System Requirements & Supported Platforms for the Siebel Business Analytics Platform

Version 7.8.5, Rev. B

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Contents

Chapter 4:   Product and Platform Availability Updates

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1 Introduction

What's New in System Requirements & Supported Platforms for the Siebel Business Analytics Platform, Version 7.8.5, Rev. B

Table 3 describes the changes that are included in this version of the documentation.

Table 1.   Changes in System Requirements & Supported Platforms for the Siebel Business
            Analytics Platform, Version 7.8.5, Rev. B

Topic	Description
Support for Microsoft Internet Explorer 7.0	In Table 15 on page 18, added support for Microsoft Internet Explorer 7.0 in Siebel Business Analytics version 7.8.5.2.
Support for Microsoft Vista	In Table 16 on page 18, added support for Windows Vista as a client operating system in Siebel Business Analytics version 7.8.5.2

What's New in System Requirements & Supported Platforms for the Siebel Business Analytics Platform, Version 7.8.5, Rev. A

Table 3 describes the changes that are included in this version of the documentation.

Table 2.   Changes in System Requirements & Supported Platforms for the Siebel Business
            Analytics Platform, Version 7.8.5, Rev. B

Topic	Description
Support for Oracle Real Applications Clusters (RAC)	Added Table 21 on page 24 to describe support for Oracle RAC.

What's New in System Requirements & Supported Platforms for the Siebel Business Analytics Platform, Version 7.8.5

Table 3 describes the changes that are included in this version of the documentation.

Table 3.   Changes in System Requirements & Supported Platforms for the Siebel Business
            Analytics Platform, Version 7.8.5

Topic	Description
Globalization Requirements	In Table 5 on page 8, added Hebrew as a supported language.
Siebel Advanced Reporting Edition for Windows	In Table 11 on page 15, updated the information in the Web Browser column.
Supported Data Sources	In Table 20 on page 22, updated the version information for Microsoft SQL Server 2005 and Oracle 10g Enterprise Server.

Table 3.   Changes in System Requirements & Supported Platforms for the Siebel Business
Analytics Platform, Version 7.8.5

Topic	Description
Supported Software	In Table 23 on page 25, removed rows for Angoss products, as they are not supported for 7.8.5.
Product and Feature Availability	In Table 25 on page 30, revised the bidirectional language-related product availability exception row.

This book contains the definitive list of system requirements and supported platforms for Release 7.8.5 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, see *Siebel Analytics Platform Installation and Configuration Guide.*

This guide contains the following chapters:

n   Chapter 1, "Introduction" (this chapter).

n   Chapter 2, "Platform Requirements for Siebel Analytics," describes platform and hardware requirements for Siebel Analytics.

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 Analytics applications.

n   Chapter 4, "Product and Platform Availability Updates," provides a list of product availability exceptions for Siebel Analytics.

n   Chapter 5, "Supported Upgrade Paths," describes the supported upgrade paths to Analytics 7.8.5.

Product Documentation

Documentation for Siebel Business Analytics 7.8.5 is available on Oracle Technology Network (OTN) at:

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

2 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 4. 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 4.   Supported Homogeneous and Heterogeneous Environments for Siebel Business Analytics Applications

Siebel Relationship Management Warehouse	Siebel Analytics Server	Siebel Analytics Web Server
IBM DB2 UDB	Microsoft Windows 2000/2003	Microsoft IIS Web Server running on Microsoft Windows 2000/2003
IBM DB2 ESE	IBM AIX 5L	
IBM DB2 UDB for OS/390 and z/OS	Sun Solaris 8,9	Sun ONE Web Server running on Solaris
	HP-UX 11i	
Oracle 8i Enterprise Server	Microsoft Windows 2000/2003	Apache Tomcat on Microsoft Windows 2000/2003, Solaris, AIX, or HP-UX
Oracle 9i Enterprise Server	IBM AIX 5L	
Oracle 10g Enterprise Server	Sun Solaris 8,9	IBM Websphere on AIX
	HP-UX 11i[1]	
Microsoft SQL Server 2000	Microsoft Windows 2000/2003	
Microsoft SQL Server 2003		
Microsoft SQL Server 2005		
NCR Teradata	Microsoft Windows 2000/2003	
	IBM AIX 5L	
	Sun Solaris 8,9	
	HP-UX 11i	

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

Globalization Requirements

Siebel Analytics supports internationalization and localization for specific languages based on customer demand. Siebel Analytics 7.8.5 includes localization support for the languages listed in Table 5. Please contact your Oracle representative for updates on supported languages.

Table 5.   Supported Languages for Analytics 7.8.5

Language	Language Code/ Analytics Language Code	Supported Database Code Pages
Chinese (Simplified)	CHS/l_zh	Unicode
Chinese (Traditional)	CHT/l_zh-tw	Unicode
Czech	CSY/l_cs	Unicode
Danish	DAN/l_da	Traditional/ Unicode
Dutch	NLD/l_nl	Traditional/ Unicode
English	ENU/l_en	Traditional/ Unicode
Finnish	FIN/l_fi	Traditional/ Unicode
French	FRA/l_fr	Traditional/ Unicode
German	DEU/l_de	Traditional/ Unicode
Hebrew	HEB/l_iw	Traditional/ Unicode
Italian	ITA/l_it	Traditional/ Unicode
Japanese	JPN/l_ja	Traditional/ Unicode
Korean	KOR/l_ko	Unicode
Portuguese (Brazilian)	PTB/l_pt-br	Traditional/ Unicode
Portuguese (European)	PTG/l_pt	Traditional/ Unicode
Spanish	ESN/l_es	Traditional/ Unicode
Swedish	SVE/l_sv	Traditional/ Unicode

Hardware Requirements

This section describes the hardware and network requirements for Siebel Analytics 7.8.5.

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.

NOTE: The hardware requirements listed in Table 6, Table 7, Table 8, and Table 9 are *minimum* requirements and 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 Business Analytics Platform

Hardware requirements for Siebel Analytics platform components are described in Table 6 and in Table 7 on page 11.

Table 6.   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, 2 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:** 2 GB
Siebel Analytics Web Server components: Siebel Dashboard Siebel Answers Siebel Delivers	**CPU and RAM:** 1 GHz, 2 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:** 2 GB

Table 7.   Requirements for Siebel Analytics on UNIX

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

Hardware Requirements for Cluster Server

Requirements for Cluster Server are described in Table 8 and Table 9 on page 13.

Table 8.   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	**Processor and RAM:** 1 GHz; two or more processors recommended, 2 GB recommended **Disk Space:** 1 GB or better
A machine hosting a Cluster Controller only	**Processor and RAM:** 500mhz , 256 MB minimum **Disk Space:** Approximately 100 MB of hard disk space
Shared File System for use as Repository Publishing Directory	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. **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.
Shared File System for use as Repository Publishing Directory	**Disk Space:** Approximately 200 MB of hard disk space. 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, other than that it needs to be a sufficiently reliable file system for successful cluster operations.

Table 9.   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	**Combined CPU:** 800 MHz **RAM:** 2 GB or better **Disk Space:** 2GB
A machine hosting a Cluster Controller only	**Combined CPU:** 400 MHz **RAM:** 1 GB or better **Disk Space:** 2GB
Shared File System for use as Repository Publishing Directory	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. **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.
Shared File System for use as Repository Publishing Directory	**Disk Space:** Approximately 200 MB of hard disk space 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.

Hardware Requirements for Siebel Mobile Analytics

Requirements for Siebel Mobile Analytics are described in Table 10.

Table 10.   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	384 MB
Recommended	Intel P3 500 MHZ Celeron 800 MHZ	1 GB	512 MB
Recommended alongside MS Office applications	Intel P3 500 MHZ Celeron 800 MHZ	1 GB	512 MB
Recommended alongside Siebel Remote applications	Intel P3 500 MHZ Celeron 800 MHZ	2 GB	512 MB

Siebel Advanced Reporting Edition for Windows

Table 11 lists the hardware requirements and operating systems supported by Siebel Advanced Reporting Edition for Windows

Table 11.   Hardware, Operating System, and Web Browser Requirements for Siebel Advanced Reporting Edition for Windows

Siebel Product	Corresponding Actuate Product	Operating System	Minimum Hardware Requirements	Web Browser
Siebel Advanced Reporting Engine[1]	iServer and ActivePortal JSP[2]	Windows 2000 with SP 3, SP 4 Windows Server 2003 Windows XP Professional with SP 1	Processor: Windows Pentium 300Mhz or higher	Microsoft Internet Explorer 6.x Mozilla 1.7.x Netscape 7.2.x Firefox 1.0.x
Siebel Advanced Reporting Workbench[1]	e.Report Designer Professional	Windows 2000 with SP 3, SP 4 Windows Server 2003 Windows XP Professional with SP 1	Processor: Windows Pentium 300 or higher 128 MB RAM 175 MB of free disk space 1024x768, 256 colors	N/A
Siebel Advanced Reporting User Edition[1]	Viewer	Windows 2000 with SP 3, SP 4 Windows Server 2003 Windows XP Professional with SP 1	Processor: Windows Pentium 133 or higher 256 MB RAM 100 MB of free disk space 800x600, 256 colors	Microsoft Internet Explorer 6.x Mozilla 1.7.x Netscape 7.2.x Firefox 1.0.x

1.   Siebel Advanced Reporting Edition products are 32-bit applications.

2.   The free disk space requirement for iServer is 610 MB, and the free disk space requirement for ActivePortal JSP is 110 MB.

Siebel Advanced Reporting Edition for UNIX

Table 12 lists the hardware requirements and operating systems supported by Siebel Advanced Reporting Edition for UNIX. Refer to "Solaris" on page 16, "HP-UX" on page 17, "AIX" on page 17, and "X Server" on page 17 for further information about Siebel Advanced Reporting Edition for UNIX on these platforms.

Table 12. Hardware, Operating System, and Web Browser Requirements for Siebel Advanced Reporting Edition for UNIX

Siebel Product	Corresponding Actuate Product[1]	Operating System	Minimum Hardware Requirements	Free Disk Space Requirements[2]
Siebel Advanced Reporting Engine	iServer and ActivePortal JSP	Solaris 8, 9 AIX 5.1, 5.2 HP-UX 11.0, 11i	Processor: Solaris: UltraSPARC-I, II, IIi, III HP-UX: PA-RISC 2.0 AIX: Power, Power2, Power3, Power4, Power4+, PowerPC	**iServer:** Solaris—650 MB AIX—775 MB HP-UX—675 MB **Active Portal for JSP:** Solaris—150 MB AIX—150 MB HP-UX—175 MB

1. Actuate products are 32-bit applications. 64-bit products that are certified by the vendor to work with 32-bit applications (such as AIX 5.1) are supported if they are listed in this document.

2. The memory and free disk space requirements listed are for Actuate products only. Total memory and free disk space required should include requirements for operating systems and other applications.

Solaris

n   Solaris is the marketing name for SunOS.

n   For iServer on Solaris, X Windows runtime library (X11.base.lib) is required in conjunction with a running X Server. See Table 14 on page 17 for more information about X Server.

n   On Solaris 8, Actuate iServer requires Sun patch # 108434-1.

HP-UX

For HP-UX 11.0, ANSI C++ runtime library component patches PHCO_20765, PHCO_19666, PHSS_16587, andPHSS_26559 (or higher) are required. General Patch Release XSWGR1100 (i.e. B.11.00.47.05) or higher is required. File system library patches PHCO_22453, PHKL_22432, PHKL_20335, and PHKL_22440 or later are required. Actuate uses HP-UX 11.0 HP kernel threads and thus DCE Threads are not required. For HP-UX 11.11, ld(1) and linker tools cumulative patch PHSS_30049 (or higher) is required.

AIX

n   For iServer on AIX, X Windows run-time library (X11.base.lib) is required in conjunction with a running X Server. See Table 14 on page 17 for more information about X Server.

n   For AIX 5.1, IBM recommends that the kernel parameter tcp_nodelayack be set to 1 by using the following command: "no -o tcp_nodelayack=1" and that Fix IY53226 be applied. For more information visit IBM's supportWeb site at http://www-1.ibm.com/support/docview.wss?uid=isg1IY53226.

n   For AIX 5.2, IBM recommends that that the kernel parameter tcp_nodelayack be set to 1 by using the following command: "no -o tcp_nodelayack=1" and that Fix IY53254 be applied. For more information visit IBM's support Web site at http://www-1.ibm.com/support/docview.wss?uid=isg1IY53254.

Java Runtime Environment (JRE)

Table 13 lists JRE supported by iServer.

Table 13.   JRE Supported by iServer

Java Runtime Environment	Solaris	AIX	HP-UX
JRE	Sun JRE 1.4.1	IBM JRE 1.4.1	HP JRE 1.4.1

X Server

Table 14 lists X Server versions supported by iServer.

Table 14.   X Server Versions Supported by iServer

X Server	Windows Server	Solaris/AIX/HP-UX
X Server	N/A	X11R5, X11R6

Client Environment Requirements

Supported Web Browsers

There are no download requirements for Siebel Analytics. Siebel Analytics supports the Web browsers listed in Table 15.

Table 15.   Supported Web Browsers

Client Operating System	Browsers[1]			
	Internet Explorer 6.x and 7.0[2]	Mozilla 1.7.x	Netscape 7.2.x	Firefox 1.0.x
Microsoft Windows 2000 Professional with SP 3 or above	X	X	X	X
Microsoft Windows XP SP1 or above	X	X	X	X
Sun Solaris 9, Sun Solaris 10		X	X	X

1.   The Hebrew locale (HEB) is only available with Microsoft Internet Explorer

2.   Microsoft Internet Explorer is supported with Siebel Business Analytics version 7.8.5.2

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

Supported Client Operating Systems

Siebel Analytics supports the client operating systems listed in Table 16.

Table 16.   Supported Client Operating Systems

Client Type	Operating System and Patch Level
Siebel Analytics Server Administration Tool Siebel Analytics Catalog Manager Siebel Mobile Analytics Client Siebel Analytics Briefing Book Reader	Windows 2000 Professional with SP 3 or above; Windows XP Professional SP 1 or above Windows Vista[1]

Table 16.   Supported Client Operating Systems

Client Type	Operating System and Patch Level
Siebel Excel Plug-In[2]	Windows Office XP or above
	Windows Vista[1]
1. Windows Vista is supported with Siebel Business Analytics version 7.8.5.2	
2. Note that Siebel Excel Plug-In requires Microsoft .Net Framework 1.1	

Server Environment Requirements

Supported Server Operating Systems

Siebel Analytics supports the server operating systems listed in Table 17 and the supported server operating systems patch levels listed in Table 18.

Table 17.   Supported Server Operating Systems

Client Type	Operating System
Siebel Analytics Server	Microsoft Windows 2000/2003 Server
Siebel Analytics Web Server	Sun Solaris 8, 9, 10
	IBM AIX 5L v5.2
	IBM AIX 5L v5.3
	HP-UX 11.11 (11i)

Table 18.   Supported Server Operating Systems Patch Levels

Server Operating System	Patch Levels
IBM AIX 5L v5.2	C++ Runtime version 6.0.0.11 or above is required
Microsoft Windows 2000 Server/Advanced Server	Service Pack 4 (5.0.2.195)
Microsoft Windows 2003 Enterprise Edition	Not applicable

Table 18.   Supported Server Operating Systems Patch Levels

Server Operating System	Patch Levels
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
Sun Solaris 10	
HP-UX 11.11 (11i)	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 Web Servers

Siebel Analytics Web Server also supports the Web servers listed in Table 19.

Table 19.   Supported Web Servers

Web Server and Patch Level	Server OS			
	Windows (Sun JRE 1.4.2_09)	AIX 5L (IBM JVM 1.4.2)	Solaris 9 (Sun JRE 1.4.2_09)	HP-UX 11i (HP JRE 1.4.2)
Apache Tomcat 5.5.x	X	X	X	X
Microsoft IIS 5.0 on Windows 2000 and IIS 6.0 on Windows 2003	X			
Sun ONE Web Server EE 6.1 SPARC			X	X
Sun ONE Web Server EE 6.1 SP2 x86			X	X
Websphere Application Server 5.1 (IHS 2.0.47)		X		

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

Oracle provides an ODBC client driver so that third-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, Oracle 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 Oracle's 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 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 Business Analytics Platform

Siebel Business Analytics platform supports the relational databases listed below in Table 20. In addition, Siebel Analytics offers connectivity to multidimensional data sources, as detailed in Table 22 on page 24, and ODBC data sources, as detailed in "Support for ODBC Data Sources" on page 24.

Table 20.   Supported Databases

Vendor and Product	Version	Connectivity Software	Applicable Siebel Business Analytics Release
Microsoft SQL Server 2000	2000 Service Pack 3, (32-bit	SQL Server ODBC Driver/ Microsoft Data Access Components (MDAC) 2.7	7.7.1 or higher
Microsoft SQL Server 2005[1]	2005	SQL Server Native Client 2005-99-1355-00/ SQL Server ODBC Driver version 3.70.08.20	7.8.2.3 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[2]	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 5s	DB2 Connect with Fixpak 5s (including APAR JR19960)	7.7.1 or higher
IBM DB2 Universal Database (UDB) Enterprise Edition/ Workgroup Edition for Windows and Unix and Linux on IA-32	8.2 with FixPak 8 or higher	DB2 SDK 8.2.1	7.8.2.2 or higher
IBM DB2 Universal Database (UDB) for OS/390 and z/OS	Version 7[3]	DB2 Connect EE with Fixpak 5s	7.7.1 or higher
IBM DB2 Universal Database (UDB) for OS/390 and z/OS (NFM mode only)	Version 8	IBM DB2 UDB Admin Client	7.8 or higher
Oracle Database 8i Enterprise Edition[4]	8.1.7.4.6 or higher (Windows) 8.1.7.4 or higher (Unix)	Oracle native client 8.1.7.4.6 (Windows), 8.1.7.4 (Unix)	7.7.1 or higher

Table 20.   Supported Databases

Vendor and Product	Version	Connectivity Software	Applicable Siebel Business Analytics Release
Oracle Database 9i Enterprise Edition	9.2.0.6 or higher	Oracle native client 9i	7.7.1 or higher
Oracle Database 10g Enterprise Edition	10.1.0.2 or higher 10.2.0.1.0 or higher	Oracle native client 10g	7.8.2.2 or highers
NCR Teradata	V2R4.1.3, V2R5.0.x[5], V2R5.1.x	Teradata ODBC driver 3.3.0.5[6]	7.7.1 or higher
NCR Teradata	V2R5.1.x[7], V2R6.0[7], V2R6.1[7]	3.05	7.8.4 or higher
SQL Anywhere	8.0.2.4361	Corresponding SQL Anywhere ODBC driver	7.8.2 or higher

1. Microsoft recommends using SQL Server Native Client with Microsoft SQL Server 2005.

2. Supported as a data source for the Siebel Analytics Server only.

3. IBM DB2 UDB version 7 is only supported in stand-alone mode. Running in integrated mode with Siebel Business Applications requires IBM DB2 UDB version 8.

4. Oracle 8i is only supported in stand-alone mode. Running in integrated mode with Siebel Business Applications requires Oracle 9i.

5. V2R 5.0.x is supported in stand-alone mode only. Running in integrated mode with Siebel Business Applications requires V2R5.1.x.

6. 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.

7. This configuration is only supported for Siebel Analytics Server running on Microsoft Windows 2003.

Support for Oracle Real Applications Clusters (RAC)

Table 21 lists support for Oracle RAC.

Table 21.   Support for Oracle RAC

Oracle Server Version	Certified Oracle Version
Oracle Database 9i Enterprise Edition	Oracle 9.2.0.6 or higher
Oracle Database 10g Enterprise Edition	Oracle 10.2.0.1.0 or higher

Support for Multidimensional Data Sources

Siebel Analytics supports the multidimensional data source listed in Table 22.

Table 22.   Supported Multidimensional Data Source

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 Analytics 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 Business Analytics 7.8.5 supports the third-party software products listed in Table 23. These products must be obtained directly from the vendors that sell them.

Table 23.   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 DB2 Cube Views	8.1 with FixPak 7s[1]	Siebel Analytics	Used to integrate Siebel Analytics metadata into DB2 and to accelerate multidimensional analysis.
IBM Directory Server	5.1 or above	Siebel Analytics (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).
Microsoft Data Access Components (MDAC)	2.7	Siebel Analytics	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.
1. FixPak 7s can be found at: ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/analytics/			

Ancillary Programs

The ancillary programs listed in Table 24 are provided with Siebel Analytics 7.8.5 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 Oracle.

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

Your Siebel Analytics software may include some or all of the ancillary programs listed in Table 24.

Table 24.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Analytics Module	Distribution Method and Description	Applicable Analytics Release
Actuate ActivePortal JSP	8 with SP1	Siebel Advanced Reporting Engine	Distributed. Enterprise reporting technology.	7.8.4 or higher
Actuate e.Report Designer Professional	8 with SP1	Siebel Advanced Reporting Workbench	Distributed. Enterprise reporting technology.	7.8.4 or higher
Actuate iServer	8 with SP1	Siebel Advanced Reporting Engine	Distributed. Enterprise reporting technology.	7.8.4 or higher
Actuate Viewer	8 with SP1	Siebel Advanced Reporting User Edition	Distributed. Enterprise reporting technology.	7.8.4 or higher
Apache Software Foundation Formatting Objects 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
Corda 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 24.   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
InstallShield Developer	8.0	Siebel Analytics	Embedded. Used in installing the Siebel Analytics applications on the Windows platforms.	7.7.1 or higher
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

Please note that some features that are generally available in the product may not be available in specific operating environments. In most cases, this is due to third-party product support limitations. In all cases, these limitations should be identified in the Release Notes documentation for the specific product release. However, while an individual feature may not be available in a specific operating environment, the product as a whole will operate as specified.

Siebel Business Analytics 7.8.5 Product Availability Exceptions are listed in Table 25. Feature Availability Exceptions are listed in Table 26.

Table 25.   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 Arabic or Thai. This is because of third-party software limitations (Corda).
Siebel Delivers	Platform	Siebel Delivers (the Scheduler 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	Platform	Oracle neither tests nor offers support for Siebel Analytics clustering using third-party clustering products, such as Veritas (12-DS4BN7).
Siebel Analytics	Platform	Siebel Analytics does not support SQL Server 2000 (64-bit) due to third-party software limitations (Informatica).
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 and data 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	Language	The Hebrew locale is not supported for Mozilla 1.7.x, Netscape 7.2.x, or Firefox 1.0.x. It is only available with Microsoft Internet Explorer 6.x.

Table 26.   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+ (available through the browser). For pre-Excel 2002 configuration options, please see the release notes.
Marketing Server	Create Segment	Feature	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 7.8.5 *platform*[1] is backward-compatible with any previous Siebel operational product (with the exception of the Marketing Server—see Table 26 on page 31 for more information). As a result, it is recommended that customers upgrade to the latest available version of the Siebel Analytics Platform. Upgrade instructions for the platform are described in the *Siebel Analytics Platform Upgrade Guide*.

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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).