



System Requirements & Supported Platforms for Siebel Business Analytics Applications

Version 7.8.2, Rev. B
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Introduction

This book contains the definitive list of system requirements and supported platforms for Release 7.8.2 of Oracle's Siebel Business Analytics Applications. Unless otherwise noted herein, the requirements covered in this document apply to all related end-user applications within the Siebel Business Analytics product line. For more information about Siebel Business Analytics, see *Siebel Analytics Installation and Configuration Guide*.

NOTE: For Siebel Business Analytics platform requirements, see *System Requirements and Supported Platforms for the Siebel Business Analytics Platform, Version 7.8.2*, on Siebel SupportWeb.

What's New in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.2, Rev. B

Table 1 describes the changes that are included in this version of the documentation.

Table 1. Changes in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.2, Rev. B

Topic	Description
Supported Server Operating Systems	In Table 7 on page 13 , removed Sun Solaris 7 and Sun Solaris 8 from the Informatica PowerCenter 7.1.2 Server row. These versions are not supported.
Supported Databases for Siebel Relationship Management Warehouse	Added support for Oracle 10g Enterprise Server to Table 9 on page 15 .

What's New in Version 7.8.2, Rev. A

Table 2 describes the changes that are included in this version of the documentation.

Table 2. Changes in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.2, Rev. A

Topic	Description
Supported Databases for Siebel Relationship Management Warehouse	In Table 9 on page 15 , adjusted FixPak version information for IBM DB2 Universal Database (UDB) Enterprise Server Edition.

This guide contains the following chapters:

- n [Chapter 1, "Introduction"](#) (this chapter).
- n [Chapter 2, "Platform Requirements for Siebel Business Analytics Applications,"](#) describes platform and hardware requirements for Siebel Business Analytics Applications.
- n [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 Business Analytics Applications.
- n [Chapter 4, "Supported Upgrade Paths,"](#) describes the supported upgrade paths to Siebel Business Analytics Applications version 7.8.2.

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.

Updated versions of documentation, including the Siebel Bookshelf, are posted to Siebel SupportWeb regularly.

To access Siebel documentation on SupportWeb

- 1 Go to <http://supportweb.siebel.com> and log in using the login name and password given to you by Siebel Support Services. If you do not have this information, contact Support Services at support@siebel.com.
- 2 Under Self Service, click Browse/Search Knowledge Base.
- 3 In the left pane, click Product Documentation.

Oracle reserves the right to modify the documentation for Siebel Business Applications at any time.

Contacting Technical Support

To maximize your Siebel product implementation success and your return on investment, it is the recommended standard that your designated support contacts are trained representatives of your company. Such training should include initial basic product training and, as needed, supplemental training appropriate for the specific role or implementation phase, specialized product usage, and/or migration. This training ensures that your implementation team has the right level of knowledge to troubleshoot issues and provide the necessary technical information to the Siebel Technical Support team so that we can effectively work with you to resolve your issues quickly.

Designated contacts should attend the following training for Siebel Business Analytics: Data Warehouse Developer, Server Architect for Analytical Applications, or Application Developer.

Your designated contacts are the sole liaisons between you and Siebel Technical Support for technical support of programs. You should establish and maintain the organization and processes to provide first line support for Siebel applications directly to your users. Siebel Technical Support provides second line support to your Siebel-trained designated contacts who have administration access and are able to provide information such as repository files, log files, or database extracts required for issue diagnosis.

To provide efficient, timely support and access to the Technical Support knowledge base:

- Siebel Technical Support is primarily Web-based; it can be accessed through Siebel SupportWeb (<http://business.siebel.com/supportweb/>). Please submit new service requests to us through SupportWeb, where you can also search the knowledge base for solutions.
- Designated contacts receive read/write access to Siebel SupportWeb. Other project team members at your company receive read-only accounts so that they can access the knowledge base.

To register for Siebel training that qualifies an individual to be a designated contact, access http://education.oracle.com/transition/ou_site_selection_siebel.html, select your country, and find the relevant Siebel training.

Please submit your technical issues and updates to Siebel SupportWeb (<http://business.siebel.com/supportweb/>). If you do not have a SupportWeb account, or if you have a question, please contact us at support@siebel.com or call your local Siebel Support Center:

North America:	+1 800 214 0400 or +1 650 341 0700
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UK (London):	+44 118 92 45678
Germany (Munich):	+49 89 957 18 400
France (Paris):	+44 118 92 45678
Ireland (Galway):	+44 118 92 45678
Japan (Tokyo):	0120 606 750 (toll-free, Japan domestic only), +81 3 5251 8884 (outside of Japan)
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Outside of local support center hours, for urgent severity 1 production issues, customers can call:

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We appreciate your business and look forward to working with you.

Oracle Welcomes Your Comments

To help us improve our products, we want to know about any corrections or clarifications to this guide that you would find useful. Please include in your message:

- The title and version of the guide (very important)
- The name and version number of the Siebel application you are using
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

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Redwood Shores, CA 94065

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We appreciate your feedback.

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Platform Requirements for Siebel Business Analytics Applications

Overview of Supported Environments

This chapter describes all of the supported environments under which Siebel Business Analytics Applications operate correctly. It includes information about hardware and software requirements, as well as globalization requirements.

Homogeneous and Heterogeneous Environments

Siebel Business Analytics Applications are supported in various homogeneous and heterogeneous server environments as defined in [Table 3](#). In homogeneous environments, the Siebel Relationship Management Warehouse, the Data Warehouse Server, the Siebel Analytics Server and the Siebel Analytics Web Server are all deployed on the same platform. In heterogeneous environments, these servers can be deployed on different supported platforms.

Table 3. Supported Homogeneous and Heterogeneous Environments for Siebel Business Analytics Applications

Siebel Data Warehouse	Siebel Analytics Server	Siebel Analytics Web Server
IBM DB2 UDB	Microsoft Windows 2000	Microsoft IIS Web Server running on Microsoft Windows 2000
IBM DB2 UDB for z/OS	IBM AIX 5L	
	Sun Solaris 8	Sun ONE Web Server running on Solaris
	HP-UX 11i	
Oracle 8i Enterprise Server	Microsoft Windows 2000	Apache Tomcat on Microsoft Windows 2000, Solaris, AIX, or HP-UX IBM Websphere on AIX
Oracle 9i Enterprise Server	IBM AIX 5L	
	Sun Solaris 8	
	HP-UX 11i	
Microsoft SQL Server 2000	Microsoft Windows 2000	

Globalization Requirements

Siebel Business Analytics supports internationalization and localization for specific languages based on customer demand. Siebel Analytics 7.8.2 includes localization support for the languages listed in Table 4. Please contact your Siebel representative for updates on supported languages.

Table 4. Supported Languages for Analytics 7.8.2

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. For more information about database code pages, see *Siebel System Requirements and Supported Platforms, version 7.8*, on Siebel SupportWeb.

Hardware Requirements

This section describes the hardware and network requirements for Siebel Business Analytics Applications 7.8.2.

Oracle 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.

Table 5 and Table 6 describe the requirements for Siebel Relationship Management Warehouse.

Table 5. Requirements for Siebel Relationship Management Warehouse Components on Windows

Description	Requirement
Data Warehouse Administration Console (DAC) Client	<p>CPU: 1 GHz or better, single processor recommended</p> <p>RAM: 500 MB</p>
Data Warehouse Administration Console (DAC) Server	<p>CPU: 1 GHz or better, single processor recommended</p> <p>RAM: 1 GB</p>
Data Warehouse (Informatica PowerCenter) Client	<p>CPU: 1 GHz or better, single processor recommended</p> <p>RAM: 1 GB</p>
Data Warehouse (Informatica PowerCenter) Repository Server	<p>CPU: 1 GHz or better, single processor recommended</p> <p>RAM: 1 GB</p>
Data Warehouse (Informatica PowerCenter) Server	<p>CPU: 2 GHz or better, with a minimum of four processors</p> <p>RAM: 4 GB</p>

Table 6. Requirements for Siebel Relationship Management Warehouse Components on UNIX

Description	Requirement
Data Warehouse Administration Console (DAC) Server	<p>CPU: 800 MHz or better, single processor recommended</p> <p>RAM: 1 GB</p>

Server Environment Requirements

This section contains information about the supported server operating systems and the specific operating system patch levels for Siebel Business Analytics Applications version 7.8.2.

Supported Server Operating Systems

Siebel Analytics supports the server operating systems listed in [Table 7](#) and the server operating systems patch levels listed in [Table 8](#).

Table 7. Supported Server Operating Systems

Client Type	Operating System
Informatica PowerCenter 7.1.2 Server	HP-UX 11.0, 11i v1 (11.11) IBM AIX 5L v.5.1, v.5.2, v.5.3 Microsoft Windows 2000, 2003 Sun Solaris 9
Informatica PowerCenter 7.1.2 Client	Microsoft Windows 2000 Microsoft Windows 2003 Microsoft Windows XP
Data Warehouse Administration Console (DAC) Server	Microsoft Windows 2000 Microsoft Windows 2003 HP-UX 11.0, 11i v1 (11.11) IBM AIX 5L v.5.1, v.5.2 Sun Solaris 8, 9

NOTE: The Data Warehouse Application Console (client and server) requires the installation of SDK for Java 2 Platform, Standard Edition, Version 1.4.2 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 information, see *Siebel Analytics Applications Installation and Administration Guide* on the *Siebel Bookshelf* CD-ROM.

Table 8. Supported Server Operating Systems Patch Levels

Server Operating System	Patch Levels
IBM AIX 5L v5.1	Maintenance Level 4 The following APARs are required: IY44200, IY43862, IY43519, IY43737, IY43677, IY42400, IY43276, IY41564, IY43796, IY43692, IY43650, IY43951, IY44277, IY44763 C++ Runtime version 6.0.0.8 or above is required
IBM AIX 5L v.5.2	C++ Runtime version 6.0.1.1 or above is required
Microsoft Windows 2000 Server/Advanced Server	Service Pack 4 (5.0.2.195)
Microsoft Windows 2003 Enterprise Edition	Not applicable
Sun Solaris 8	Recommended Patch Cluster (kernel at level 18 or above) including patches 108434-12 and 109147-24
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 11.0 11i v1 (11.11)	June 2003 11i Quality Pack Patch Bundle or above (B.11.11) 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 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 Technical 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 Oracle to produce a patch to work around this defect, but 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 software.

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 Relationship Management Warehouse

The databases listed in [Table 9](#) have been certified for the Siebel Relationship Management Warehouse and related Informatica and DAC component repositories.

Table 9. Supported Databases

Vendor and Product	Version	Code Page ¹	Sort Order
Microsoft SQL Server 2000	2000 Service Pack 3, or above, 32-bit	UCS-2, Traditional	Binary or Dictionary with Case Sensitive
IBM DB2 Universal Database (UDB) Enterprise Edition	7.2 with Fixpak 7sa	UCS-2, Traditional	Identity/System
IBM DB2 Universal Database (UDB) Enterprise Server Edition	8.1 with FixPak 5, 8.2	UCS-2, Traditional	Identity/System
IBM DB2 Universal Database (UDB) for z/OS	Version 7, z/OS v2.8 or higher	UCS-2, Traditional	Identity/System
NCR Teradata	V2R5.1x	UTF-8	Case Sensitive
Oracle 8i Enterprise Server	8.1.7.4.6 (Windows) 8.1.7.4 on (Unix)	UTF-8, Traditional	Binary or Dictionary
Oracle 9i Enterprise Server	9.2.0.6	AL32UTF8, Traditional	Binary or Dictionary
Oracle 10g Enterprise Server	10.2.0.1.0	AL32UTF8, Traditional	Binary or Dictionary

1. For more information about database code pages, see *Siebel System Requirements and Supported Platforms, version 7.8*, on Siebel SupportWeb.

NOTE: The repositories for Data Warehouse Application Console and Informatica are not supported on Teradata or on DB2 for OS/390 and z/OS.

NOTE: Teradata support for Relationship Management Warehouse is currently limited to Teradata V2R5.1.x with the additional limitation of the ETL Server (Informatica) only on Windows 2000, Windows 2003, HP-UX 11i, and Solaris. Teradata is only supported for the target data warehouse (not as a source). Teradata support is also only available for Siebel Analytics Bridge version 7.7 (for Siebel Industry Applications and Siebel Business Applications). For more information about Analytics Bridges, see [Chapter 4, "Supported Upgrade Paths."](#)

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Supported Software and Ancillary Programs

Supported Software

Siebel Business Analytics Applications 7.8.2 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 Analytics	Used for viewing portable document format (PDF) documents.

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Supported Upgrade Paths

Siebel Business Analytics Applications 7.8.2 is forward-compatible with any new Siebel Business Analytics Platform. This means that Siebel Business Analytics Applications 7.8.2 will continue to be supported on future versions of Siebel Business Analytics Platform.

Upgrading Siebel Business Analytics Applications is a more involved process than upgrading the Siebel Business Analytics Platform. As such, it requires careful planning and testing, as well as sufficient time to implement the upgrade. It is highly recommended that customers consider obtaining support from Siebel Professional Services to assist with an applications upgrade.

Typically, an upgrade of the analytics applications is triggered by a upgrade of Siebel Business Applications, as this causes a change in schema and repository requiring a new version of the Siebel Business Analytics Applications.

There are situations where the reverse is true, where business requirements necessitate an upgrade of Siebel Business Analytics Applications without upgrading Siebel Business Applications. In this case, Oracle provides Analytics Bridge products to allow an upgrade of the Siebel Business Analytics Applications to the latest version without upgrading the Siebel transactional applications.

[Table 11](#) details interoperability between Siebel Business Applications and Siebel Business Analytics Applications.

Table 11. Interoperability Between Siebel Business Applications and Siebel Business Analytics Applications

Siebel Business Applications Version	Siebel Business Analytics Platform Version	Siebel Business Analytics Applications Version	Siebel Analytics Bridge
6.3.x	7.8.2	7.8.2	6.3
7.0.x	7.8.2	7.8.2	7.0
7.5.x	7.8.2	7.8.2	7.5
7.7.x	7.8.2	7.8.2	7.7
7.8.x	7.8.2	7.8.2	Not required

