



Siebel System Requirements & Supported Platforms for Siebel Analytics

Version 7.7.1, Rev. N
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Introduction

How This Book Is Organized

This book contains the definitive list of system requirements and supported platforms for Release 7.7.1 of Siebel Analytics. Unless otherwise noted herein, the requirements covered in this document apply to all platform and related end-user applications within the Siebel Analytics product line. For more information about Siebel Analytics, please see *Siebel Analytics Installation Guide*.

NOTE: All Siebel Analytics 7.7.1 application functionality has been certified with Siebel Enterprise operational applications version 7.7, including Siebel Marketing Server 7.7 and Siebel Remote 7.7 with Siebel Mobile Analytics 7.7.1.

This guide contains the following chapters:

- [Chapter 1, "Introduction."](#)
- [Chapter 2, "Platform Requirements for Siebel Analytics,"](#) describes platform and hardware requirements for Siebel Analytics.
- [Chapter 3, "Supported Software and Ancillary Programs,"](#) provides a comprehensive listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Analytics applications.
- [Chapter 4, "Product and Platform Availability Updates,"](#) provides a list of product availability exceptions for Siebel Analytics.
- [Chapter 5, "Supported Upgrade Paths,"](#) describes the supported upgrade paths to Analytics 7.7.1.

Important Changes in the Current Revision

The table below documents *important* changes made in a given revision of the document, beginning with Revision A.

Revision	Section	Change
A	Supported Server Operating Systems	Updated JRE requirements for Siebel Miner to 1.4.2
A	Supported Web Servers	Updated Websphere support for Siebel Miner to 5.1
B	Supported Upgrade Paths	Added this chapter
B	Supported Web Servers	Updated recommended JRE versions for AIX and Solaris based on performance testing results

Revision	Section	Change
B	Product and Platform Availability Updates	Added limitation for Create Segment (Marketing Server)
C	Product and Platform Availability Updates	Added product availability exception for Siebel Relationship Management Data Warehouse.
C	Supported Server Operating Systems	Corrected patch level for IBM AIX 5L v5.1 to 6.0.0.11.
D	Supported Databases for Siebel Enterprise Analytics Platform	Updated Supported Databases table.
D	Product and Feature Availability	Updated Product Availability Exceptions table; some Exceptions for Siebel Analytics Server no longer apply with Siebel Analytics 7.7.1.1.
E	Product and Feature Availability	Updated limitation for Marketing Server (Create Segment) to address the Marketing Segmentation Bridge available in Siebel Analytics 7.7.1.2.
E	Supported Web Servers	Added note regarding Siebel Miner and Sun ONE Application Server 7.0.
E	Supported Server Operating Systems	Updated Windows 2000 SP level to add SP4 in Table 14 Supported Server Operating Systems Patch Levels
E	Supported Data Sources	Corrected version of supported Teradata ODBC driver for HP-UX to 3.3.0.3.
E	Supported Databases for Siebel Enterprise Analytics Platform	Updated Table 16 to show supported database client versions.
F	Supported Databases for Siebel Enterprise Analytics Platform	Updated Table 16 to clarify supported version of Teradata ODBC driver.
F	Supported Server Operating Systems	Updated Table 13, adding HP-UX 11.11 (11i) as a supported operating system for Siebel Data Warehouse Application Console Server for version 7.7.1.3 and above.
G	Supported Web Servers	Updated Table 11 to remove support for Microsoft Windows 2003.
H	Supported Web Servers	Updated Table 15 to add support for Sun One Web Server 6.0 SP6 and HP-UX 11i.
H	Supported Databases for Siebel Relationship Management Warehouse	Updated Table 17 to add support for NCR Teradata V2R5.1.x and noted limitations in table footnote.

Revision	Section	Change
H	Product and Feature Availability	Updated Table 21 to add limitation for Siebel Relationship Management Data Warehouse and Teradata support.
H	Ancillary Programs	Revised Table 20 to include applicable Siebel Analytics release for each ancillary product listed.
H	Ancillary Programs	Revised Table 20 to update supported version of Informatica PowerCenter and PowerMart.
H	Product and Feature Availability	Updated Table 21 to remove Siebel Analytics limitation regarding availability of Analytics Bridges.
H	Server Environment Requirements	Added section " Support for ODBC Open Client Interface. "
H	Introduction	Added general information topics " Siebel Product Documentation, " " Contacting Technical Support, " and " Siebel Systems Welcomes Your Comments. "
I	Homogeneous and Heterogeneous Environments	Updated Table 1 to add entry for NCR Teradata.
I	Supported Databases for Siebel Relationship Management Warehouse	Updated Table 17 to revise support statement for NCR Teradata V2R5.1.x and revised limitations in table footnote.
I	Product and Feature Availability	Updated Table 21 for limitation for Relationship Management Warehouse on Teradata.
J	Supported Databases for Siebel Relationship Management Warehouse	Updated note under Table 17 to indicate support for Teradata on Solaris.
K	Globalization Requirements	Added support for Italian to Table 2 .
L	Client Environment Requirements	Added information to Table 12 to indicate that Tablet PC is a supported OS for Siebel Mobile Analytics.
L	Supported Data Sources	In Table 16 , corrected FixPak information for IBM DB2 Universal Database (UDB) version 8.1.
M	Product and Feature Availability	In Table 21 , added information about language restrictions for Siebel Analytics ODBC Client.
M	Supported Databases for the Siebel Enterprise Analytics Platform	In Table 16 on page 24 , corrected the version information for MS SQL Server 2000.
M	Supported Databases for Siebel Enterprise Analytics Platform	Clarified support for Teradata in Table 16 on page 24 and added footnote.

Revision	Section	Change
M	Supported Databases for Siebel Enterprise Analytics Platform	Corrected version information for Oracle 9i Enterprise Server in Table 16 on page 24 .
N	Supported Databases for Siebel Relationship Management Warehouse	Added line to Table 17 on page 26 to indicate support for NCR Teradata V2R6 and added footnote to caution customers that it is only certified on AN 7.7.1.5.
N	Supported Software	Added information about Sun Java Systems Directory Server v5.2 to Table 19 on page 29 .

Siebel Product Documentation

Siebel documentation, which includes the Siebel Bookshelf, Siebel Data Model Reference, Siebel Data Warehouse Data Model Reference, and Siebel Third-Party Documentation, is provided on CD-ROMs or via FTP with your product.

Additional documentation, including System Requirements & Supported Platforms Guide, Release Notes, Maintenance Release Guides, Documentation Updates, Help Development Kits, Online Help Files, and Statements of Direction, is available only on Siebel SupportWeb.

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Platform Requirements for Siebel Analytics

Overview of Supported Environments

Homogeneous and Heterogeneous Environments

Siebel Analytics Applications are supported in various homogeneous and heterogeneous server environments as defined in Table 1. In homogeneous environments, the Siebel Relationship Management Warehouse, the Data Warehouse Server, the Siebel Analytics Server and the Siebel Analytics Presentation Server are all deployed on the same platform. In heterogeneous environments, these servers can be deployed on different supported platforms.

Table 1. Supported Homogeneous and Heterogeneous Environments for Siebel Analytics Applications

Siebel Relationship Management Warehouse	Siebel Analytics Server	Siebel Analytics Presentation Server
IBM DB2 UDB	Microsoft Windows 2000/2003	Microsoft IIS Web Server running on Microsoft Windows 2000/2003 Sun ONE Web Server running on Solaris
IBM DB2 UDB for OS/390 and zOS	IBM AIX 5L	
	Sun Solaris 8,9	
	HP-UX 11i	
Oracle 8i Enterprise Server	Microsoft Windows 2000/2003	Apache Tomcat on Microsoft Windows 2000/2003, Solaris, AIX, or HP-UX. IBM Websphere on AIX.
Oracle 9i Enterprise Server	IBM AIX 5L	
	Sun Solaris 8,9	
	HP-UX 11i	
Microsoft SQL Server 2000/2003	Microsoft Windows 2000/2003	
NCR Teradata	Microsoft Windows 2000/2003	
	IBM AIX 5L	
	Sun Solaris 8,9	
	HP-UX 11i	

Globalization Requirements

Siebel Analytics support internationalization and localization for specific languages based on customer demand. Siebel Analytics 7.7.1 includes localization support for the languages listed in [Table 2](#). Please contact your Siebel representative for updates on supported languages.

Table 2. Supported Languages for Analytics 7.7

Language	Language Code/ Analytics Language Code	Supported Database Code Pages
English	ENU/I_en	Traditional ¹ / Unicode
French	FRA/I_fr	Traditional ¹ / Unicode
German	DEU/I_de	Traditional ¹ / Unicode
Spanish	ESN/I_es	Traditional ¹ / Unicode
Italian	ITA/I_it	Traditional ¹ / Unicode
Danish	DAN/I_da	Traditional ¹ / Unicode
Dutch	NLD/I_nl	Traditional ¹ / Unicode
Swedish	SVE/I_sv	Traditional ¹ / Unicode
Japanese	JPN/I_ja	Traditional ¹ / Unicode
Portuguese (Brazilian)	PTB/I_pt-br	Traditional ¹ / Unicode
Portuguese (European)	PTG/I_pt	Traditional ¹ / Unicode
Chinese (Simplified)	CHS/I_zh	Unicode
Chinese (Traditional)	CHT/I_zh-tw	Unicode
Czech	CSY/I_cs	Unicode
Finnish	FIN/I_fi	Traditional ¹ / Unicode
Korean	KOR/I_ko	Unicode

1. *System Requirements and Supported Platforms*, Siebel 7, version 7.7 found on [Siebel SupportWeb](#) lists the Traditional Database Code Pages.

Hardware Requirements

This section describes the hardware and network requirements for Siebel Analytics 7.7.1.

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 Enterprise Analytics Platform

Hardware requirements for Siebel Analytics platform components are described in [Table 3](#) and for UNIX in [Table 4 on page 15](#).

Table 3. Requirements for Siebel Analytics on Windows

Description	Requirement
Siebel Analytics Server components: Siebel Analytics Server Siebel Analytics Administration Siebel Analytics Scheduler Relational Datasource Adapters	CPU and RAM: 1 GHz, 1 GB RAM, two or more processors recommended. Disk Space: 800 MB of hard disk space, plus appropriate disk space for cache storage and Scheduler results sets (see Temporary Disk Space). Temporary Disk Space: 1 GB
Siebel Analytics Presentation Server components: Siebel Dashboard Siebel Answers Siebel Delivers	CPU and RAM: 1 GHz, 1 GB RAM, two or more processors recommended. Disk Space: 500 MB of hard disk space, plus appropriate disk space for cache storage and log files ((see Temporary Disk Space). Temporary Disk Space: 1 GB

Table 4. Requirements for Siebel Analytics on UNIX

Description	Requirement
Siebel Analytics Server components: Siebel Analytics Server Siebel Analytics Scheduler Relational Datasource Adapters	<p>Combined CPU and RAM: 800 MHz, 2GB or better</p> <p>Disk Space: 2GB, plus appropriate disk space for cache storage and Scheduler results sets (see Temporary Disk Space).</p> <p>Temporary Disk Space: 1 GB</p>
Siebel Analytics Presentation Server components: Siebel Intelligence Dashboard Siebel Answers Siebel Delivers	<p>Combined CPU: 800 MHz</p> <p>RAM: 2 GB or better</p> <p>Disk Space: 2GB, plus appropriate disk space for cache storage and log files (see Temporary Disk Space).</p> <p>Temporary Disk Space: 1 GB</p>

Hardware Requirements for Cluster Server

Requirements for Cluster Server are described in [Table 5](#) and [Table 6 on page 17](#).

Table 5. Requirements for Cluster Server on Windows

Description	Requirement
A machine hosting a clustered Siebel Analytics Server or a machine hosting both a Siebel Analytics Server and a Cluster Controller	<p>Processor and RAM: 1 GHz; two or more processors recommended, 1 GB recommended</p> <p>Disk Space: 1 GB or better</p>
A machine hosting a Cluster Controller only	<p>Processor and RAM: 500mhz , 256 MB minimum</p> <p>Disk Space: Approximately 100 MB of hard disk space</p>
Shared File System for use as Repository Publishing Directory	<p>When a repository is updated in online mode, it is published to a repository publishing directory that all clustered servers examine upon startup for any repository changes. The location of the repository publishing directory is specified in the "REPOSITORY_PUBLISHING_DIRECTORY" parameter in the NQSConfig.ini file.</p> <p>Characteristics: The repository publishing directory needs to be in a valid location visible to all servers in the cluster. All Siebel Analytics Servers in the cluster (from the parameters "SERVERS" in the NQClusterConfig.ini file) need to have read and write access to this directory.</p>
Shared File System for use as Repository Publishing Directory	<p>Disk Space: Approximately 200 MB of hard disk space.</p> <p>Note that the I/O load imposed on the shared file system by clustering is minimal. There is no recommendation for the type of file system used, only that it be a sufficiently reliable file system for successful cluster operations.</p>

Table 6. Requirements for Cluster Server on Unix

Description	Requirement
A machine hosting a clustered Siebel Analytics Server or a machine hosting both a Siebel Analytics Server and a Cluster Controller	<p>Combined CPU: 800 MHz</p> <p>RAM: 2 GB or better</p> <p>Disk Space: 2GB</p>
A machine hosting a Cluster Controller only	<p>Combined CPU: 400 MHz</p> <p>RAM: 1 GB or better</p> <p>Disk Space: 2GB</p>
Shared File System for use as Repository Publishing Directory	<p>When a repository is updated in online mode, it is published to a repository publishing directory that all clustered servers examine upon startup for any repository changes. The location of the repository publishing directory is specified in the "REPOSITORY_PUBLISHING_DIRECTORY" parameter in the NQConfig.ini file.</p> <p>Characteristics:</p> <p>The repository publishing directory needs to be in a valid location visible to all servers in the cluster.</p> <p>All Siebel Analytics Servers in the cluster (from the parameters "SERVERS" in the NQClusterConfig.ini file) need to have read and write access to this directory.</p>
Shared File System for use as Repository Publishing Directory	<p>Disk Space:</p> <p>Approximately 200 MB of hard disk space</p> <p>Note that the I/O load imposed on the shared file system by clustering is minimal. There is no recommendation for the type of file system used, only that it be a sufficiently reliable file system for successful cluster operations.</p>

Hardware Requirements for Siebel Relationship Management Warehouse

Requirements for Siebel Relationship Management Warehouse components are described in [Table 7](#) and [Table 8](#).

Table 7. Requirements for Siebel RMW Components on Windows

Description	Requirement
Siebel Data Warehouse Application Console (DAC) Client	1 GHz, 500 MB, Single processor recommended
Siebel Data Warehouse Application Console (DAC) Server	1 GHz, 1 GB single processor recommended
Data Warehouse (Informatica Server)	2 GHz, 4 GB, four processor minimum

Table 8. Requirements for Siebel Relationship Management Warehouse Components on Unix

Description	Requirement
Siebel Data Warehouse Application Console (DAC) Server	800 MHz, 1 GB single processor recommended

Hardware Requirements for Siebel Mobile Analytics

Requirements for Siebel Mobile Analytics are described in [Table 9](#).

Table 9. Requirements for Mobile Analytics Client on Microsoft Windows/Windows XP

Requirement Description	Processor	Disk Space Available	RAM
Minimum	Intel P3 500 MHZ Celeron 800 MHZ	1 GB	256 MB
Recommended	Intel P3 500 MHZ Celeron 800 MHZ	1 GB	352 MB
Recommended alongside MS Office applications	Intel P3 500 MHZ Celeron 800 MHZ	1 GB	384 MB
Recommended alongside Siebel Remote applications	Intel P3 500 MHZ Celeron 800 MHZ	2 GB	512 MB

Hardware Requirements for Siebel Data Mining

Requirements for Siebel Data Mining are described in [Table 10](#).

Table 10. Requirements for Siebel Data Mining

Description	Requirement
Siebel Data Mining Workbench on Windows	<p>CPU and RAM: 500 MHz or higher Pentium-compatible computer, 256 MB</p> <p>Disk Space: 250 MB Hard Drive</p> <p>Monitor Resolution: 1024x768 or higher</p>
Siebel Miner on Unix and Windows	<p>CPU and RAM: 800 MHz or higher</p> <p>512+ MB RAM; More memory generally improves performance</p> <p>Disk Space: 1 GB or higher disk space, 2 x physical memory as swap space</p>
Real-time Siebel Data Mining Engine on Windows	<p>CPU and RAM: 800 MHz or higher</p> <p>512+ MB RAM; More memory generally improves performance</p> <p>Disk Space: 1 GB or higher disk space, 2 x physical memory as swap space</p>
Shared File System for use of Siebel Miner in 3-tier configuration (Web server and Data Mining Engine on two separate physical machines)	<p>Disk Space: Approximately 500 MB of hard disk space</p> <p>NOTE: The I/O load imposed on the shared file system by the web server and Data Mining Engine is minimal. There is no recommendation for the type of file system used, only that it be a sufficiently reliable file system for successful 3-tier operations.</p>

Client Environment Requirements

Supported Web Browsers

There are no download requirements for Siebel Analytics. Siebel Analytics supports the web browsers listed in [Table 11](#).

Table 11. Supported Web Browsers

Client Operating System	Browsers	
	Internet Explorer 5.5	Internet Explorer 6.0
Microsoft Windows 2000 Professional with SP 3 or above	X	X
Microsoft Windows XP SP1 or above		X

NOTE: Siebel Analytics Applications can be deployed either in High-Interactivity or Standard-Interactivity modes.

Supported Client Operating Systems

Siebel Analytics supports the client operating systems listed in [Table 12](#).

Table 12. Supported Client Operating Systems

Client Type	Operating System and Patch Level
Siebel Analytics Server Administration Tool	Windows 2000 Professional with SP 3 or above; Windows XP Professional SP 1 or above
Siebel Analytics Catalog Manager	
Siebel Mobile Analytics Client ¹	
Real-time Siebel Data Mining Engine	
Siebel Analytics Briefing Book Reader	
Siebel Data Warehouse Application Console (DAC) Client	Windows 2000 Professional with SP 3 or above
Data Warehouse/Informatica Client Tools	

1. Tablet PC is now a supported OS. Please note that this OS is only supported for Siebel Mobile Analytics.

Server Environment Requirements

Supported Server Operating Systems

Siebel Analytics supports the server operating systems listed in [Table 13](#).

Table 13. Supported Server Operating Systems

Client Type	Operating System
Siebel Analytics Server	Microsoft Windows 2000/2003 Server
Siebel Analytics Presentation Server	Sun Solaris 8,9
Informatica Server	IBM AIX 5L v5.1 and v5.2
Informatica Repository Server	HP-UX 11.11 (11i)
Siebel Miner	
Siebel Data Warehouse Application Console (DAC) Server	Microsoft Windows 2000/2003 Server Sun Solaris 8,9 IBM AIX 5L v5.1 and v5.2 HP-UX 11.11 (11i) – for Siebel Analytics 7.7.1.3 and above
Real-time Siebel Data Mining Engine	Microsoft Windows 2000/2003 Server

NOTE: Siebel Miner also requires the installation of a Java Runtime Environment (JRE) 1.4.2.

NOTE: The Data Warehouse Application Console (client and server) requires the installation of SDK for Java 2 Platform, Standard Edition, Version 1.4.1 or above. DAC also requires that the JDBC drivers used be for the databases supported. Since JDBC drivers show variations with different database versions from a vendor, drivers shipped with the database, or downloaded from DB-vendor site knowing to be certified for that version, alone should be used. Currently, third-party JDBC drivers for the databases are not supported. For further details, please see the *Siebel Data Warehouse Installation and Administration Guide*.

Table 14. Supported Server Operating Systems Patch Levels

Server Operating System	Patch Levels
IBM AIX 5L v5.1	Maintenance Level 5 C++ Runtime version 6.0.0.11 or above is required
IBM AIX 5L v5.2	Maintenance Level 2 The following APAR's are required: APAR IY50668 (malloc) C++ Runtime version 6.0.1.1 or above is required
Microsoft Windows 2000 Server/Advanced Server	Service Pack 3 and Service Pack 4
Microsoft Windows 2003 Enterprise Edition	Not applicable
Sun Solaris 8	Recommended Patch Cluster (kernel at level 23 or above). Must include C++ Run time patch level 108434-13 and Linker Patch level 109147-25 or above running on UltraSPARC processors compatible with the V8 plus (or later) instruction set or SPARC64™ processor compatible with the V9 plus instruction set
Sun Solaris 9	Recommended Patch Cluster (kernel at level Generic_112233-08 or above). Must include C++ Run time patch level, 111711-06 and Linker Patch level, 112963-09 or above running on UltraSPARC processors compatible with the V8 plus (or later) instruction set or SPARC64™ processor compatible with the V9 plus instruction set
HP-UX 11.11 (11i)	June 2003 11i Quality Pack Patch Bundle or above (B.11.11.0306.4) and the following patches: PHSS_30049, PHKL_28384, PHNE_28476, PHKL_28238, PHKL_28122, PHKL_25995, PHKL_25842, PHKL_29911 C++ Runtime PHSS_26946 (included with Quality Pack)

Supported Web Servers

Siebel Analytics Presentation Server and Siebel Miner also support the Web servers listed in [Table 15](#).

Table 15. Supported Web Servers

Web Server and patch level	Server OS			
	Windows (Sun JRE 1.4.1 or higher)	AIX 5L (IBM JVM 1.4.1 or higher)	Solaris 8, 9 (Sun JRE 1.4.1_02 or higher)	HP-UX 11i (HP JRE 1.4.2 or higher)
Apache Tomcat 4.1.26	X	X	X	X
Microsoft IIS 5.0 on Windows 2000 and IIS 6.0 on Windows 2003	X			
Sun ONE Web Server 6.0 SP6			X ¹	X
Websphere Application Server 5.0 (IHS 2.0.42.2)		X ²		

1. Siebel Miner requires Sun ONE Application Server 7.0.

2. Siebel Miner only supports Websphere Application Server 5.1.

NOTE: Siebel Analytics Presentation Server also requires the installation of a Java Runtime Environment (JRE) with the particular recommended versions above depending on platform used.

Siebel Delivers Support for SMTP

Siebel Delivers generates MIME content with aggregate HTML encapsulation in accordance with MIME RFC 2110 and delivers it to SMTP servers through the SMTP protocol. Content rendering is however dependent on the customer's implementation of the email client.

Support for ODBC Open Client Interface

Siebel provides an ODBC client driver so that 3rd party software products can connect as SQL clients to the Siebel Analytics Server. ODBC 2.0 is supported for this purpose. Although many clients such as MS Access and Business Objects can be used, Siebel has not explicitly certified particular clients.

Supported Data Sources

NOTE: By its very nature, Siebel Analytics is very much linked to specific versions of database software. For this reason, only explicitly tested versions of database client and server software are listed below. In instances where alternative service pack or patch levels have been tested and certified, these will also be indicated.

If a customer running on a higher patch level finds a problem in the use of their Siebel software, then Siebel Support will investigate it as normal. If a defect is found in the Siebel software the normal Support process will be followed to determine if and when the defect will be rectified. In such a case, that defect identified will be considered to be in the higher version of database software, not the Siebel software. It may be possible for Siebel to produce a patch to work around this defect, but obviously this cannot be guaranteed and indeed may not even be technically possible. In this situation, the customer should contact the database vendor to obtain a patch to their database software that rectifies the problem, or should regress their database software back down to a version that does not exhibit this problem when running with Siebel.

Customers' regression and acceptance tests that will be run after the database upgrades are performed should fully test the range of features and functionality that are expected to be seen in the production environment, to ensure that they are confident there are no significant problems introduced by the upgrade of the database software.

Supported Databases for Siebel Enterprise Analytics Platform

The Siebel Analytics platform supports the relational databases listed below in [Table 16](#). In addition, Siebel Analytics offers connectivity to multidimensional and ODBC data sources as listed further below.

Table 16. Supported Databases

Vendor and Product	Version	Connectivity Software	Applicable Siebel Analytics Release
Microsoft SQL Server 2000	2000 Service Pack 3, 64-bit	SQL Server ODBC Driver/ Microsoft Data Access Components (MDAC) 2.8	7.7.1 or higher
IBM DB2 Universal Database(UDB) Enterprise Edition/Workgroup Edition for Windows and Unix and Linux on IA-32	7.2 with Fixpak 10	DB2 Connect with Fixpak 10	7.7.1 or higher
IBM DB2 Universal Database(UDB) Enterprise Edition/Workgroup Edition for Windows and Unix and Linux on IA-32	8.1 with FixPak 5	DB2 Connect with Fixpak 5 (including APAR JR19960)	7.7.1 or higher

Table 16. Supported Databases

Vendor and Product	Version	Connectivity Software	Applicable Siebel Analytics Release
IBM DB2 Universal Database (UDB) for OS/390 and zOS	Version 7	DB2 Connect EE with Fixpak 5s	7.7.1 or higher
Oracle 8i Enterprise Server	8.1.7.4.6 (Windows) 8.1.7.4 on (Unix)	Oracle native client 8.1.7.4.6 (Windows), 8.1.7.4 (Unix)	7.7.1 or higher
Oracle 9i Enterprise Server	9.2.0.6	Oracle native client 9.2.0.6	7.7.1 or higher
NCR Teradata	V2R4.1.3, V2R5.0.x and V2R5.1.x	Teradata ODBC driver	7.7.1 or higher
		ODBC 3.3.0.5 recommended ¹	7.7.1.1 or higher

1. ODBC 3.3.0.5 is required when connecting to a Teradata database on the HP-UX operating system. Also, note that Teradata ODBC 3.4 or higher is not supported on any platform.

Supported Databases for Siebel Relationship Management Warehouse

The databases in [Table 17](#) have been certified for the Siebel Relationship Management Warehouse and related Informatica and DAC component repositories. Version levels are as listed above in [Table 16](#) to ensure compatibility and connectivity with Siebel Enterprise Analytics Platform.

Table 17. Supported Databases for Siebel Relationship Management Warehouse

Vendor and Product	Code Page	Sort Order
IBM DB2 Universal Database(UDB) Enterprise Edition/Workgroup Edition for Windows and Unix and Linux on IA-32	UCS-2, Traditional ¹	Identity/ System
IBM DB2 Universal Database(UDB) ESE for Windows and Unix	UCS-2, Traditional ¹	Identity/ System
IBM DB2 Universal Database (UDB) for OS/390 and zOS	UCS-2, Traditional ¹	Identity/ System
Microsoft SQL Server 2000	UCS-2, Traditional ¹	Binary or Dictionary with Case Sensitive
NCR Teradata V2R5.1.x	UTF8	Case Sensitive
NCR Teradata V2R6 ²	UTF8	Case Sensitive
Oracle 8i Enterprise Server	UTF-8, Traditional ¹	Binary or Dictionary
Oracle 9i Enterprise Server	AL32UTF8, Traditional ¹	Binary or Dictionary

1. *System Requirements and Supported Platforms*, Siebel 7, version 7.7 found on [Siebel SupportWeb](#) lists the Traditional Database Code Pages.

2. Note that NCR Teradata V2R6 is only supported for AN 7.7.1.5.

NOTE: The repositories for Data Warehouse Application Console and Informatica are not supported on Teradata nor on DB2 for OS/390 and zOS.

NOTE: Teradata support for Relationship Management Warehouse Teradata is currently limited to V2R5.1.x with the additional limitation of the ETL Server (Informatica) only on Windows 2000 and HP-UX 11i, and Solaris. Teradata is only supported for the target data warehouse (not as a source).

Support for Multidimensional Data Sources

Siebel Analytics supports the multidimensional data sources in [Table 18](#).

Table 18. Supported Multidimensional Data Sources

Vendor and Product	Version
Microsoft SQL Server Analysis Services	2000 Service Pack 3

Support for ODBC Data Sources

Siebel Analytics support for ODBC allows Siebel Analytic Server, when operating on Windows, to query any relational database management system – either as a data warehouse, an operational data store or as a transactional system – that supports the ODBC 2.0, 2.1 or 3.5 standards.

3

Supported Software and Ancillary Programs

Supported Software

Siebel Analytics 7.7.1 supports the third-party software products listed in [Table 19](#). These products must be obtained directly from the vendors that sell them.

Table 19. Supported Software

Vendor and Product	Version	Associated Module	Function
Adobe Acrobat Reader	6.0	Siebel Analytics	Used for viewing portable document format (PDF) documents.
IBM Directory Server	5.1	Siebel Analytics (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).
Microsoft Active Directory Services Client	5.1	Siebel Analytics (ADSI Security Adapter)	Active Directory Client.
Microsoft Data Access Components (MDAC)	2.7	Siebel Analytics	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.
Sun Java Systems Directory Server	5.2 Patch 2	Siebel Analytics	LDAP Directory Server

Ancillary Programs

The ancillary programs listed in [Table 20](#) are provided with Siebel Analytics 7.7.1 through licensing agreements with the vendors that own them. The use of all ancillary programs is governed by the terms of the Software License and Services Agreement (SLSA) between your company and Siebel Systems.

Instructions for installing ancillary programs are provided in the server installation guide for your platform, and in other installation information in the Siebel documentation set.

Your Siebel eBusiness Applications software may include some or all of the ancillary programs listed in [Table 20](#).

Table 20. Ancillary Programs

Vendor and Product	Version	Associated Siebel Analytics Module	Distribution Method and Description	Applicable Analytics Release
Angoss KnowledgeSERVER	4.2	Siebel Data Mining Engine	Distributed. Data mining technology	7.7.1 or higher
Angoss KnowledgeSTUDIO	4.2	Siebel Data Mining Workbench	Distributed. Data mining technology	7.7.1 or higher
Angoss Mining Manager	2.1	Siebel Miner	Embedded. Data mining technology	7.7.1 or higher
Apache Software Foundation FormattingObjects Processor	0.20.5	Siebel Analytics Web	Embedded. Used for PDF generation in Siebel Analytics Web.	7.7.1 or higher
Apache Software Foundation Xalan - C++	1.2	Siebel Analytics Server	Embedded. XSLT stylesheet processing.	7.7.1 or higher
Apache Software Foundation Xerces - C++	1.5.1, 1.6.0	Siebel Analytics Server	Embedded. XML Parser.	7.7.1 or higher
Apache Software Foundation Xerces - Java	1.4.4	Siebel Analytics (Installer)	Embedded. XML Parser.	7.7.1 or higher
Corde PopCharts	5.1	Siebel Analytics Web	Embedded (Unix). Distributed (Windows). Charting Engine.	7.7.1 or higher
DataDirect (Merant) Connect ODBC Driver Manager	4.1	Siebel Analytics Server	Embedded. Loads Siebel Analytics ODBC driver on supported Unix platforms.	7.7.1 or higher
IBM Directory Server component of the Tivoli Access Manager for eBusiness	5.1	Siebel Analytics LDAP Security Adapter	Embedded. Siebel integration with LDAP directory to support external user authentication.	7.7.1 or higher

Table 20. Ancillary Programs

Vendor and Product	Version	Associated Siebel Analytics Module	Distribution Method and Description	Applicable Analytics Release
IBM LDAP (Lightweight Directory Access Protocol) SDK	5.1	Siebel Analytics LDAP Security Adapter	Embedded. Siebel integration with LDAP directory to support external user authentication.	7.7.1 or higher
Informatica Analytical Business Component for SAP R/3	6.2	Siebel Extractor for SAP R/3	Distributed. Provides pre-built building blocks that expedite data extraction and integration from SAP R/3 applications into Siebel Relationship Management Warehouse.	7.7.1 or higher
Informatica Power Connect for PeopleSoft	6.2	Siebel Extractor for PeopleSoft, Informatica PowerConnect for PeopleSoft®	Distributed. Supports extraction and integration of data from PeopleSoft applications into the Siebel Relationship Management Warehouse.	7.7.1 or higher
Informatica Power Connect for SAP	6.2	Siebel Extractor for SAP R/3, Informatica PowerConnect for SAP®	Distributed. Supports extraction and integration of data from SAP R/3 applications into the Siebel Relationship Management Warehouse.	7.7.1 or higher
Informatica PowerCenter	6.2.1	Siebel Relationship Management Warehouse	Distributed. A scalable data integration engine that combines data from Siebel eBusiness Applications, other operational systems and enterprise data warehouses.	7.7.1 or higher
	6.2.2			7.7.1.4 or higher
Informatica PowerMart	6.2.1	Siebel Relationship Management Warehouse	Distributed. A scalable data integration engine that combines data from Siebel eBusiness Applications, other operational systems and enterprise data warehouses.	7.7.1 or higher
	6.2.2			7.7.1.4 or higher
InstallShield Developer	8.0	Siebel Analytics	Embedded. Used in installing the Siebel Analytics applications on the Windows platforms.	7.7.1 or higher

Table 20. Ancillary Programs

Vendor and Product	Version	Associated Siebel Analytics Module	Distribution Method and Description	Applicable Analytics Release
Mainsoft Visual MainWin	5.0.2	Siebel Analytics Server Extensions for Unix	Embedded. Facilitates development on both Windows and Unix platforms using a single code-base.	7.7.1 or higher
Rogue Wave Stingray Objective Studio redistributable components	R2000	Siebel Analytics Administration Tool	Embedded. UI Components embedded into Siebel Analytics Administration Tool.	7.7.1 or higher
STLport Consulting's STLport Standard Template Library	4.5.1	Siebel Analytics	Embedded. C++ Standard Template Library.	7.7.1 or higher
Sybase Adaptive Server Anywhere (ASA)	8.0.2.4361 (Windows only)	Siebel Mobile Analytics	Embedded. Database engine used by Siebel Analytics Mobile Web Client.	7.7.1 or higher
The Open Group X Window System	x11 R6	Siebel Analytics Server Extensions for Unix	Distributed. OS libraries used for Siebel Object Manager on Unix platforms.	7.7.1 or higher
Zlib	1.1.4	Siebel Mobile Analytics	Embedded. Compresses file attachments, Siebel Remote files and SISNAPI traffic.	7.7.1 or higher

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4

Product and Platform Availability Updates

Product and Feature Availability

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. We distinguish 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.

Siebel 7.7.1 Product Availability Exceptions are listed in [Table 21](#) and supersede the System Requirements and Supported Platforms document. Feature Availability Exceptions are listed in [Table 22](#).

The Relationship Management Warehouse on Teradata is currently only supported on Windows 2000 and HP-UX 11i database servers (source and target).

Table 21. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Analytics	Directory Service (LDAP)	Siebel Analytics supports Microsoft Active Directory for Authentication purposes only.
Siebel Analytics	Language	Siebel Analytics does not support bidirectional languages including Hebrew and Arabic. Siebel Analytics also does not support Thai (because of third party charting engine limitations).
Siebel Usage Accelerator Analytics	Language	Siebel Usage Accelerator Analytics is only supported in English.
Siebel Delivers	Platform	Siebel Delivers (the Schedule database) is not supported on Teradata. The best practice is to use Teradata for your "normal" backend database for queries, and then use Oracle, DB2 or SQL Server for the scheduler database.
Siebel Analytics Server	Platform	Siebel Analytics Server does not support access to a Teradata data source when Siebel Analytics Server is running on Windows 2003. This is due to a limitation with the Teradata ODBC driver for this platform.
Siebel Analytics	Platform	Siebel neither tests nor offers support for Siebel Analytics clustering using third-party clustering products, such as Veritas (12-DS4BN7).
Siebel Analytics	Language	Siebel Analytics only supports ODBC 2.0 for third party client query tools that query the Siebel Analytics Server. This implies a limitation of being able to access metadata in English or Western-European languages only (12-IHL259).
Siebel Analytics	Language	Siebel Analytics ODBC Client is restricted to English and Western-European languages.
Siebel Analytics	Release	CRM Analytics and CRM Analytics Platform Server are not available with Siebel Analytics 7.7.1.
Siebel Relationship Management Warehouse	Code Page	EBCDIC Code Page is not supported for the Data Warehouse.

Table 21. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Relationship Management Warehouse	Sort Order	Case insensitivity sort order is not supported.
Siebel Relationship Management Warehouse	Platform	The ETL server (Informatica) is currently only supported on Windows 2000 and HP-UX 11i when the Relationship Management Warehouse is on Teradata (target).

Table 22. Feature Availability Exceptions

Siebel Product	Feature	Limitation Type	Availability Issue
Siebel Analytics	Print-to-PDF	Third Party	Due to limitations with prior versions of Adobe Acrobat Reader, Siebel Analytics PDF functionality is only supported with Adobe Reader version 6.0.
Siebel Delivers	Custom Scripts for iBots	Feature	iBot triggering of custom scripts is not supported on the following platforms: Solaris, AIX and HP-UX. Scripts can however be fired from Windows 2000 machines. This applies to the machine where Siebel Scheduler resides.
Siebel Analytics	Usage Tracking	Feature	Usage Tracking functionality is not supported on the Teradata platform.
Siebel Analytics	Download to Excel in MHTML format	Feature	Analytics 7.7.x only supports Download to Excel for Excel 2002+. For pre-Excel 2002 configuration options, please see the release notes.
Marketing Server	Create Segment	Feature	The Create Segment link behavior has changed in Analytics 7.7.1. The Create Segment link from an Analytics report does not create Target Group-based segments, as occurred in prior releases v7.5 and v7.7. The Create Segment feature now creates dynamic segment definitions stored in the web catalog. Implementations using Analytics 7.7.1.2 or later in combination with Siebel Marketing 7.5 will require the additional Marketing Segmentation Bridge configuration to support.

5

Supported Upgrade Paths

The Siebel Analytics 7.7.1 *platform*¹ is backward-compatible with any previous Siebel operational product (see exception for Marketing Server functionality under Product and Feature Availability). As a result, customers are recommended to upgrade to the latest available version of the Siebel Analytics Enterprise Platform. Upgrade instructions for the platform are described in the *Siebel Analytics Installation and Configuration Guide*.

As opposed to upgrading the platform, upgrading analytic applications should be based on specific business requirements to take advantage of new schema and repository objects, or out of necessity because a repository and schema upgrade is planned for the Siebel operational applications (in the absence of an Analytics Bridge²). An applications upgrade is a much more involved process and requires adequate planning, testing and implementation time. It is highly recommended that customers consider obtaining support from Siebel Professional Services to assist with this type of upgrade. Analytic applications are available in the 7.0.x, 7.5.x and 7.7.x series with 7.7.x being the latest and most highly-recommended version.

NOTE: All Siebel Analytics 7.7.1 application functionality has been certified with Siebel Enterprise operational applications version 7.7, including Siebel Marketing Server 7.7 and Siebel Remote 7.7 with Siebel Mobile Analytics 7.7.1.

1. The Siebel Analytics platform includes Siebel Analytics Server, which accesses multiple information sources including Siebel operational applications, data warehouses and data marts, XML files, and other legacy sources, a presentation server that supports interactive dashboards, Siebel Answers (a point-and-click query tool) and Siebel Delivers (a proactive alerts delivery facility).
2. Analytics Bridges allow customers to upgrade their analytic applications without necessarily upgrading their Siebel transactional applications e.g. Customers may wish to remain on 7.5.2 Siebel transactional applications but upgrade to 7.7 analytic applications using a 7.5.x to 7.7 bridge.

