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# PeopleSoft Enterprise Customer Relationship Management 9 Supplemental Hardware and Software Requirements

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PeopleSoft Enterprise Customer Relationship Management 9  
Supplemental Hardware and Software Requirements  
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# PeopleSoft Enterprise CRM 9 Hardware and Software Requirements Guide

This preface discusses:

- Common Hardware Requirements

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## Common Hardware Requirements

Oracle's PeopleSoft Enterprise Customer Relationship Management 9 does not contain COBOL programs. If you are only using PeopleSoft Enterprise CRM 9, you do not need to purchase MicroFocus COBOL.

For Sybase, PeopleSoft Enterprise CRM 9 runs only on Sybase 12.5 or later (Oracle does not support 12.0).

PeopleSoft CRM 9 requires that the database server be set up for 4 KB pages, instead of the default setting.



# CHAPTER 1

## Defining PeopleSoft Advanced Configurator Requirements

This chapter discusses:

- Hardware Requirements
- Software Requirements
- Client Browser Requirements
- Database Requirements
- Database Server Requirements

This chapter describes the minimum hardware, software, database, and client browser requirements that your system must meet to install and run Oracle's PeopleSoft Enterprise Advanced Configurator software. In addition, this chapter provides additional reference information.

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### Hardware Requirements

The following lists the minimum hardware necessary to install and use the PeopleSoft Enterprise Advanced Configurator server on a Microsoft Windows server production system.

The hardware requirements for PeopleSoft Advanced Configurator server on Microsoft Windows 2003 server is a dual-processor 450-MHz (or faster) Pentium III processor system with the following:

- 10 GB of available hard drive space
- 512 MB of RAM

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### Software Requirements

The following lists the minimum software necessary to install and use PeopleSoft Advanced Configurator server.

The software requirements for PeopleSoft Advanced Configurator server are as follows:

- Microsoft 2003 Server
- IBM AIX 5.3
- Sun Solaris 9 or 10
- BEA Systems WebLogic Application Server 8.1, Service Pack 5

PeopleSoft Advanced Configurator supports only those releases of Sun Microsystems Java™ Development Kit (JDK) that ship with the supported BEA WebLogic Service Packs.

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**Note.** The BEA WebLogic 8.1 installation includes the Sun Java Development Kit.

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- Web server (optional but recommended).

Use this if you are using a standard web server to handle client requests.

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**Note.** BEA supports Netscape Enterprise Server™ and Microsoft Internet Information Server™ (IIS). For specific information, refer to the BEA WebLogic documentation.

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## Client Browser Requirements

Browser requirements for the client on Microsoft Windows or Macintosh include one of the following browsers:

- Netscape Navigator™ 7.x
- Microsoft Internet Explorer™ 6.x
- Mozilla Firefox 1.5
- Safari 1.2

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**Note.** For proper operation of Configuration Solutions that employ compound models, you must configure your browser to allow per-session cookies.

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## Database Requirements

You must properly install and configure the database of your choice, before you install the PeopleSoft Advanced Configurator server. This release of the PeopleSoft Advanced Configurator server supports the following types of databases for use on a Microsoft Windows server platform:

- Microsoft SQL Server 2005
- Oracle 10g
- DB2 UDB 8.2

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**Note.** JDBC drivers install with the PeopleSoft Advanced Configurator server installation. The UNICODE character set is also supported by default.

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## Database Server Requirements

The database server can reside on a different system than the system where you install the PeopleSoft Advanced Configurator server components.

The database server that you use with the PeopleSoft Advanced Configurator server must meet the following requirements:

- Allows the database user account to make a minimum of 100 concurrent connections to the system.
- Supports 50 dedicated concurrent connections.
- Sets the value for the maximum number of extents for rollback segments to support 150 or more.

## CHAPTER 2

# Defining PeopleSoft Operational Dashboards Requirements

This chapter discusses:

- PeopleSoft Operational Dashboard Requirements

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## PeopleSoft Operational Dashboard Requirements

Oracle's PeopleSoft Enterprise Operational Dashboards for PeopleSoft Enterprise CRM 9 require no additional hardware or software beyond those that are specified for Oracle BAM 10g and PeopleSoft Enterprise PeopleTools 8.48.

### **See Also**

*Oracle BAM Installation Guide Release 10g*

*PeopleSoft Enterprise PeopleTools 8.48: Installation for Oracle*



## CHAPTER 3

# Defining PeopleSoft InfoSync Server Requirements

This chapter discusses:

- Hardware Requirements
- Operating System Requirements
- Operating System Component Requirements
- Microsoft Internet Information Server Component Requirements
- Additional Component Software Requirements
- Groupware Software Requirements
- Remote Access Requirements

This chapter discusses the hardware, software, and other related requirements necessary to implement Oracle's PeopleSoft Enterprise InfoSync server.

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## Hardware Requirements

Oracle recommends that you install the PeopleSoft Enterprise Infosync server on a dedicated machine on which other applications have *not* been installed. Other applications, including Nokia Intellisync (Pumatech) that are not required for the PeopleSoft Infosync server, should not be installed on the same machine as the PeopleSoft Infosync server.

The following lists the necessary hardware requirements for the PeopleSoft Infosync server:

- Pentium III 900 MHz or greater.
- 1 GB RAM.
- 1 GB available disk space for system files, plus an average of 10 MB for each user.
- TCP/IP LAN connection.

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## Operating System Requirements

Oracle tests the PeopleSoft Infosync server with the following operating systems:

- Microsoft Windows 2003 Standard or Enterprise edition

- Microsoft Windows 2000 SP4

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## Operating System Component Requirements

Verify that Microsoft Internet Explorer 5.5 (SP2 recommended) or later is installed.

You can verify which Microsoft Windows components are installed using the Microsoft Windows Add/Remove Windows component feature.

To access the Microsoft Windows Add/Remove component feature:

1. From your Microsoft Windows Control Panel, select Add/Remove Programs
2. Select Add/Remove Windows Components.

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**Note.** For reasons of security, Nokia Intellisync (Pumatech) strongly recommends that you install all of the latest patches available for Microsoft Internet Information Server (IIS).

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## Microsoft Internet Information Server Component Requirements

If you are using the Microsoft Internet Information Server (IIS), verify that the following Microsoft IIS components are installed:

- Common files
- Internet Information Services Snap-In SMTP Service
- World Wide Web Service

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## Additional Component Software Requirements

The PeopleSoft Enterprise Infosync server requires a web server for web-based administration. The PeopleSoft Infosync server supports the additional component Microsoft IIS web server release 5.0 SP2 or later with all hot fixes applied.

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## Groupware Software Requirements

This section discusses:

- Microsoft Exchange Server Support Requirements
- Lotus Domino Support Requirements

The PeopleSoft Infosync server supports synchronizing information with Microsoft Exchange Server 5.5, 2000 and 2003, and with Lotus Domino 5.0, 6.0, 6.5 and 7.x. The following describes additional requirements for supporting groupware.

## Microsoft Exchange Server Support Requirements

The PeopleSoft Infosync server supports synchronization with Microsoft Exchange Server 5.5 or 2000 or 2003 with the latest service pack. The following additional requirements must be met to support Microsoft Exchange Server 5.5 or 2000 or 2003:

- Microsoft Outlook 98, 2000, 2002 or 2003, with the latest service pack installed on the PeopleSoft Infosync server machine and configured as the default mail client.
- The PeopleSoft Infosync server must reside in the same Exchange site as the user mailboxes that will be synchronized through the PeopleSoft Infosync server.

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**Note.** Microsoft Exchange groups its servers into a hierarchy: Enterprise, site and server.

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- An Exchange enterprise may contain multiple sites and each site may contain multiple servers.
- You will create a Microsoft Windows user account during the installation and set up of the PeopleSoft Infosync server. This user account must be a member of the local admin group on the machine on which you will install the PeopleSoft Infosync server.
- You will create a Microsoft Exchange server mailbox and an Exchange profile that points to this mailbox during the installation and set up of the PeopleSoft Infosync server.
- For Microsoft Exchange Server 5.5: The Microsoft Windows user account that you create must be a member of the Domain Admins group.
- For Microsoft Exchange Server 2000: The Microsoft Windows user account that you create must be a member of the Exchange Domain Servers group. It cannot be a member of the Domain Admins or Enterprise Admins groups.

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**Note.** For more information, refer to Microsoft - the Knowledge Base article Q262054. This article can be found at the following URL: [support.microsoft.com/default.aspx?scid=KB;EN-US;q262054&](http://support.microsoft.com/default.aspx?scid=KB;EN-US;q262054&).

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## Lotus Domino Support Requirements

PeopleSoft Infosync server supports synchronization with Lotus Domino Server 5.0, 6.0, 6.5 or 7.x.

The following additional requirements must be met to support the Lotus Domino Server:

- You must create a PeopleSoft Infosync Server Manager account during the installation and setup. This account must have Manager access and delete rights to users' mail databases on the Lotus Domino server. This ensures that the PeopleSoft Infosync server can update these databases during synchronization or browser access.
- Domino 5.0: Lotus Notes 5.0 client must be installed on the PeopleSoft Infosync server machine.
- Domino 6.0: Lotus Notes 6.0 client must be installed on the PeopleSoft Infosync server machine.

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**Note.** The Lotus Notes client must be a full install. The PeopleSoft Infosync server does not support Lotus Notes shared (node) installs.

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- Domino 6.5: Lotus Notes 6.5 client must be installed on the PeopleSoft Infosync server machine.

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## Remote Access Requirements

If you plan to install or manage the PeopleSoft Infosync server remotely, do *not* use Microsoft Terminal Services. You cannot install nor effectively manage the PeopleSoft Infosync server using Microsoft Terminal Services. Attempting to use Microsoft Terminal Service to install or manage the PeopleSoft Infosync server can cause errors and issues with the product.

To work with the PeopleSoft Infosync server remotely, use another remote access tool, such as VNC. VNC is a remote display system that allows you to view a desktop from anywhere on the Internet. VNC is a freeware application that you can download from the following URL: <http://www.csd.uwo.ca/~magi/doc/vnc/download.html>.

## CHAPTER 4

# Defining PeopleSoft Online Marketing Requirements

This chapter discusses:

- Database Requirements
- Operating System Requirements
- Hardware Requirements
- Software Requirements

This chapter discusses the hardware, software, and other related requirements necessary to implement Oracle's PeopleSoft Enterprise Online Marketing (OLM).

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## Database Requirements

PeopleSoft Enterprise Online Marketing (OLM) only supports a subset of the database system that PeopleSoft Enterprise CRM 9 supports. This includes Microsoft SQL Server 2005, Oracle 10g and IBM DB2 (UDB) 8.2.

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## Operating System Requirements

You can install the PeopleSoft Online Marketing (OLM) Dialog Execution Server (DES) on a subset of the operating systems that Oracle's PeopleSoft Enterprise PeopleTools supports. For example: Microsoft Windows 2003; Sun Solaris 9 or 10; IBM AIX 5.3, Red Hat Enterprise Linux 3.0 and HP-UX Itanium 11.23

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## Hardware Requirements

The PeopleSoft OLM DES supports all web servers that PeopleSoft PeopleTools supports. For example: Oracle Application Server (OAS), BEA WebLogic and IBM WebSphere. However; PeopleSoft OLM DES does not support all web servers on all operating systems. You can install the DES on the same server where the PeopleSoft Pure Internet Architecture server is located, or on a different server. If you install the DES on the same web server as the PeopleSoft Pure Internet Architecture server, you may require additional hardware resources such as memory.

The PeopleSoft OLM Mailcaster (MCR) , Watchdog (WDG), Email Response Processor (ERP) and other runtime components are installed on the PeopleSoft PeopleTools Application Server and Process Scheduler. If these services are running, you may require additional resources on this system.

## Software Requirements

The following table lists the Oracle certified additional component software for PeopleSoft OLM runtime components.

**Note.** Additional components are supported on the operating system releases that their respective companies recommend. If your installation configuration differs from the certified platforms that Oracle recommends, be aware that problems you encounter that could potentially be due to software incompatibility may cause Oracle's PeopleSoft OLM Technical Support to recommend that you reconfigure your system to meet Oracle certification.

Oracle recommends that you use the following additional component software for PeopleSoft OLM runtime components:

Component	Requirements
Client JDBC Drivers	<ul style="list-style-type: none"> <li>• Oracle10g™ version 10.1.0.2.0 – Oracle Type 4 JDBC driver for JDK 1.4: ojdbc14.jar</li> <li>• MSSQL – Microsoft SQL Server 2005 JDBC Driver : sqljdbc.jar</li> <li>• IBM DB2 UDB: IBM's Type 4 JDBC driver: db2jcc.jar, db2jcc_license_cu.jar and db2jcc_license_cisuz.jar</li> </ul>
PeopleSoft Dialog Execution Server (DES)	Browser requirements for the client on Microsoft Windows: <ul style="list-style-type: none"> <li>• Netscape Navigator™ 7.x</li> <li>• Microsoft Internet Explorer™ 6.x</li> </ul>
Outbound Email Processor	SMTP compliant email server : <ul style="list-style-type: none"> <li>• LSoft - LSMTP</li> <li>• Ironport</li> </ul>
Email Response Server (ERP)	POP3 compliant email server: LSoft – LSMTP.  <b>Note.</b> Ironport does not support POP3. If you use Ironport, separate POP3 server is required for inbound mail processing.

## CHAPTER 5

# Defining PeopleSoft Correspondence Management Requirements

This chapter discusses:

- PeopleSoft Correspondence Management Requirements

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## PeopleSoft Correspondence Management Requirements

Oracle's PeopleSoft Enterprise CRM Correspondence Management requires the installation of X-PDF. You can download this software from the following site: <http://www.foolabs.com/xpdf/download.html>.



## CHAPTER 6

# Defining Banter Natural Language Processing Requirements

This chapter discusses:

- Hardware Requirements
- Software Requirements

This chapter discusses the hardware, software, and database requirements for the Natural Language Processing (NLP) feature of Oracle's PeopleSoft Enterprise CRM.

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## Hardware Requirements

The Banter System natural language processing (NLP) solution requires the following hardware:

- 500 MHz CPU
- 256 MB RAM
- 75 MB hard disk space for Banter server

Additional space required for each knowledgebase:

- 35 MB for one KB.
- 55 MB for two KBs
- 20 MB for each additional KB

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## Software Requirements

The Banter NLP solution requires the following software:

- Banter Server 6.0
- Operating System—Microsoft Windows 2000 (SP2 or later), NT 4 (SP6), or Windows XP (SP1)
- Database—Microsoft SQL Server 2000 (SP2 or SP3)
- Microsoft Internet Information Server (IIS) 5.0 or later
- Microsoft .Net Framework Redistributable Package 1.1 (<http://www.microsoft.com/net>)



## CHAPTER 7

# Defining Sales for Blackberry Requirements

This chapter discusses:

- Sales for Blackberry Requirements

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## Sales for Blackberry Requirements

You can run Sales for Blackberry with any PeopleSoft Enterprise CRM system that is running on a supported Oracle, Microsoft SQL Server or DB2/Unix database.

Additional platform information for Oracle's PeopleSoft Wireless Workspace server and Blackberry client software is listed in the PeopleSoft Wireless Workspace Installation Guide (WorkSpace - Installation Guide.pdf) that delivers with the PeopleSoft Enterprise CRM Sales for Blackberry - Wireless WorkSpace CD.



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