



# **System Requirements & Supported Platforms for Siebel Real-Time Decisions**

Version 2.1

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Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404

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# 1

## Introduction

### How This Book Is Organized

This document contains the system requirements for Siebel RTD 2.1. Unless otherwise noted herein, the requirements covered in this document apply to all platform and related end-user applications within the Siebel RTD product line. For more information about Siebel RTD, please see the Siebel RTD installation, administration, and user documentation.

This guide contains the following chapters:

- [Chapter 1, "Introduction"](#) (this chapter).
- [Chapter 2, "Platform Requirements for Siebel RTD,"](#) describes platform and hardware requirements for Siebel Analytics.
- [Chapter 3, "Supported Software,"](#) provides a comprehensive listing of software developed by third-party vendors that is supported by Siebel RTD Applications.
- [Chapter 4, "Product and Platform Availability Updates,"](#) provides a list of product availability exceptions for Siebel RTD.



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## Platform Requirements for Siebel RTD

### Overview of Supported Environments

The Siebel RTD platform and applications are supported in various environments. In homogeneous environments, the application server, running Decision Server, Siebel Call Center/Marketing and Siebel Analytics that support the applications are all deployed on the same platform. In heterogeneous environments, these components can be deployed on different supported platforms.

### Decision Server Environments

Siebel Decision Server is supported on a combination of a J2EE application server and system database as defined in [Table 1](#).

Table 1. Supported Environments for Siebel Decision Server

Application Server	System Database	Operating System	
IBM Websphere 5.1.1.6 BEA WebLogic 8.1 sp4 JBoss 4.0.1	MS SQL Server 2000/2003 SP3a	Microsoft Windows 2000/2003	
		IBM DB2 UDB 8.2, FixPak 1	
	IBM DB2 UDB 8.2, FixPak 1	Microsoft Windows 2000/2003	
		IBM AIX 5L v5.2	
		Sun Solaris 9	
	Oracle 9i Enterprise Server Oracle 10g Enterprise Server	Oracle 9i Enterprise Server	HP UX 11
			Microsoft Windows 2000/2003
		Oracle 10g Enterprise Server	IBM AIX 5L v5.2
			Sun Solaris 9
	HP UX 11		

## RTD Application Environments

Siebel RTD applications for Siebel Call Center and Marketing are supported for environments as defined in [Table 2](#).

Table 2. Supported Environments for Siebel RTD Applications

Siebel Call Center/Marketing
SIA & HOR Version 7.5.x
SIA & HOR Version 7.7.x
SIA & HOR Version 7.8.x

## Globalization Requirements

Siebel RTD supports internationalization and localization for specific languages based on customer demand. Contact your Siebel representative for updates on supported languages.

## Hardware Requirements

This section describes the hardware and network requirements for Siebel RTD.

Siebel Systems has certified acceptable performance in these environments; however, performance is improved by using faster processors and additional memory, particularly in environments where users run multiple applications simultaneously.

These requirements should be used only as a guideline as they do not take into consideration various factors that affect scalability. Please consult your hardware vendor or Siebel Expert Services for capacity planning or sizing assistance.

## Hardware Requirements for Siebel Decision Server

Hardware requirements for Siebel Decision Server components are described in [Table 3](#) and for UNIX in [Table 4](#).

Table 3. Requirements for Siebel Decision Server on Windows

Description	Requirement
Siebel Decision Server - Application Server	<p><b>CPU and RAM:</b> 2 servers that have 2+ GHz, 2 GB RAM, 2 or more processors recommended. Production deployment allots a separate server for the inline service.</p> <p><b>Disk Space:</b> 20 GB of hard disk space, plus appropriate disk space for cache storage and log files.</p> <p><b>Temporary Disk Space:</b> No minimum required.</p>

Table 4. Requirements for Siebel Decision Server on UNIX

Description	Requirement
Siebel Decision Server - Application Server	<p><b>CPU and RAM:</b> 2 servers that have 2+ GHz, 2 GB RAM, 2 or more processors recommended. Production deployment allots a separate server for the inline service.</p> <p><b>Disk Space:</b> 20 GB of hard disk space, plus appropriate disk space for cache storage and log files.</p> <p><b>Temporary Disk Space:</b> No minimum required.</p>

## Client Environment Requirements

### Supported Web Browsers

There are no download requirements for Siebel RTD Web browser support. Siebel Decision Center and JMX Administration support the Web browsers shown in [Table 5](#).

Table 5. Supported Web Browsers

Client Operating System	Browser
	Internet Explorer 6.0
Microsoft Windows 2000 Professional with SP3 or above	X
Microsoft Windows XP SP1 or above	X

## Supported Client Operating Systems

Siebel RTD supports the client operating systems shown in [Table 6](#).

Table 6. Supported Client Operating Systems

Client Type	Operating System and Patch Level
Siebel Decision Center JMX Administration	Windows 2000 Professional with SP 3 or above Windows XP Professional SP 2 or above
Siebel Decision Studio Load Generator	Windows 2000 Professional with SP 3 or above Windows XP Professional SP 2 or above
Siebel RTD application for Siebel Call Center/Marketing	Please refer to Siebel Call Center/Marketing SRSP documents.

# Server Environment Requirements

## Supported Server Operating Systems

Siebel Decision Server supports the server operating systems and patches shown in [Table 7](#) and [Table 8](#).

Table 7. Supported Server Operating Systems

Client Type	Operating System
Siebel Decision Server (Application Server)	Microsoft Windows 2000/2003 Server IBM AIX 5L v5.2 Sun Solaris 9 HP UX 11

Table 8. Supported Server Operating System Patch Levels

Server Operating System	Patch Levels
Microsoft Windows 2000 Server/Advanced Server	Service Pack 4 (5.0.2.195)
Microsoft Windows 2003 Enterprise Edition	N/A
IBM AIX 5L v5.2	C++ Runtime version 6.0.1.1 or above is required

## Supported Data Sources

### Supported Data Sources for Siebel Decision Server

Siebel Decision Server supports the data sources listed below in [Table 9](#), in order to access data as inputs into the real-time decision process.

Table 9. Supported Data Sources for Siebel Decision Server

Vendor and Product	Connectivity	Version
Microsoft MS SQL Server	JDBC	2000/2003
IBM DB2 Universal Database (UDB) EE	JDBC	7.2 with FixPak 10
IBM DB2 Universal Database (UDB) EE	JDBC	8.1 with FixPak 5s

Table 9. Supported Data Sources for Siebel Decision Server

Vendor and Product	Connectivity	Version
Oracle 9i Enterprise Server	JDBC	9.2.0.4
Oracle 10g Enterprise Server	JDBC	10.1.0.4

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## Supported Software

### Supported Software

Siebel RTD supports the third-party software products listed in [Table 10](#). These products must be obtained directly from the vendors that sell them.

Table 10. Supported Software

Vendor and Product	Version	Associated Module	Function
Adobe Acrobat Reader	6.0	Siebel RTD Documentation	Used for viewing portable document format (PDF) documents.



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## Product and Platform Availability Updates

In some cases, Siebel products and features are not available in this release at all or are not available in certain operating environments, such as databases, Siebel Enterprise Server operating systems, or Siebel international localizations. Many of these limitations are due to third-party product support limitations. Siebel Systems distinguishes between features and products. Products are separately licensed and purchased entities. Features, on the other hand, are incorporated within products and are not purchased separately. When a given feature is not available, the overarching product is generally still available.

Table 11 lists the feature availability exceptions for Siebel RTD 2.1.

Table 11. Feature Availability Exceptions

Siebel Product	Feature	Limitation Type	Availability Issue
Siebel Decision Server	Siebel Analytics Server Connectivity	Connectivity Support	JDBC-ODBC connectivity to Siebel Analytics Server is not supported.

