



System Requirements & Supported Platforms for the Siebel Business Analytics Applications

Version 7.8.4, Rev. B
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Introduction

This book contains the definitive list of system requirements and supported platforms for Release 7.8.4 of 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 Customer-Centric Enterprise Warehouse Installation and Configuration Guide* and *Siebel Analytics Applications Installation and Administration Guide*.

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

What's New in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.4, Rev. B

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

Table 1. Changes in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.4, Rev. B

Topic	Description
Supported Databases for Siebel Relationship Management Warehouse	Added support for Oracle Database 10.2.0.1 and higher under Table 11 on page 17

What's New in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.4, Rev. A

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

Table 2. Changes in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.4, Rev. A

Topic	Description
Chapter 4, "Supported Upgrade Paths"	Added note about upgrade support for Teradata under Table 14 on page 21 .
"Supported Source Systems"	Added information about Universal Source to Table 12 on page 18 .
"Supported Server Operating Systems"	Added support for AIX 5L v5.3 to Table 8 on page 12 . Also added footnote and notes clarifying support for Informatica and DAC.

Table 2. Changes in System Requirements & Supported Platforms for Siebel Business Analytics Applications, Version 7.8.4, Rev. A

Topic	Description
“Supported Databases for Siebel Customer-Centric Enterprise Warehouse”	In Table 10 on page 16 , changed code page information for Microsoft SQL Server 2000, IBM DB2 UDB Enterprise Edition, IBM DB2 UDB Enterprise Server Edition for Windows and Unix, Oracle 9i Enterprise Server, and Oracle 10g Enterprise Server. Also added a note about Siebel Customer-Centric Warehouse support on Teradata.
“Supported Databases for Siebel Relationship Management Warehouse”	In Table 11 on page 17 , changed code page for NCR Teradata and Oracle 9i Enterprise Server and Oracle 10g Enterprise Server. Also added a note about Teradata support for Siebel applications.

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 7.8.4.

Product Documentation

Documentation for Siebel Business Analytics Applications 7.8.4 is available on Oracle Technology Network (OTN) at:

http://www.oracle.com/technology/documentation/bi_apps.html

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Platform Requirements for Siebel Business Analytics Applications

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](#) and [Table 4 on page 8](#). In homogeneous environments, the Siebel Customer-Centric Enterprise Warehouse, 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 on the Siebel Customer-Centric Enterprise Warehouse

Siebel Customer-Centric Enterprise Warehouse	Siebel Analytics Server	Siebel Analytics Web Server
IBM DB2 UDB 8.1	Microsoft Windows 2000/2003 Server	Microsoft IIS Web Server running on Microsoft Windows 2000
	IBM AIX 5L v5.1, v5.2, v5.3	Sun ONE Web Server running on Solaris
	Sun Solaris 8,9	Apache Tomcat on Microsoft Windows 2000, Solaris, AIX, or HP-UX
	HP-UX 11.0, 11i v1 (11.11)	IBM Websphere on AIX
Oracle 9i Enterprise Server Oracle 10g Enterprise Server	Microsoft Windows 2000/2003 Server	
	IBM AIX 5L v5.1, v5.2, v5.3	
	Sun Solaris 8,9	
	HP-UX 11.0, 11i v1 (11.11) ¹	
Microsoft SQL Server 2000	Microsoft Windows 2000/2003 Server	

Table 3. Supported Homogeneous and Heterogeneous Environments for Siebel Business Analytics Applications on the Siebel Customer-Centric Enterprise Warehouse

Siebel Customer-Centric Enterprise Warehouse	Siebel Analytics Server	Siebel Analytics Web Server
NCR Teradata	Microsoft Windows 2000/2003 Server	
	IBM AIX 5L v5.1, v5.2, v5.3	
	Sun Solaris 8,9	
	HP-UX 11.0, 11i v1 (11.11)	

1. Note that package 782_5422 is required for Oracle 10g Enterprise Server on HP-UX 11i.

Table 4. Supported Homogeneous and Heterogeneous Environments for Siebel Business Analytics Applications on Siebel Relationship Management Warehouse

Siebel Relationship Management Warehouse	Siebel Analytics Server	Siebel Analytics Web Server
IBM DB2 UDB 8.1 IBM DB2 UDB for OS 390 and z/OS	Microsoft Windows 2000/2003 Server	Microsoft IIS Web Server running on Microsoft Windows 2000
	IBM AIX 5L v5.1, v5.2, v5.3	Sun ONE Web Server running on Solaris
	Sun Solaris 8,9	
	HP-UX 11.0, 11i v1 (11.11)	
Oracle 8i Enterprise Server Oracle 9i Enterprise Server Oracle 10g Enterprise Server	Microsoft Windows 2000/2003 Server	Apache Tomcat on Microsoft Windows 2000, Solaris, AIX, or HP-UX
	IBM AIX 5L v5.1, v5.2, v5.3	IBM Websphere on AIX
	Sun Solaris 8,9	
	HP-UX 11.0, 11i v1 (11.11) ¹	
Microsoft SQL Server 2000	Microsoft Windows 2000/2003 Server	
NCR Teradata	Microsoft Windows 2000/2003 Server	
	IBM AIX 5L v5.1, v5.2, v5.3	
	Sun Solaris 8,9	
	HP-UX 11.0, 11i v1 (11.11) ¹	

1. Note that package 782_5422 is required for Oracle 10g Enterprise Server on HP-UX 11i.

NOTE: For further details about supported databases for Siebel Customer-Centric Enterprise Warehouse and the Siebel Relationship Management Warehouse, see [Table 10 on page 16](#) and [Table 11 on page 17](#).

NOTE: Siebel Business Analytics Public Sector has been certified on Siebel Relationship Management Warehouse for Oracle 9i and Oracle 10g Enterprise Server. Siebel Analytics Server Public Sector has been certified on Microsoft Windows 2000/2003 Server and Sun Solaris 8 or Sun Solaris 9 only.

Globalization Requirements

Siebel Business Analytics supports internationalization and localization for specific languages based on customer demand. Siebel Business Analytics Applications 7.8.4 includes localization support for the languages listed in [Table 5](#). Please contact your Siebel representative for updates on supported languages.

NOTE: The information in [Table 5](#) only applies for Siebel Business Analytics Applications on the Siebel Relationship Management Warehouse. It does not apply for Siebel Business Analytics Applications on the Siebel Customer-Centric Enterprise Warehouse.

NOTE: Siebel Business Applications Public Sector is available and certified for ENU only.

Table 5. Supported Languages for Analytics 7.8.4

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

Table 5. Supported Languages for Analytics 7.8.4

Language	Language Code/Analytics Language Code	Supported Database Code Pages
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 7.8.4.

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.

[Table 6](#) describes the requirements for Siebel Customer-Centric Enterprise Warehouse and [Table 7 on page 11](#) describes the requirements for Siebel Relationship Management Warehouse.

Table 6. Requirements for Siebel Customer-Centric Enterprise Warehouse Components on Windows

Description	Requirement
Siebel Customer-Centric Enterprise Warehouse	CPU: 2 GHz or better, 4 processors minimum RAM: 4 GB
Data Warehouse (Informatica PowerCenter) Client	CPU: 1 GHz or better, single processor recommended RAM: 1 GB

Table 6. Requirements for Siebel Customer-Centric Enterprise Warehouse Components on Windows

Description	Requirement
Data Warehouse (Informatica PowerCenter) Repository Server	CPU: 1 GHz or better, single processor recommended RAM: 1 GB
Data Warehouse (Informatica PowerCenter) Server	CPU: 2 GHz or better, with a minimum of four processors RAM: 4 GB

Table 7. Requirements for Siebel Relationship Management Warehouse Components on Windows

Description	Requirement
Siebel Relationship Management Warehouse	CPU: 2 GHz or better, 4 processors minimum RAM: 4 GB
Data Warehouse Administration Console (DAC) Client	CPU: 1 GHz or better, single processor recommended RAM: 500 MB
Data Warehouse Administration Console (DAC) Server	CPU: 1 GHz or better, single processor recommended RAM: 1 GB
Data Warehouse (Informatica PowerCenter) Client	CPU: 1 GHz or better, single processor recommended RAM: 1 GB

Table 7. Requirements for Siebel Relationship Management Warehouse Components on Windows

Description	Requirement
Data Warehouse (Informatica PowerCenter) Repository Server	CPU: 1 GHz or better, single processor recommended RAM: 1 GB
Data Warehouse (Informatica PowerCenter) Server	CPU: 2 GHz or better, with a minimum of four processors RAM: 4 GB

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 7.8.4.

Supported Server Operating Systems

Siebel Business Analytics supports the server operating systems listed in [Table 8](#) and the server operating systems patch levels listed in [Table 9 on page 14](#).

Table 8. Supported Server Operating Systems

Client Type	Operating System
Informatica PowerCenter 7.1.2 Server ¹	HP-UX 11.0, 11i v1 (11.11) IBM AIX 5L v.5.1, v.5.2, v.5.3 Microsoft Windows 2000, 2003 Server Sun Solaris 7, 8, 9

Table 8. Supported Server Operating Systems

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

1. Informatica Server support for Teradata is limited to the following operating systems: Windows 2000 and Windows 2003 for Siebel Customer-Centric Enterprise Warehouse and Windows 2000 and Windows 2003, HP-UX 11i, Sun Solaris 8, and Sun Solaris 9 for Siebel Relationship Management Warehouse.

NOTE: Siebel Business Analytics is not currently supported on the 64-bit operating system version of PowerCenter 7.1.2.

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 Data Warehouse Installation and Administration Guide* on the *Siebel Bookshelf*.

Table 9. 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 Server 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)

NOTE: Siebel Business Analytics Public Sector has been certified on Microsoft Windows 2000 Server/Advanced Server, Microsoft Windows 2003 Server Enterprise Edition, Sun Solaris 8, and Sun Solaris 9 only.

Supported Data Sources

NOTE: By its very nature, Siebel Business 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 Systems 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 Customer-Centric Enterprise Warehouse

The databases listed in [Table 10](#) have been certified for the Siebel Customer-Centric Enterprise Warehouse and the related Informatica repository.

Table 10. Supported Databases for Siebel Customer-Centric Enterprise Warehouse

Vendor and Product	Version	Code Page ¹	Sort Order
Microsoft SQL Server 2000	2000 Service Pack 3 or above, 32-bit	ASCII	Binary or Dictionary with Case Sensitive
IBM DB2 Universal Database (UDB) Enterprise Edition	7.2 with Fixpak 7sa	ASCII	Identity/System
IBM DB2 Universal Database (UDB) Enterprise Server Edition for Windows and Unix	8.1 with FixPak 7	ASCII	Identity/System
NCR Teradata	V2R5.1x	ASCII	Case Sensitive
Oracle 9i Enterprise Server	9.2.0.6	ASCII	Binary or Dictionary
Oracle 10g Enterprise Server	10.1.0.2	ASCII	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 repository for Informatica is not supported on Teradata.

NOTE: Teradata support for Siebel Customer-Centric Enterprise Warehouse is currently limited to Teradata V2R5.1.x with the additional limitation of the ETL Server (Informatica) only on Windows 2000 and Windows 2003. Teradata is only supported for the target data warehouse (not as a source).

NOTE: SQL Server databases with case-insensitive server collation is supported. Case-sensitive server collation is not supported. Also, SQL Server databases should be created with the ANSI NULL option selected.

NOTE: Siebel Customer-Centric Enterprise Warehouse support on Teradata for non-Siebel sources is currently limited to Oracle Applications 11.5.8, SAP 4.6C, and Universal Source only.

Supported Databases for Siebel Relationship Management Warehouse

The databases listed in [Table 11](#) have been certified for the Siebel Relationship Management Warehouse and related Informatica and DAC component repositories.

Table 11. Supported Databases for Siebel Relationship Management Warehouse

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 for Windows and Unix	8.1 with FixPak 5	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, V2R6	UTF-8, ASCII	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	UTF-8, Traditional	Binary or Dictionary
Oracle 10g Enterprise Server	10.1.0.2 or higher 10.2.0.1 or higher	UTF-8, 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 Siebel Relationship Management Warehouse is currently limited to Teradata V2R5.1.x and V2R6 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 currently limited to Siebel Analytics Bridge version 7.7 and Siebel Customer Relationship Management OLTP version 7.7. For more information about Analytics Bridges, see [Chapter 4, "Supported Upgrade Paths."](#)

Note the following additional information about the databases that are supported for Siebel Relationship Management Warehouse:

- n SQL Server databases with case-sensitive server collation is supported. Also, SQL Server databases should be created with the ANSI NULL option selected.
- n Siebel Business Analytics Public Sector has been certified to support Oracle 9i and Oracle 10g Enterprise Server databases only.

Supported Source Systems

Siebel Business Analytics Applications provides adapters to third-party source systems for data extraction and loading into the Siebel Customer-Centric Enterprise Warehouse. A universal adapter is available for non-supported and custom source systems.

This version of Siebel Business Analytics Applications supports the source systems listed in [Table 12](#).

NOTE: The information in [Table 12](#) does not apply to Siebel Business Analytics Applications on Siebel Relationship Management Warehouse. It is only applicable to Siebel Business Analytics Applications on Siebel Customer-Centric Enterprise Warehouse.

Table 12. Supported Source Systems for Siebel Customer-Centric Enterprise Warehouse

Vendor and Product	Version	Siebel Business Analytics Enterprise Applications
Oracle Applications	11.5.8	Siebel Financial Analytics, Siebel Enterprise Sales Analytics, Siebel Strategic Sourcing Analytics, Siebel Supply Chain Analytics, Siebel Workforce Management Analytics
PeopleSoft	8.43	Siebel Financial Analytics
SAP	R/3 4.6c	Siebel Financial Analytics, Siebel Enterprise Sales Analytics, Siebel Strategic Sourcing Analytics, Siebel Supply Chain Analytics (except Bill of Materials)
Universal Source	N/A	Siebel Financial Analytics, Siebel Enterprise Sales Analytics, Siebel Strategic Sourcing Analytics, Siebel Supply Chain Analytics, Siebel Workforce Management Analytics, Siebel Enterprise Contact Center Analytics

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Supported Software and Ancillary Programs

Supported Software for Siebel Business Analytics Applications

Siebel Business Analytics Applications 7.8.4 supports the third-party software products listed in [Table 13](#). These products must be obtained directly from the vendors that sell them.

Table 13. Supported Software for Siebel Business Analytics Applications

Vendor and Product	Version	Associated Module	Function
Adobe Acrobat Reader	6.0	Siebel Business Analytics	Used for viewing portable document format (PDF) documents.
Informatica PowerCenter	7.1.2	Siebel Business Analytics	Used to perform the data integration between Source Systems and Siebel Data Warehouses.
DataDirect Connect® for ODBC Drivers for Windows	5.0	Siebel Business Analytics	These drivers support connecting to the database versions on all platforms supported by the database vendor, unless otherwise noted.

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Supported Upgrade Paths

NOTE: This information is only applicable to Siebel Business Analytics Applications on Siebel Relationship Management Warehouse.

Siebel Business Analytics Applications 7.8.4 is forward-compatible with any new Siebel Business Analytics Platform. This means that Siebel Business Analytics Applications 7.8.4 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 transactional 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 transactional applications. In this case, Siebel Systems 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 14 details interoperability between Siebel transactional applications and Siebel Business Analytics Applications.

Table 14. Interoperability Between Siebel Transactional Applications and Siebel Business Analytics Applications

Siebel Transactional Applications Version	Siebel Business Analytics Platform Version	Siebel Business Analytics Applications Version	Siebel Analytics Bridge
6.3.x	7.8.2	7.8.4	6.3
7.5.x	7.8.2	7.8.4	7.5
7.7.x	7.8.2	7.8.4	7.7
7.8.x	7.8.2	7.8.4	Not required

NOTE: Upgrade support for Teradata sourcing from Siebel Customer Relationship Management 7.7.x. is not currently available.

