expression.</p> <p>This affects the connectors for SAP HANA (when using Analytical Views). Attivio, IBM Netezza and Google BigQuery.</p>

# Known Issues

The following are known issues in version 12.0 of TIBCO Spotfire® Analyst.

Key	Version	Summary
TS-70072	12.0.1	<p>In your Python data functions, if you export data containing a column with the data type <code>Integer</code> (32-bit) and manipulate the data so that the column grows to 2 billion or more, and then you attempt to reimport the data without changing the column data type, then you generate an <code>SBDLError</code> exception. <b>Note:</b> The <code>Integer</code> data type can be attached to input columns, depending on Pandas operations, and these can be propagated to outputs.</p> <p><b>Workaround:</b> Use the function <code>set_spotfire_types</code> to set the data type to <code>LongInteger</code>, and then reimport the data.</p>
TS-62137	12.0.0	<p>Python packages that are installed by the Administrator (through an SPK) take precedence over packages installed using the <b>Python Tools</b> from the <b>Spotfire Analyst Tools</b> menu. If users attempt to update a package previously installed by an SPK, then the package update is installed, but the update is ignored.</p>
TS-67478	12.0.0	<p>Data connections created in Spotfire versions 11.5.0 and later using the TIBCO Spotfire Connector for Amazon Redshift cannot be opened in versions earlier than 11.5.0.</p> <p><b>Workaround:</b> Refresh the schema and perform a table repair for the Data Connection view.</p>
TS-67656	12.0.0	<p><b>"Unable to write data" error message</b></p> <p>Error message "Unable to write data to the transport connection: An established connection was aborted by the software in your host machine."</p> <p>If you see this error, then the data being uploaded to the service is too large. When a Spotfire data function is run, it sends the relevant data from Spotfire to the service for processing. The service has a file size upload limit, the default of which is 100 MB. When a data function is run with data that exceeds this limit, the service returns the error.</p> <p>An administrator can change this upload limit if needed by creating a custom configuration. For more information, see the topic "File size upload limit" in the service <i>Installation and Administration</i> guide.</p> <p>If users see this error message, the administrator can consider creating a custom configuration that increases the limits for both of the following properties:</p> <ul style="list-style-type: none"> <li>• <code>spring.servlet.multipart.max-file-size</code>: The total file size for upload cannot exceed the value for this setting.</li> <li>• <code>spring.servlet.multipart.max-request-size</code>: The total request size for a multipart file upload cannot exceed the value for this setting.</li> </ul> <p><b>Note:</b> At a certain point, the Java Heap size fails to handle very large files. The threshold for this behavior is dependent on the amount of RAM the service node has. When the Java Heap Size is exceeded, the following error message is displayed.</p> <pre>Error from Remote Service: Internal Server Error (500) - java.lang.OutOfMemoryError: Java heap space</pre>

Key	Version	Summary
TS-69770	12.0.0	<p><b>Export error displayed for empty column</b></p> <p>If you export an SBDF from Python (for example, as outputs for a data function), and your output contains an empty column, then you can encounter the following error:</p> <pre>spotfire.sddf.SBDFError: cannot determine type for column 'EmptyString' ; all values are missing</pre> <p>This error occurs because the spotfire package cannot always correctly infer data types, such as <code>String</code>.</p> <p><b>Workaround:</b> None.</p>

# Installation

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The following are instructions on how to install version 12.0 of TIBCO Spotfire® Analyst.

The TIBCO Spotfire® Analyst client is delivered as two different installers. The installer labelled "single\_user" is the default one. Use this if you do not know which version to select. The installer labelled "single\_user" installs the product for the logged in user only. The other users on the same machine will not be able to use the client. The installer labelled "shared\_computer" installs the product for all users on the machine. This installer requires administrative privileges on the machine.

## Installation of Release 12.0

1. First install/upgrade the TIBCO Spotfire® Server to version 12.0.
2. Deploy the TIBCO Spotfire® 12.0 distribution on the TIBCO Spotfire® Server 12.0.
3. Finally, install TIBCO Spotfire® Analyst 12.0 on all client computers.

## Installation Notes

- If the .NET 4.8 framework is not installed, it will be downloaded and installed when launching the "shared\_computer" TIBCO Spotfire® Analyst client installer. The "single\_user" installer will not download the .NET framework, because it does not have system changing privileges. However, it will complain if the .NET framework is missing.
- If the product localization is defined as a user group preference, a client restart is required after the initial login to the server for the changes to be fully applied. Note that clients are not informed that such a restart is required. It is also important that the appropriate localization packages are deployed to the TIBCO Spotfire® Server prior to setting the user group preference.

Note that the correct language pack and the matching server preference must be set on the very first server that the user connects to. Changing the settings on the Server will not have any effect. If the localization group preference does not have any effect, it can be enforced on clients using **Tools > Options**.

# Migration and Compatibility

The following are instructions on how to migrate from a previous release to version 12.0 of TIBCO Spotfire® Analyst.

## Upgrading from Previous Version without Installing

1. First install/upgrade the TIBCO Spotfire® Server to version 12.0.
2. Deploy the TIBCO Spotfire® 12.0 distribution on the TIBCO Spotfire® Server 12.0.
3. Start the old version of TIBCO Spotfire® Analyst, log on to the TIBCO Spotfire® Server 12.0 and accept the update.



With Spotfire 10.3, a trust mechanism for data functions was introduced. Also, the trust stamp was changed to be calculated with SHA-512. Therefore, when updating from an older version to 10.3 or later, the trust stamps in all Spotfire analysis files in the library that include IronPython scripts, JavaScripts, data connection custom queries or data functions must be updated. New server CLI commands called "find-analysis-scripts" and "trust" can be used to find and update or automatically trust old scripts and data functions in your library. For more information, see the TIBCO Community article: <https://community.tibco.com/wiki/script-and-data-function-trust-spotfire-103-and-later>.

## Compatibility Versions

You can use TIBCO Spotfire 12.0 to open .dxd analysis files that were created and saved in any older version of Spotfire that is still in support.

The compatibility versions of TIBCO Spotfire 12.0 are updated to versions 11.8 and 11.4 LTS. This means that .dxd analysis files that you create and save in Spotfire 12.0 can be opened in versions 11.8 and 11.4 LTS of Spotfire.



When you use an older version of Spotfire to open an analysis file that was created in a newer version of Spotfire, features from the newer version might not be available, and the analysis might look and behave differently compared to the version in which it was created.

Version	Compatibility versions
12.0 LTS	11.8, 11.4 LTS
11.8	11.7, 11.4 LTS
11.7	11.6, 11.4 LTS
11.6	11.5, 11.4 LTS
11.5	11.4 LTS, 10.10 LTS
11.4 LTS	11.3, 10.10 LTS
11.3	11.2, 10.10 LTS
11.2	11.1, 10.10 LTS
11.1	11.0, 10.10 LTS

11.0	10.10 LTS, 10.3 LTS
10.10 LTS	10.9, 10.3 LTS
10.3 LTS	10.2, 7.11 LTS

### File compatibility example



For example, when you create a .dxp analysis file in Spotfire 11.7, the file is saved with compatibility versions for 11.6 and 11.4 LTS. You can open the .dxp file in any older Spotfire version that either *is* one of those versions, or has 11.6 or 11.4 LTS as compatibility versions.

That means you can open the .dxp analysis file that you saved in Spotfire 11.7 in the following older versions: 11.6, 11.5, and 11.4 LTS.

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](#).



# 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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