



Siebel System Requirements and Supported Platforms

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1

Introduction

This book contains the definitive list of system requirements and supported platforms for Release 7.5 of Oracle's Siebel 7. Siebel 7 comprises Siebel Business Applications (Enterprise and Professional Edition), Siebel eBusiness Industry Applications (Enterprise and Professional) and Siebel MidMarket Edition.

Topics in this chapter include the following:

- [Important Changes in the Current Revision](#)
- [Other Siebel Documentation](#)
- [Oracle Welcomes Your Comments](#)

Important Changes in the Current Revision

The table below documents important changes made in this revision of the document.

Revision	Section	Change
AJ	Throughout book	Removed references to a desupported product.

Other Siebel Documentation

The Siebel Bookshelf is available on Oracle Technology Network (<http://www.oracle.com/technetwork/indexes/documentation/index.html>) and Oracle E-Delivery. It may also be installed locally on your intranet or on a network location. Siebel Fix Pack documentation is available on My Oracle Support at <https://support.oracle.com>.

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

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)
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2

Overview of Supported Environments

This chapter describes Siebel 7 Web client types, application operating modes, and supported environments and contains the following topics:

- [Siebel 7 Web Client Types](#)
- [Categorization of Siebel 7 Applications](#)
- [Homogeneous and Heterogeneous Server Environments](#)

This chapter also describes the supported homogeneous and heterogeneous environments. Chapters 4 through 10 contain a comprehensive list of hardware and software requirements, as well as supported and ancillary third-party software requirements.

Siebel 7 Web Client Types

Users can access Siebel Business Applications through a number of different client types (deployment options). Client deployment options differ by the amount and type of software installed on the client machine, the application functionality available to the user, and the network requirements.

The following client deployment options are supported in this release of Siebel Business Applications:

- **Siebel Web Client.** Siebel Web Client runs in a standard browser from the client personal computer and does not require any additional persistent software installed on the client. The browser connects through a Web server to the Siebel eBusiness Application Server, which executes business logic and accesses data from the Siebel Database.
- **Siebel Mobile Web Client.** Siebel Mobile Web Client is a portable Microsoft Windows client delivered through a Web browser that is designed for local data access and does not need to be connected to a server. Siebel Mobile Web Client meets the needs of field professionals who do not have continuous access to a network. Siebel Mobile Web Client uses a local database on each mobile machine. Periodically, the client must access the Siebel Remote Server through a dial-up, WAN, or LAN connection to synchronize data changes with the Siebel Database on the database server and Siebel File System.
- **Siebel Dedicated Web Client.** Siebel Dedicated Web Client is a Microsoft Windows client delivered through a Web browser that provides direct connectivity to a database server. It requires software to be installed on the client machine, but does not require a local database, Web server, or Siebel eBusiness Application server for serving up interactive user sessions. Siebel Server is still required for functionality like Assignment Manager.
- **Siebel Tools Client.** Siebel Tools Client is a dedicated Microsoft Windows client for users of Siebel Tools.
- **Siebel Handheld Client.** Siebel Handheld Client is a mobile client for users of Siebel Handheld products.

- **Siebel Wireless Client.** Siebel Wireless Client runs in a variety of WML and HTML browsers available for mobile devices such as PDAs, cell phones, and pagers, and does not require any Siebel software to be installed on the client. The browser connects through a wireless gateway, if required, and then through a Web server to the Siebel eBusiness Application Server, which executes business logic and accesses data from Siebel database

NOTE: If you were redirected from the MidMarket Edition Chapter and would like to go back to your page, please [click here](#).

Categorization of Siebel 7 Applications

The three major groups of Siebel Business Applications are:

- Applications usually used by internal employees of an enterprise.
 - These are called employee applications. An example is Siebel Call Center.
- Applications used to manage and interact with partners of an enterprise.
 - These are called partner applications. Examples are Siebel Partner Manager (an application for managing partners) and Siebel Partner Portal (a portal for partners).
- Applications usually used by customers of an enterprise.
 - These are called customer applications. Examples are Siebel eSales (a customer application) and Siebel eService (a self service application). In prior releases, these were called .COM applications.

Employee and partner applications are optimized for a screen resolution of 1024x768. Customer applications are optimized for a screen resolution of 800x600.

Homogeneous and Heterogeneous Server Environments

In homogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers are all deployed on the same platform. In heterogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers can be deployed on different supported platforms. Supported homogeneous and heterogeneous server environments are defined in [Table 2](#).

Table 2 includes combinations that may not be supported in the base release. In some instances, a newer platform may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 2. Supported Homogeneous and Heterogeneous Server Environments

Database Server	Siebel Server/Gateway	Web Server	Applicable Release
IBM DB2 UDB for Windows and UNIX	Microsoft Windows 2000 and Windows NT 4.0	Microsoft IIS Web Server	7.5.2.0 or higher
		Sun Java System Web Server	
	IBM AIX 5L v5.1 and Microsoft Windows 2000	IBM HTTP Server	7.5.2.0 or higher
		Microsoft IIS Web Server	
		Sun Java System Web Server	
	Sun Solaris 8 and Microsoft Windows 2000	Microsoft IIS Web Server	7.5.2.0 or higher
Sun Java System Web Server			
IBM DB2 UDB for Windows and UNIX	HP-UX 11.11 (11i) and Microsoft Windows 2000	HP Powered by Apache	7.5.2.211 or higher
		Microsoft IIS Web Server	
Oracle 8i Enterprise Server	Microsoft Windows 2000 and Windows NT 4.0	Microsoft IIS Web Server	7.5.2.0 or higher
		Sun Java System Web Server	
	Sun Solaris 8 and Microsoft Windows 2000	Microsoft IIS Web Server	7.5.2.0 or higher
		Sun Java System Web Server	
	HP-UX 11.11 (11i) and Microsoft Windows 2000	HP Powered by Apache	7.5.2.211 or higher
		Microsoft IIS Web Server	

Table 2. Supported Homogeneous and Heterogeneous Server Environments

Database Server	Siebel Server/Gateway	Web Server	Applicable Release
Oracle 9i Enterprise Server	Microsoft Windows 2000 and Windows NT 4.0	Microsoft IIS Web Server	7.5.2.0 or higher
		Sun Java System Web Server	
	IBM AIX 5L v5.1 and Microsoft Windows 2000	IBM HTTP Server	7.5.2.200 or higher
		Microsoft IIS Web Server	
		Sun Java System Web Server	
	Sun Solaris 8 and Microsoft Windows 2000	Microsoft IIS Web Server	7.5.2.0 or higher
		Sun Java System Web Server	
	HP-UX 11.11 (11i) and Microsoft Windows 2000	HP Powered by Apache	7.5.2.211 or higher
Microsoft IIS Web Server			
IBM DB2 Universal Database for OS/390 and zOS	Microsoft Windows 2000	Microsoft IIS Web Server	7.5.2.200 or higher
		Sun Java System Web Server	
	IBM AIX 5L v5.1 and Microsoft Windows 2000	IBM HTTP Server	
		Microsoft IIS Web Server	
		Sun Java System Web Server	
	Sun Solaris 8 and Microsoft Windows 2000	Microsoft IIS Web Server	
		Sun Java System Web Server	
	Microsoft SQL Server 2000	Microsoft Windows 2000 and Windows NT 4.0	Microsoft IIS Web Server
Sun Java System Web Server			

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Globalization Requirements

Siebel Business Applications support internationalization and localization for specific languages based on customer demand. Siebel 7.5 includes localization support for the languages listed in [Table 2](#) where an “X” indicates support. Please contact your Siebel representative for updates on supported languages.

Table 2. Localized Languages for Release 7.5

Language Description	Language Code	Siebel Business Applications	Siebel Industry Applications	Supported Database Code Pages
English ¹	ENU	X ^{3,4}	X	Traditional ⁵ / Unicode
French	FRA	X	X	Traditional/ Unicode
German	DEU	X	X	Traditional/ Unicode
Spanish	ESN	X	X	Traditional/ Unicode
Italian	ITA	X	X	Traditional/ Unicode
Danish	DAN	X	X	Traditional/ Unicode
Dutch	NLD	X	X	Traditional/ Unicode
Swedish	SVE	X	X	Traditional/ Unicode
Japanese	JPN	X	X	Traditional/ Unicode
Portuguese (Brazilian)	PTB	X	X	Traditional/ Unicode
Portuguese (European)	PTG	X	X	Traditional/ Unicode
Chinese (Simplified)	CHS	X	X	Unicode
Chinese (Traditional)	CHT	X		Unicode
Czech	CSY	X	X	Unicode
Hebrew ²	HEB	X		Unicode
Finnish	FIN	X		Traditional/ Unicode
Korean	KOR	X	X	Unicode

1. English language is available on all supported database code pages.
2. Hebrew language is not supported on High Interactivity Clients for 7.5.2xx or higher releases
3. Siebel Homeland Security is not supported in any language other than English (ENU).

4. IBM DB2 UDB for OS/390 and zSeries supports the following languages:
 Siebel Business Applications - English
 Siebel Industry Applications - English, French, German, Italian, Spanish and Dutch
5. [Table 2](#) lists the Traditional Database Code Pages.

Siebel Handheld supports a sub-set of localized languages, as shown in [Table 3](#), where an “X” indicates support.

Table 3. Supported Languages for Siebel Handheld

Language Description	Language Code	Siebel Sales Handheld for Siebel Business Applications	Siebel Service Handheld for Siebel Business Applications	Siebel Sales Handheld for Siebel Industry Applications	Siebel Service Handheld for Siebel Industry Applications	Siebel eConsumer Goods Sales Handheld	Siebel ePharma Handheld
English	ENU	X	X	X	X	X	X
French	FRA	X	X	X	X	X	X
German	DEU	X	X	X	X	X	X
Spanish	ESN	X	X	X	X	X	X
Italian	ITA	X	X	X	X	X	X
Danish	DAN	X	X	X	X	X	X
Dutch	NLD	X	X	X	X	X	X
Swedish	SVE	X	X	X	X	X	X
Japanese	JPN	X	X	X	X	X	X
Portuguese (Brazilian)	PTB	X	X	X	X	X	X
Chinese (Simplified)	CHS	X	X	X	X	X	X

Siebel Wireless Client supports a sub-set of localized languages, as shown in [Table 4](#).

Table 4. Supported Languages for Siebel Wireless

Language Description	Language Code
English	ENU
Danish	DAN
German	DEU
Italian	ITA
Spanish	ESN
French	FRA
Dutch	NLD
Swedish	SVE
Japanese	JPN
Brazilian Portuguese	PTB
Korean	KOR

Refer to *Global Deployment Guide* for detailed information about:

- Common global deployment terminology
- Global deployment scenarios and how Siebel applications address the needs of a global deployment
- How to plan your global deployment

4

Hardware and Network Requirements

This chapter describes the hardware and network requirements for the Siebel Server environment and the Siebel Client environment and includes the following topics:

- [Siebel Server Environment Hardware Requirements](#)
- [Siebel Client Environment Hardware Requirements](#)
- [Connection Brokering Network Hardware Requirements](#)
- [Server Network Requirements](#)
- [Client Network Requirements](#)

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 Oracle's Siebel Customer Care for capacity planning or sizing assistance.

Siebel Server Environment Hardware Requirements

Table 5 lists the minimum hardware requirements for the Siebel Server environment.

Table 5. Minimum Siebel Server Environment Hardware Requirements

Platform	Siebel Server Environment	Hardware Required
IBM AIX	Siebel Gateway Server	IBM pSeries Server @ 500 MHz with 256 MB memory
	Siebel Server	IBM pSeries Server with two processors @ 500 MHz with 1 GB memory
	Web Server	IBM pSeries server @ 500 MHz with 512 MB memory
	Siebel Database Server	As recommended by DB vendor
Microsoft Windows NT 4.0/ Windows 2000	Siebel Gateway Server	PIII XEON @ 500 MHz with 256 MB memory
	Siebel Server	PIII XEON with two processors @ 500MHz with 1 GB memory
	Web Server	PIII XEON @ 500 MHz with 512 MB memory
	Siebel Database Server	As recommended by DB vendor

Table 5. Minimum Siebel Server Environment Hardware Requirements

Platform	Siebel Server Environment	Hardware Required
Sun Solaris	Siebel Gateway Server	One UltraSPARC or SPARC64™ processor @ 500 MHz with 256 MB memory
	Siebel Server	Two UltraSPARC or SPARC64™ processors @ 500 MHz with 1 GB memory
	Web Server	One UltraSPARC processor or SPARC64™ @ 500MHz with 512MB memory
	Siebel Database Server	As recommended by DB vendor
HP-UX	Siebel Gateway Server	One HP rp2430 processor @ 650 MHz with 256 MB memory
	Siebel Server	Two HP rp2470 processors @ 650 MHz with 1 GB memory
	Web Server	One HP rp2430 processor @ 650 MHz
	Siebel Database Server	As recommended by DB vendor

Siebel Enterprise Server architecture is designed to scale across multiple application servers to meet the needs of large, complex deployments. Siebel Global Services can provide further assistance in capacity planning and sizing hardware platforms for Siebel Enterprise Server.

The number of servers and the CPU and memory resources required for operation of Siebel Business Applications increases with the number and types of users and Siebel modules deployed.

Up to 1 GB of disk space can be required on each application server for installation of Siebel Enterprise Server software. In addition, servers operating Siebel Remote require 15 MB of usable disk space for each mobile user. Oracle recommends use of high performance and high availability storage solutions as appropriate for use in Oracle deployments. This is especially important in high capacity deployments. Oracle recommends use of high performance SCSI disks or RAID arrays for all Siebel Server environments.

Hardware or software RAID 5 or comparable high availability disk configurations are critical for Siebel Remote Servers, Database Servers, and Siebel File System Servers. It is recommended that other Siebel Application Servers, Siebel Web Servers and other Siebel Server components are configured to use hardware or software RAID level 1 configurations.

High availability solutions-such as clustering-are also recommended on critical components and may be used in conjunction with RAID level 1 or 5 solutions as stated above. Clustering is critical for high availability of the Gateway Server, Remote Servers and the Siebel Database Server. Clustering is also recommended for any application server that is not load balanced.

Customers are responsible for insuring that clustering is supported on each respective Siebel Server component. Customers are also responsible for making sure that Siebel Server hardware is supported to operate with the supported server operating systems listed in [Table 5 on page 17](#) and supported web servers listed in [Table 6 on page 20](#).

Siebel Client Environment Hardware Requirements

[Table 6](#) represents the absolute minimum memory requirements under which the Siebel release would operate, but would not necessarily provide reasonable performance. Use of third-party software required for some features is not factored in, nor is software not needed by Oracle, such as virus protection, local firewalls, and so on.

[Table 7 on page 22](#) represents the recommended memory requirements that will provide reasonable performance for most customer deployments. If customers increase the number of views to be cached the memory requirements may increase. Use of 3rd party software required for some features is not factored, nor is software not needed by Oracle such as virus protection, local firewalls, etc. Unless a significant amount of 3rd party software is used, Oracle recommends that the memory requirements on this table be followed.

[Table 8 on page 24](#) represents the memory required for the combination of Siebel applications and the optional third-party software such as Microsoft Word and Microsoft Outlook and/or IBM/Lotus Notes, virus protection, and other common software. The memory recommendations on this table should be followed if a significant amount of third-party software is being used.

Oracle will continue to optimize its software for overall end-user and system performance in subsequent maintenance releases and reserves the right to make new recommendations based on those optimizations.

Table 6. Minimum Hardware Requirements

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client - Standard Interactivity Mode Applications	One PII 266MHz or better	32	32	64	96	128
Siebel Web Client - High Interactivity Mode Applications	One PIII 500MHz or Celeron 800MHz class processor, 20MB of storage	Not Supported	Not Supported	96	96	160
Siebel Dedicated Web Client	One PIII 500MHz or Celeron 800MHz class processor, 350MB of storage	Not Supported	Not Supported	192	192	256
Siebel Mobile Web Client	One PIII 500MHz or Celeron 800MHz class processor, 1GB of storage	Not Supported	Not Supported	224	224	288
Siebel Tools Client	One PIII 500MHz or Celeron 800MHz class processor, 650MB of storage	Not Supported	Not Supported	224	224	288

Table 6. Minimum Hardware Requirements

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Handheld Client for Windows-Powered Devices Available only with Siebel ePharma Handheld for Windows-Powered Devices and Siebel eConsumer Goods Sales Handheld for Windows-Powered Devices.	64 MB RAM, and at least 206 MHz CPU depending on device. Refer to Table 37 on page 71 for a list of supported Windows-Powered devices	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Siebel Wireless Client	Wireless-enabled mobile devices including PDAs, cell phones, and pagers that are capable of running WML, HTML, or other wireless browsers described in "Siebel 7 Web Client Types" on page 11.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

1. Storage specified is for Siebel software and what is considered typical for the Siebel local database and attachments. However, this number will vary between customer deployments depending on visibility rules, the size of the central database, and the amount and size of attachments. Therefore, customers should use this as a typical guideline, but not an absolute requirement.

Table 7. Recommended Hardware Requirements

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client - Standard Interactivity Mode Applications	One PII 266MHz or better	48	48	96	128	192
Siebel Web Client - High Interactivity Mode Applications	One PIII 500MHz or Celeron 800MHz class processor, 20MB of storage	Not Supported	Not Supported	96	192	256
Siebel Dedicated Web Client	One PIII 500MHz or Celeron 800MHz class processor, 350MB of storage	Not Supported	Not Supported	192	256	288
Siebel Mobile Web Client	One PIII 500MHz or Celeron 800MHz class processor, 1GB of storage	Not Supported	Not Supported	224	320	352
Siebel Tools Client	One PIII 500MHz or Celeron 800MHz class processor, 650MB of storage	Not Supported	Not Supported	224	320	352

Table 7. Recommended Hardware Requirements

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Handheld Client for Windows-Powered Devices Available only with Siebel ePharma Handheld for Windows-Powered Devices and Siebel eConsumer Goods Sales Handheld for Windows-Powered Devices.	64 MB RAM, and at least 206 MHz CPU depending on device. Refer to Table 37 on page 71 for a list of supported Windows-Powered devices	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Siebel Wireless Client	Wireless-enabled mobile devices including PDAs, cell phones, and pagers that are capable of running WML, HTML, or other wireless browsers described in "Siebel 7 Web Client Types" on page 11 .	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

1. Storage specified is for Siebel only software and what Siebel considers typical for the Siebel local database and attachments. However, this number will vary between customer deployments depending on visibility rules, size of the central database and amount and size of attachments. Therefore, customers should use this as a typical guideline, but not an absolute requirement which may end up being higher.

Table 8. Recommended Hardware Requirements with Optional Third-Party Software

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client - Standard Interactivity Mode Applications	One PII 266MHz or better	64	64	96	128	192
Siebel Web Client - High Interactivity Mode Applications	One PIII 500MHz or Celeron 800MHz class processor, 20MB of storage	Not Supported	Not Supported	192	224	288
Siebel Dedicated Web Client	One PIII 500MHz or Celeron 800MHz class processor, 350MB of storage	Not Supported	Not Supported	288	320	352
Siebel Mobile Web Client	One PIII 500MHz or Celeron 800MHz class processor, 1GB of storage	Not Supported	Not Supported	352	384	384
Siebel Tools Client	One PIII 500MHz or Celeron 800MHz class processor, 650MB of storage	Not Supported	Not Supported	352	384	384

Table 8. Recommended Hardware Requirements with Optional Third-Party Software

Client Type	CPU and Storage Requirements ¹	Memory Requirements (MB)				
		Windows 95	Windows 98	Windows NT 4.0	Windows 2000	Windows XP
Siebel Handheld Client for Windows-Powered Devices Available only with Siebel ePharma Handheld for Windows-Powered Devices and Siebel eConsumer Goods Sales Handheld for Windows-Powered Devices.	64 MB RAM, and at least 206 MHz CPU depending on device. Refer to Table 37 on page 71 for a list of supported Windows-Powered devices	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Siebel Web Client - Standard Interactivity Mode Applications	One PII 266MHz or better	64	64	96	128	192
Siebel Wireless Client	Wireless-enabled mobile devices including PDAs, cell phones, and pagers that are capable of running WML, HTML, or other wireless browsers described in "Siebel 7 Web Client Types" on page 11 .	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

1. Storage specified is for Siebel software and what is considered typical for the Siebel local database and attachments. However, this number will vary between customer deployments depending on visibility rules, the size of the central database, and the amount and size of attachments. Therefore, customers should use this as a typical guideline, but not an absolute requirement .

Connection Brokering Network Hardware Requirements

If connection brokering is implemented, all servers in the central dispatch site must use Network Interface Cards (NIC) supported by Resonate Central Dispatch. Refer to Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>) for a detailed list of supported network interface cards.

Server Network Requirements

Siebel Enterprise Server machines require:

- A TCP/IP LAN connection between the database hosting the Siebel data and the Siebel Servers, this includes all the Siebel associated server components.
- A TCP/IP LAN or WAN connection between the Siebel Servers and Web Servers fronting the Siebel application
- A TCP/IP LAN or WAN connection between the Web Servers fronting the Siebel applications and the web browsers.
- For consumer applications such as eSales, eService and so on, a 56kbps modem or better is advised. If lower bandwidth modems are used, the application will be functional, but performance degradation can be expected. This will be the case with any web site users access.

Specific network requirements will vary by installation. Customers are advised to secure a capacity plan from Siebel Expert Services.

Client Network Requirements

Siebel client requirements depend on the deployment mode of Siebel applications. See [Chapter 5, "Client Environment Requirements,"](#) for more information on standard and high interactivity deployment modes. The requirements are:

- Siebel Web Client—High interactivity Mode Applications should use a LAN or WAN connection to the web servers fronting the Siebel applications. The connection needs to support the HTTP protocol.
- Siebel Dedicated Web Client—High interactivity Mode Applications should use a TCP/IP LAN or WAN connection to the Siebel Servers and the DBMS hosting the Siebel data.
- Siebel Mobile Web Client—High interactivity Mode Applications should use a TCP/IP to the Siebel Server it synchronizes with. The Siebel Server is specified on the cfg file local to the Siebel Mobile Web Client.

- Siebel Web Client—Standard Interactivity Mode Applications such as eSales, eService and so forth should use a 56kbps modem or better to the web servers fronting the Siebel applications. If lower bandwidth modems are used the application will be functional, but performance degradation can be expected. This will be the case with any web site users access.
- Siebel Tools Client should use either a TCP/IP LAN or WAN for connections to the DBMS hosting the Siebel data and repository. Further, the connection should also have access to the web servers hosting the Siebel test environment.

5

Client Environment Requirements

This chapter describes the software platform requirements for the Siebel Business Applications clients and includes the following topics:

- [Deployment Modes for Applications](#)
- [Supported Deployment Modes by Application Categorization](#)
- [Requirements for High Interactivity Mode Deployments](#)
- [Other Browser Environment Requirements for High Interactivity Mode Deployments](#)
- [Requirements for Standard Interactivity Mode Deployments](#)

Required software included are those products that must be installed separately by the user on the client machine in order to achieve basic Siebel functionality. Siebel applications can be deployed in two modes - standard interactivity mode or high interactivity mode.

Deployment Modes for Applications

This section lists supported deployment modes for employee, partner, and customer applications. For a definition of each application, see [“Categorization of Siebel 7 Applications” on page 12](#).

Deployment Modes for Employee Applications

Siebel employee applications only run in the high interactivity deployment mode. See [“Requirements for High Interactivity Mode Deployments” on page 31](#) for more information about the high interactivity mode and its client requirements.

Deployment Modes for Partner Applications

There are two relevant Siebel partner applications - Siebel Partner Manager and Siebel Partner Portal. Siebel Partner Manager is an employee application that is used by channel and alliance professionals to administer and manage their partner base. Because Siebel Partner Manager is only meant for the employees, it only supports high interactivity mode. Siebel Partner Portal is an application for partner users. It supports both standard interactivity mode and high interactivity mode. It is strongly recommended that customers run Siebel Partner Portal in standard interactivity mode, because it supports the broadest set of internet browsers and client operating systems, thereby allowing a customer's entire partner base to access the Partner Portal. However, if a customer has a dedicated (exclusive) partner network and can require its partners to standardize on more stringent high interactivity mode requirements (specific browsers, operating systems, and java virtual machines), then deploying Siebel Partner Portal in high interactivity may be a viable option. See the appropriate deployment mode section for addition information on client requirements.

There are exceptions to Siebel Partner Portal's support of both standard interactivity (SI) mode and high interactivity (HI) mode for some vertical applications as shown in [Table 9 on page 30](#).

Deployment Modes for Customer Applications

Siebel customer applications only run in the standard interactivity mode. See [“Requirements for Standard Interactivity Mode Deployments” on page 41](#) for more information about the standard interactivity mode and its client requirements.

Supported Deployment Modes by Application Categorization

Table 9 lists the supported deployment modes by application categorization.

Table 9. Supported Deployment Modes by Application Categorization

Product Name	SI	HI	Exceptions
Employee Applications		X	
Customer Applications	X		
Partner Applications (Partner Manager)		X	
Partner Applications (Partner Portal)			
Siebel Partner Portal	X	X	HI requires customers to apply documented configurations* for Shopping Cart Transfer, Partner Satisfaction, and Partner Commerce. User Registration is not supported in HI. This applies to all vertical applications.
Siebel SIA Partner Portal	X	X	
Siebel eApparel & Footwear Partner Portal	X		
Siebel eConsumer Goods Partner Portal		X	
Siebel eDealer		X	
Siebel Healthcare Provider Portal	X		
Siebel Service Provider Portal	X		
Siebel eFinance Partner Portal	X	X	
Siebel Agent Portal	X		
Siebel eClinical Partner Portal	X		
Siebel Partner Portal for CME	X	X	CME Order Management is not supported in HI

Requirements for High Interactivity Mode Deployments

The Siebel 7 Smart Web Architecture supports a high interactivity deployment mode that provides a rich user interface with rich interactivity delivered via a browser interface without requiring any persistently installed software on the client. It provides support for characteristics such as minimal screen refresh, implicit commit, and optimal network utilization due to a separate retrieval of data and layout. The High Interactivity Framework relies on advanced browser capabilities to deliver this functionality - Document Object Model (DOM), Java and ActiveX controls.

Table 10 lists the supported operating systems for high interactivity mode deployments.

Table 10. Supported Operating Systems for High Interactivity Mode Deployments

Client Type	Operating System
Siebel Web Client	Microsoft Windows NT Workstation 4.0 with SP 6a; Windows 2000 Professional with SP 2 or above (refers to vendor patch level and not the version level); Windows XP Professional without SP or with SP 1 or above (refers to vendor patch level and not the version level)
Siebel Mobile Web Client	Microsoft Windows NT Workstation 4.0 with SP 6a; Windows 2000 Professional with SP 2 or above (refers to vendor patch level and not the version level); Windows XP Professional without SP or with SP 1 or above (refers to vendor patch level and not the version level)
Siebel Dedicated Web Client	Microsoft Windows NT Workstation 4.0 with SP 6a; Windows 2000 Professional with SP 2 or above (refers to vendor patch level and not the version level); Windows XP Professional without SP or with SP 1 or above (refers to vendor patch level and not the version level)
Siebel Tools Client	Microsoft Windows NT Workstation 4.0 with SP 6a; Windows 2000 Professional with SP 2 or above (refers to vendor patch level and not the version level); Windows XP Professional without SP or with SP 1 or above (refers to vendor patch level and not the version level)
Siebel Handheld Client for Windows Devices	Refer to Table 37 on page 71 for a list of supported Windows Devices.
Siebel Wireless Client	Siebel Wireless applications support most WML and HTML browsers available with mobile devices such as PDAs, mobile phones, and pagers. Browser types requiring other markup languages may be supported with Siebel Wireless through the Siebel XML Web Interface.

NOTE: It is mandatory to install Siebel High Interactivity Client Framework in Siebel 7.5.2.200 or higher releases. This includes 7.5.3.

NOTE: The Siebel Client environments are supported on Windows 2000 and Windows XP with Microsoft's "Multilingual User Interface" (MUI) installed. Using MUI will result in certain OS UI elements, such as menus and dialogs, to be displayed in the MUI language chosen, while others display in English. While most of the Siebel UI will display in the language of the application, some UI elements may display in either the MUI language or in English. The Siebel Application does not support dynamic switching of input locale/codepage.

Table 11 lists the supported web browser and client operating system combinations for high interactivity mode deployments, where an “X” indicates support.

Table 11. Supported Web Browsers for High Interactivity Mode Deployments

Client Operating System	Browser	
	Internet Explorer 5.5	Internet Explorer 6.0
Microsoft Windows NT Workstation 4.0	X	X
Microsoft Windows 2000 Professional	X	X
Microsoft Windows XP Professional		X

Table 12 lists the third-party software products that must be installed on the various Siebel client machines. These products are not provided by Oracle; they must be obtained by the customer.

NOTE: Table 12 includes the latest supported versions of required client software. In some instances, a newer version may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client Siebel Tools Client	Microsoft Windows XP Professional	Though no service packs are required for proper function, Service Pack 1 is supported (refers to vendor patch level and not the version level).	7.5.2.0 or higher

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client Siebel Tools Client	Microsoft Windows XP Professional	<p>Service Pack 1 is supported (refers to vendor patch level and not the version level).</p> <p>Customers running without Service Pack 1 will be supported, although Service Pack 1 is highly recommended.</p> <p>Q814995 is a prerequisite for mobile web client installation. This hotfix can be found at: http://support.microsoft.com/default.aspx?scid=kb;EN-US;q814995</p>	7.5.3 or higher
		Service Pack 2 or above is supported (refers to vendor patch level and not the version level).	7.5.3.8 or higher
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client Siebel Tools Client	Microsoft Windows 2000 Professional	Service Pack 2 or above must be applied for customers running Windows 2000 operating system.	7.5.2.0 or higher

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
<p>Siebel Web Client</p> <p>Siebel Mobile Web Client</p> <p>Siebel Dedicated Web Client</p> <p>Siebel Tools Client</p>	<p>Microsoft Windows NT 4.0 Workstation</p>	<p>Service Pack 6a or above (refers to vendor patch level and not the version level) must be applied for customers running Windows NT4.0 operating system.</p> <p>QFE Q246547 is a prerequisite for customers running Windows NT 4.0 on which Microsoft patches not specifically documented by Oracle have been applied. This QFE allows the installation of additional QFEs if a QFE which sets the "RC1" designation in Windows has already been installed.</p> <p>Microsoft makes this patch available through their product support organization. Additional Information regarding this patch is available on the Microsoft support website at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q246547.</p>	<p>7.5.2.0 or higher</p>
<p>Siebel Dedicated Web Client</p> <p>Siebel Tools Client</p>	<p>IBM DB2 Runtime Client 7.2 with minimum FixPak 9</p> <p>(refers to vendor patch level and not the version level)</p>	<p>This is required for IBM DB2 UDB and DB2 for OS/390 and z/OS deployments.</p> <p>For DB2 for OS/390 and z/OS deployments, the Runtime Client 7.2 should be used in conjunction with a DB2 Connect EE server, version 7.2 and the supported FixPak. The list of supported FixPaks can be found at:</p> <p>ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/</p>	<p>7.5.2.0 or higher</p>

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
	IBM DB2 Runtime Client 8.1 with minimum FixPak 1s	<p>This is required for IBM DB2 UDB and DB2 for OS/390 and z/OS deployments.</p> <p>For DB2 for OS/390 and z/OS deployments, the Runtime Client 8.1 should be used in conjunction with a DB2 Connect EE server, version 8.1 FixPak 1s. The Siebel-specific FixPak(s) can be found at:</p> <p>ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/</p>	7.5.3 or higher
Siebel Dedicated Web Client Siebel Tools Client	IBM DB2 Connect PE 7.2 with minimum FixPak 7sa	Required for IBM DB2 for OS/390 and z/OS deployments where DB2 Runtime Client/DB2 Connect EE combination described above is not used	7.5.2.200 or higher
	IBM DB2 Connect PE 8.1 with minimum FixPak 1s		7.5.3 or higher
Siebel Dedicated Web Client Siebel Tools Client	Oracle Net Service (shipped with Oracle 8.1.7.3 or 8.1.7.4)		7.5.2 or higher
	Oracle Net Service (shipped with Oracle 9.0.1.3)		Lower than 7.5.2.200
	Oracle Net Service (shipped with Oracle 9.2.0.2 or above)	Customers using AL32UTF8, contact Oracle Technical Support to get the mandatory patch by providing Oracle patch number 2675123 for Unix platforms and patch number 3056404 for Windows.	7.5.2.200 or higher

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client	Microsoft Internet Explorer 5.5	Internet Explorer 5.5 Service Pack 2 is a prerequisite for Siebel 7 HI applications running Internet Explorer 5.5	7.5.2.0 or higher
		Microsoft makes this software and related information available through their support organization for customers with extended support contracts and makes additional information available at the following download location: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q303201&ID=303201 Please contact your administrator for assistance in installing the described software.	
		Security Update 832894 is required for all IE versions. Microsoft makes this software and related information available through their support organization for customers with extended support contracts and makes additional information available at the following download location: http://support.microsoft.com/default.aspx?kbid=832894	
		Java runtime environment is required for customers deploying Internet Explorer 5.5. Refer to “Java Runtime Environment Options” on page 40.	7.5.2.0 or higher

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client	Microsoft Internet Explorer 5.5	Q314312 or above is required for environments using Input Method Editors for Eastern languages only, (for example, Japanese) on Internet Explorer 5.5 Microsoft makes this patch and related information available through their support organization and/or the following link: http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q314312 Please contact your administrator for assistance in installing the described software.	7.5.2.0 or higher
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client	Microsoft Internet Explorer 6.0	Internet Explorer 6.0 Service Pack 1 or above is a prerequisite for Siebel 7 HI applications running on Internet Explorer 6.0 Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp	7.5.2.0 or higher
		Cumulative Security Update for Internet Explorer 6 Service Pack 1 (KB867801) or above is a prerequisite for Siebel 7 HI applications running on Internet Explorer 6.0 Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&displaylang=en	7.5.2.0 or higher

Table 12. Software Requirements for High Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client Siebel Mobile Web Client Siebel Dedicated Web Client	Microsoft Internet Explorer 6.0	Java runtime environment is required for customers deploying Internet Explorer 6.0. For more information, see “Java Runtime Environment Options” on page 40.	7.5.2.0 or higher
Siebel Handheld Client for Windows Devices	See Notes	Refer to Table 37 on page 71 for a list of supported Windows Devices.	7.5.2.0 or higher
Siebel Wireless Client	See Notes	Siebel Wireless applications support most WML and HTML browsers available with mobile devices such as PDAs, mobile phones, and pagers. Browser types requiring other markup languages may be supported with Siebel Wireless through the Siebel XML Web Interface	7.5.2.0 or higher

Java Runtime Environment Options

Table 13 describes the supported Java runtime environment options available for customers deploying Microsoft Internet Explorer 5.5 or 6.0 in high interactivity mode. A supported Java Runtime Environments must be deployed and configured for use with a high interactivity deployment.

Table 13. Supported Java Runtime Environment Options

Vendor	Notes	Supported Operating Systems	Supported Mode	Applicable Release
Microsoft	Microsoft JVM 3805 ¹ or above is a Java runtime environment option. Microsoft makes the JVM available via the Windows update feature. Additional information is available on the Microsoft support website: http://www.microsoft.com/java/download/40fixes.htm	Microsoft Windows NT 4.0, Windows 2000, Windows XP Professional	ActiveX JavaScript	7.5.2 or higher (includes 7.5.3.x versions)
Sun Microsystems	Sun JRE 1.3.1_06 is a Java runtime environment option. Sun publishes information regarding the JRE at: http://java.sun.com/j2se/1.3/download.html	Microsoft Windows NT 4.0, Windows 2000, Windows XP Professional	ActiveX	7.5.2.200 or higher and lower than 7.5.3
Sun Microsystems	Sun JRE 1.5 is a Java runtime environment option.		Active X	7.5.3 or higher

1. Microsoft has indicated that support for the MSJVM will be removed in the future. For additional information, review the FAQ information located here: <http://www.microsoft.com/mscorp/java/faq.asp>. If you have any questions about JRE/JVM implementation or want to obtain more information about contingency planning issues related to the availability of these environments, contact your Siebel Technical Account Manager or Siebel Technical Support.

Other Browser Environment Requirements for High Interactivity Mode Deployments

Deployment Requirements / Settings

Refer to Tech Note 418 (<http://supportweb.siebel.com/support/private/content/technotes/enu/v7/technote418.html>) for complete deployment requirements for web clients running in standard interactivity and high interactivity mode.

Requirements for Standard Interactivity Mode Deployments

The Siebel 7 Smart Web Architecture also supports a standard interactivity deployment that provides user experience associated with traditional web applications. The client technology used for the standard interactivity deployment is widely available browser technology like HTML and JavaScript.

Table 14 lists the supported operating systems for standard interactivity mode deployments.

Table 14. Supported Operating Systems for Standard Interactivity Mode Deployments

Client Type	Operating System
Siebel Web Client	Refer to Table 10 on page 32 and Table 11 on page 33 for supported operating system/ browser combinations.
Siebel Wireless Client	Most Siebel Wireless applications support both WML and HTML browsers available with mobile devices such as PDAs, mobile phones, and pagers. Browser types requiring other markup languages may be supported with Siebel Wireless through the Siebel XML interface.

NOTE: Siebel environments are supported on Windows XP with the “Multilingual User Interface” (MUI) installed. It should be noted that the MUI environment will display Microsoft help texts and error messages in the base language, which is English instead of the localized enabled language, e.g. Japanese. Your Siebel release does not currently support dynamic switching of input locale/ codepage. The only language supported by the Siebel Client is the Siebel client installed language, and this must match the selected UI language.

Table 15 and Table 16 list the supported Web browser and client operating system combinations for standard interactivity mode deployments, where an “X” indicates support.

Table 15. Supported Web Browsers for Standard Interactivity Mode Deployments for Lower than 7.5.3

Client Operating System	Browser						
	Internet Explorer 5.01	Internet Explorer for Macintosh 5.1.4	Internet Explorer 5.5	Internet Explorer 6.0	Netscape 6.2.3	America Online 6.0	America Online 7.0
Microsoft Windows 95	X		X		X	X	X
Microsoft Windows 98	X		X	X	X	X	X
Microsoft Windows ME			X	X	X	X	X
Microsoft Windows NT 4.0	X		X	X	X		
Microsoft Windows 2000	X		X	X	X	X	X
Microsoft Windows XP				X	X	X	X
Macintosh OS 9		X					

Table 16. Supported Web Browsers for Standard Interactivity Mode Deployments for 7.5.3 or Higher

Client Operating System	Browser										
	Internet Explorer 5.01	Internet Explorer for	Internet Explorer for	Internet Explorer 5.5	Internet Explorer 6.0	Netscape 6.2.3	Netscape 7.0.2	MSN 8.0	America Online 6.0	America Online 7.0	America Online 8.0
Microsoft Windows 95	X			X		X			X	X	
Microsoft Windows 98	X			X	X	X	X	X	X	X	X

Table 16. Supported Web Browsers for Standard Interactivity Mode Deployments for 7.5.3 or Higher

Client Operating System	Browser											
Microsoft Windows ME				X	X	X	X	X	X	X	X	X
Microsoft Windows NT 4.0	X			X	X	X						
Microsoft Windows 2000	X			X	X	X	X	X	X	X	X	X
Microsoft Windows XP					X	X	X	X	X	X	X	X
Macintosh OS 9		X										
Macintosh OS X v.10.1			X									

Table 17 lists the third-party software products that must be installed on various Siebel client machines. These products are not provided by Oracle; they must be obtained by the customer.

NOTE: Table 17 includes the latest supported versions of required client software. In some instances, a newer version may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 17. Software Requirements for Standard Interactivity Mode Deployments

Siebel Client(s)	Product	Notes	Applicable Release
Siebel Web Client		Refer to Table 15 and Table 16	Table 15 (Lower than 7.5.3) and Table 16 (7.5.3 or higher)
Siebel Wireless Client		Siebel Wireless applications support most WML and HTML browsers available with mobile devices such as PDAs, mobile phones, and pagers. Browser types requiring other markup languages may be supported with Siebel Wireless through the Siebel XML Web Interface.	7.5.2.0 or higher

6

Server Environment Requirements

This chapter describes the software platform requirements for Siebel Enterprise Server and for the Web server and includes the following topics:

- Software Requirements for Siebel Enterprise Server
- Software Requirements for Siebel Enterprise Server—Binary Compatibility Support
- Supported Web Servers
- Supported Web Servers—Binary Compatibility Support
- Cluster Solutions for Siebel Enterprise
- Requirements for Reverse Proxy
- Requirements for Siebel File System

Software Requirements for Siebel Enterprise Server

Table 18 lists the third-party software products that must be installed on the Siebel Server(s). These products are not provided by Oracle; they must be obtained by the customer.

NOTE: Table 18 includes the latest supported versions of required server software. In some instances, a newer version may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 18. Software Requirements for Siebel Enterprise Server

Siebel Server Operating System	Notes	Applicable Release
IBM AIX 5L v5.1	Maintenance Level 1, 2 or 4 and above is required. For ML 4, the following APAR's are required ¹ : IY44200, IY43862, IY43519, IY43737, IY43677, IY42400, IY43276, IY41564, IY43796, IY43692, IY43650, IY43951, IY44277, IY44763 IBM makes these maintenance levels available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDML	7.5.2.0 or higher
	C++ Runtime version 5.0.2.5 or above is required	

Table 18. Software Requirements for Siebel Enterprise Server

Siebel Server Operating System	Notes	Applicable Release
Microsoft Windows 2000 Server/ Advanced/ Datacenter Server	For customers deploying Windows 2000 Server/ Advanced Server, Service Pack 2 or above is required.	7.5.2.0 or higher
	To fully enable functionality of the Windows 2000 Server operating system when used with Siebel Products, QFE Q282865 is a prerequisite for customers not running on SP3 or above. Microsoft makes this patch available through their product support organization. Additional Information regarding this patch is available on the Microsoft support website at: http://support.microsoft.com/default.aspx?scid=kb;en-us;q282865	7.5.2.0 or higher
	To fully enable functionality of the Windows 2000 Server operating system when used with Siebel Products, QFE Q312614 is a prerequisite for customers not running on SP3 or above. Microsoft makes this patch available through their product support organization. Additional Information regarding this patch is available on the Microsoft support website at: http://support.microsoft.com/default.aspx?scid=kb;en-us;q312614	7.5.2.0 or higher
Microsoft Windows NT 4.0 Server/ Enterprise Edition	For customers deploying Windows NT 4.0 Server/ Enterprise Edition, Service Pack 6a or above is required.	7.5.2.200 or higher
Sun Solaris 8 (32-bit and 64-bit)	Recommended Patch Cluster (kernel at level 13 or above). Must include patches 109147-21 or above and 108434-05 or above running on UltraSPARC processors compatible with the V8 plus or later instruction set.	7.5.2.0 or higher
	Recommended Patch Cluster (kernel at level 18 or above). Must include patches 108434-10 or above and 109147-21 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.	7.5.3 or higher

Table 18. Software Requirements for Siebel Enterprise Server

Siebel Server Operating System	Notes	Applicable Release
HP-UX 11.11 (11i)	<p>For customers deploying HP-UX the following base-level patch numbers or above are required:</p> <ul style="list-style-type: none"> ■ GOLDAPPS11i (June 2002) (B.11.11.0206.4) ■ GOLDBASE11i (June 2002) (B.11.11.0206.4) ■ PHKL_28384 ■ PHSS_26946 ■ PHSS_26560 <p>HP makes these patches available at www.hp.com</p>	7.5.2.211 or higher
HP-UX 11.11 (11i)	<p>For customers deploying HP-UX the following base-level patch numbers or above are required:</p> <ul style="list-style-type: none"> ■ GOLDBASE11i (Dec 2002) (B.11.11.0212.4) ■ GOLDAPPS11i (Dec 2002) (B.11.11.0212.4) ■ PHKL_28384 ■ PHSS_26946 C++A.03.37 ■ PHSS_26560 	7.5.3 or higher

1. Refer to Alert on Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>) for detailed instructions to apply the listed APARS on top of ML4.

Software Requirements for Siebel Enterprise Server—Binary Compatibility Support

Oracle's support obligation for these platforms are subject to such operating system platforms being binary compatible. In addition, Oracle does not warrant the operation of the Ancillary Programs on these platforms. The vendors of these Ancillary Programs may not choose to provide support on these platforms. To mitigate concerns regarding these Ancillary Programs, Oracle has undertaken appropriate levels of testing of certain features provided by these programs to identify that such features are available.

Table 19 lists the software requirements for Binary Compatibility support for Siebel Enterprise Servers.

Table 19. Software Requirements for Siebel Enterprise Server—Binary Compatibility Support

Operating System Supplier and Product	Patch Level	Applicable Release
IBM AIX 5L v5.2	Maintenance Level 3 or above. IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDM C++ Runtime version 6.0.0.10 or above is required.	7.5.3.12 or higher

Supported Web Servers

The supported Web servers are specified in [Table 20](#).

NOTE: [Table 20](#) includes the latest supported Web servers. In some instances, a newer version may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 20. Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level	Applicable Release
Microsoft IIS 4.0	Microsoft Windows NT 4.0 Server/Enterprise Edition with SP6a or above running on X86 only	7.5.2.0 or higher
Microsoft IIS 5.0	Microsoft Windows 2000 Server/Advanced Server with SP2 or above running on x86 only.	7.5.2.0 or higher
Sun Java System Web Server, Enterprise Edition Version 6.0 SP5 or above	Solaris 8 with recommended Patch Cluster (kernel at level 13 or above). Must include patches 109147-15 or above and 108434-05 or above running on UltraSPARC processors compatible with the V8 plus (or later) instruction set.	7.5.2 or higher
Sun Java System Web Server, Enterprise Edition Version 6.1 SP4 or above (refers to vendor patch level and not the version level)	Solaris 8, Recommended Patch Cluster (kernel at level 13 or above). Must include patches 109147-15 or above and 108434-05 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.	7.5.3 or higher
IBM HTTP Server Limited Release 2.0.30	Servers running AIX 5L v5.1 with Maintenance Level 1 or above and C++ Runtime version 5.0.2.5 or above is required. IBM makes this special version of Web server available at: http://www.ibm.com/software/webservers/httpservers/siebel_ihs20.html	Lower than 7.5.3

Table 20. Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level	Applicable Release
IBM HTTP Server 2.0.42.1 + eFix PQ73029 or above (refers to vendor patch level and not the version level)	Servers running AIX 5L v 5.1 with Maintenance Level 2 or above and C++ Runtime version 5.0.2.5 or above is required. IBM makes this version of Web server available at: http://www-3.ibm.com/software/webservers/httpservers/IHS20.html Customers who are running 2.0.42.2 should apply patches PK02944, PK01070, and PQ85834. These patches address GSKit and DOS vulnerabilities.	7.5.3 or higher
HP Powered by Apache Web Server 2.0.39.05	HP-UX 11.11 (11i)	Lower than 7.5.3
HP-UX Apache-based Web Server v.1.0.05.01 including Apache 2.0.45 or above (refers to vendor patch level and not the version level)	HP-UX 11.11 (11i) http://www.software.hp.com/cgi-bin/swdepot_parser.cgi/cgi/displayProductInfo.pl?productNumber=HPUXWS SUITE	7.5.3 or higher

NOTE: Refer to “Homogeneous and Heterogeneous Server Environments” on page 12 for supported Web server, enterprise server, and database combinations, as all Web servers are not supported with every enterprise server and database combination.

Supported Web Servers—Binary Compatibility Support

Table 21 lists the supported Web servers for Binary Compatibility support.

Table 21. Supported Web Servers—Binary Compatibility Support

Web Server Supplier and Product	Operating System and Patch Level	Applicable Release
IBM HTTP Server v.2.0.47 or above	Servers running AIX 5L v5.2 with Maintenance Level 3 or above and C++ Runtime version 6.0.0.10 or above is required.	7.5.3.12 or higher

Cluster Solutions for Siebel Enterprise

The supported cluster solutions are specified in [Table 22](#).

Table 22. Cluster Solutions for Siebel Enterprise

Vendor	Software	File System	I/O Optimization	HBA Driver	Supported Operating System	High Availability Environment Supported
HP	MC / Service Guard Cluster		Not required	See HP-UX 11.11 documentation	HP-UX 11i (11.11) or above	MC / Service Guard Cluster A.11.14 Send e-mail to tech-alliance.siebel@hp.com to request scripts (agents)
IBM	HACMP/ ES 4.5	N/A	N/A	N/A	AIX 5L v5.1, ML 2 or above	Customers should contact IBM at mailto:ibmsebcc@us.ibm.com for more information on deploying IBM HACMP/ES v4.5 with Siebel 7.5.x.
IBM	HACMP/ ES 5.1	N/A	N/A	N/A	AIX 5L v5.1, ML 2 or above	Customers should contact IBM at mailto:ibmsebcc@us.ibm.com for more information on deploying IBM HACMP/ES v5.1 with Siebel 7.5.3 or above.
Microsoft	Microsoft Clustering Service (Windows 2000)		Not required	See Windows 2000 documentation	Microsoft Windows 2000 Advanced/ Datacenter Server	Clustering Service Cluster Administrator Microsoft clustering for Siebel Gateway Microsoft clustering for Siebel Server
Sun Microsystems	Sun Cluster		Not required	See Solaris 8 documentation	Solaris 8	Sun Cluster 3.0 5/02 or Sun Cluster 3.1 4/04 Clustering agents can be obtained from Sun via CD or from http://www.sun.com/software/cluster/get.html
Veritas	Volume Manager 3.5	File System 3.5	Not required	Emulex LP8000-N1 driver	Solaris 8	Cluster Server 3.5 Global Cluster Manager 3.5 VCS Agent 3.5 for iPlanet VCS Agent 2.0 for Siebel Gateway VCS Agent 2.0 for Siebel Server VCS Agent 3.5 for VVR VCS Agent 3.0 for NFA Mount
Veritas	Volume Manager 4.1	File System 4.1	Not required	Contact Veritas for information	Windows 2000	VERITAS Storage Foundations HA 4.1 VCS Agent 4.1 for Siebel

Requirements for Reverse Proxy

Reverse Proxy configuration (set up a proxy server in front of Web server) using either Microsoft ISA (Internet Security and Acceleration) Server or Sun Java System Web Proxy Server is only supported for standard interactivity mode deployments (see [Chapter 5, "Client Environment Requirements,"](#) for more details on available deployment modes for Siebel applications).

Requirements for Siebel File System

The Siebel File System is a network shared directory structure used for storing the file attachments and literature within Siebel Business Applications.

The Siebel File System can be deployed on any Siebel-supported operating system that supports long filenames.

The Siebel File System must be accessible by Siebel Enterprise Server within the network, either as a network share, or as a locally mounted drive.

7

Supported Database Server Platforms

This chapter describes the software platform requirements for Siebel Database Server, as well as the database connectivity and management software that must be installed on each application server within Siebel Enterprise Server and includes the following topics:

- [Supported Relational Database Management Systems](#)
- [Support for Oracle Real Applications Clusters \(RAC\)](#)
- [Supported Code Pages for Legacy System Integration](#)

Integration with relational database management systems is supported based on customer demand.

Supported Relational Database Management Systems

Integration with relational database management systems is supported based on customer demand. The Siebel Database Server supports the relational database management systems listed in [Table 23](#).

NOTE: [Table 23](#) includes the latest supported relational database management systems. In some instances, a newer version may be supported in a maintenance release. Therefore, it is necessary to refer to the “Applicable Release” column to see if a particular environment is supported in your release.

Table 23. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ⁴	Sort Order	Supported Operating System	Applicable Release
Microsoft SQL Server 2000	2000 with Service Pack 3 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	<p>Available on all supported Microsoft Windows platforms.</p> <p>SQL Server 2000 Service Pack 3 is a prerequisite for Siebel 7 Database Servers running on SQL Server 2000</p> <p>Microsoft makes SQL Server 2000 Service Pack 3 available at http://www.microsoft.com/sql/downloads/2000/sp3.asp</p> <p>For SP3 customers, it is recommended that you apply the performance fix referenced in the Microsoft Knowledge Base Article 815593 http://support.microsoft.com/?id=815593.</p> <p>Contact Microsoft PSS to get the hot fix.</p>	7.5.2.0 or higher

Table 23. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ⁴	Sort Order	Supported Operating System	Applicable Release
Microsoft SQL Server 2000 Enterprise Edition (64-bit)	2000 (64-bit) or above	UCS-2	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 (64-bit) servers. It is recommended that you apply QFE 789. Contact Microsoft PSS to obtain the hot fix.	7.5.2.211 or higher
		1252			
IBM DB2 Universal Database (UDB) Enterprise/Workgroup Edition for Microsoft Windows and UNIX	7.2 with minimum FixPak 9 or above	UCS-2 ⁵	Identity	AIX 4.2 or above, Windows NT 4.0 with Service Pack 5, Windows 2000 with Service Pack 2, Solaris 2.6 or above, HP-UX 11.0 or 11i.	7.5.2.0 or higher
		1252, 943	Identity/System		
IBM DB2 Universal Database (UDB) Enterprise Server / Workgroup Server/ Express Edition for Microsoft Windows and UNIX	8.1 with FixPak 1s or above ¹	UCS-2	Identity	Available on all IBM DB2 UDB LUW supported platforms.	7.5.3 or higher
		1252, 943	Identity/System		

Table 23. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ⁴	Sort Order	Supported Operating System	Applicable Release
IBM DB2 Universal Database (UDB) Enterprise Server / Workgroup Server/ Express Edition for Microsoft Windows and UNIX	v9 with FixPak2 or above	UCS-2	Identity	Available on all IBM DB2 UDB LUW supported platforms.	7.5.3 or higher
		1252, 943	Identity/System		
IBM DB2 Universal Database (UDB) for OS/390 and z/OS	v 7 + RML or above	5348 ASCII ⁶	ASCII	IBM DB2 UDB for zOS and OS/390 v7 (with RML as specified by APAR ii13487)	7.5.2.200 or higher
		1140, 297	EBCDIC		7.5.3 or higher
IBM DB2 Universal Database (UDB) for z/OS	v8 with minimum DB2 Connect FixPak 3 or above	5348	ASCII	All operating systems supported by IBM DB2 UDB for z/OS v8 (with Required Maintenance Level as specified by IBM APAR ii13985)	7.5.3 or higher
		1140	EBCDIC		
Oracle 8i Enterprise Server	8.1.7.3 or 8.1.7.4.x or above ²	WE8MSWIN1252, JA16SJIS	Binary or Dictionary ⁹	Available on all Oracle supported platforms, except IBM zSeries Servers	7.5.2.0 or higher

Table 23. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ⁴	Sort Order	Supported Operating System	Applicable Release
Oracle 9i Enterprise Server	9.0.1.3 ³	UTF8 ⁷	Binary or Dictionary ⁹	Available on all Oracle supported platforms, except IBM zSeries Servers.	7.5.2.x, 7.5.3
		WE8MSWIN1252, JA16SJIS	Binary or Dictionary ⁹		
	9.2.0.2 (Patch) or above ⁸ (refers to vendor patch level and not the version level)	UTF8 ⁷	Binary or Dictionary ⁹		Lower than 7.5.3
		AL32UTF8			
		WE8MSWIN1252, JA16SJIS	Binary or Dictionary ⁹		
					7.5.2.200 or higher

1. DB2 UDB v8.1 ESE is supported when deployed as a single partition instance (one node). Partitioned instances (with more than 1 node) are not supported.
2. 8.1.7.4.6 or above patch for Oracle is recommended for Windows, in order to complete the repository merge process.
3. Oracle does not support AIX 5L platform for version 9.0.1.3.
4. Referred to as "character set" for MS SQL and Oracle servers, "code set" for IBM DB2 UDB and "CCSID" for IBM DB2 on OS/390 and zOS series.
5. If you are installing an IBM DB2 UDB Unicode database, use UTF-8 as the codeset and retain the hyphen. You must enter UTF-8 although the codeset support is for UCS-2. This is because when you specify UTF-8 for the VARCHAR field, the VARGRAPHIC field is set to UCS-2 automatically. Therefore, UCS-2 is not specified in this parameter.
6. 5348 ASCII is equivalent to the 1252 Western European code page, with the addition of the Euro symbol.
7. Customers should use AL32UTF8 where supported, because it is the only Oracle Unicode UTF-8 setting that is guaranteed to be compatible with updates to the Unicode standard. (For instance, it supports the "surrogate" character range, whereas other identifiers do not. For this reason, UTF-8 is not supported beyond Siebel v.7.5.3).
8. Note that the Active/Active combination for Oracle RAC is only supported on Siebel applications v.7.5.3.9 and higher when Siebel Remote is disabled. For Siebel 7.5.3.9 and above: Oracle RAC: Certified Oracle version 9.2.0.4 or above, Siebel Remote Enabled—Active/Passive, Siebel with Remote Disabled—Active/Active and Active/Passive.
9. All Development Databases must use Binary (called Identity in DB2 UDB) sort order. If Dictionary sort order is used in Development Databases, there will be serious SRF compilation errors.

Table 24 lists the database connectivity software. Database connectivity software must be installed on each application server within Siebel Enterprise Server. Unless otherwise noted, these products are not provided by Oracle.

Table 24. Supported Database Management System and Required Connectivity Software

Database	Required Software	Notes	Applicable Release
IBM DB2 Universal Database (UDB) for Windows and UNIX	IBM DB2 Runtime Client 7.2 with minimum FixPak 9 (refers to vendor patch level and not the version level)	For customers deploying DB2 UDB, the fixpak must be installed on the IBM DB2 database server and on all DB2 Runtime clients. A list of additional supported FixPaks can be found at:	7.5.2.0 or higher
	IBM DB2 Runtime Client 8.1 with minimum FixPak 1s	ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/	7.5.3 or higher
IBM DB2 Universal Database (UDB) for OS/390 and z/OS	DB2 Runtime Client + DB2 Connect EE (DB2 Connect PE for Dedicated Client only) V7 minimum FixPak 9	IBM DB2 UDB for z/OS and OS/390 v7 (with RML as specified by APAR ii13487) DB2 Connect v7.2 with a current FixPak is also required.	7.5.2.200 or higher
	DB2 Runtime Client + DB2 Connect EE (DB2 Connect PE for Dedicated Client only) V8 FixPak 1s or 3	IBM DB2 UDB for z/OS and OS/390 v7 (with RML as specified by APAR ii13487) DB2 Connect v8 with current fixpak is also required. A list of additional Siebel-specific supported FixPaks can be found at: ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/	7.5.3 or higher
Microsoft SQL Server 2000 SP2	MDAC 2.7	MDAC 2.7 must be installed on the SQL Server database server and on all Siebel Servers. Microsoft makes MDAC 2.7 available at: http://www.microsoft.com/data/download_270RTM.htm	Lower than 7.5.2.200

Table 24. Supported Database Management System and Required Connectivity Software

Database	Required Software	Notes	Applicable Release
<p>Microsoft SQL Server 2000 SP3</p> <p>OR</p> <p>Microsoft SQL Server 2000 Enterprise Edition 64bit</p>	<p>MDAC 2.71</p>	<p>MDAC 2.71 must be installed on the SQL Server database server and on all Siebel Servers.</p> <p>SQL Server customers running SP3 should update their MDAC version to 2.71.</p> <p>QFE Q814410 is a prerequisite for customers running MDAC 2.71.</p> <p>Oracle requires QFE Q814410 to be applied.</p> <p>http://support.microsoft.com/default.aspx?scid=kb;en-us;814410</p>	<p>7.5.2.200 or higher</p>
<p>Oracle 8i</p>	<p>Oracle Net8 Client 8.1.7.3 or 8.1.7.4</p>	<p>Required for Oracle 8i deployments.</p> <p>Customers running Siebel with Oracle 8i database client or server on Solaris are required to download and apply the following patches from Oracle after the upgrade to 8.1.7.3 or 8.1.7.4 is complete:</p> <ul style="list-style-type: none"> ■ 1416998, 1390304 (core patches) <p>CAUTION: Run oracle command "genclntsh" (no parameter) after applying the patches, to ensure the client libraries are updated.</p> <ul style="list-style-type: none"> ■ 2161512 (for database server, Oracle 8.1.7.3 only) ■ p1744093 (for Solaris) <p>Specify only the patch number when searching for them on Oracle's Metalink. The core patches can be applied from any 8.1.7.x release.</p>	<p>7.5.2.0 or higher</p>

Table 24. Supported Database Management System and Required Connectivity Software

Database	Required Software	Notes	Applicable Release
Oracle 8i	DataDirect ODBC Driver 4.1	The DataDirect ODBC Driver distributed with Siebel applications should be deployed, as this version is specifically certified with Siebel applications. DataDirect ODBC driver is a closed driver used for Siebel software connecting to an Oracle database and is licensed to operate only with the Siebel application.	7.5.2.0 or higher
Oracle 9i	Oracle Net Service (shipped with Oracle 9.0.1.3)		Lower than 7.5.2.200
	Oracle Net Service (shipped with Oracle 9.2.0.2 or above) (refers to vendor patch level and not the version level)	Customers using AL32UTF8, contact Oracle Technical Support to get the mandatory patch by providing Oracle patch number 2675123 for Unix platforms and patch number 3056404 for Windows.	7.5.2.200 or higher
Oracle 9i	DataDirect ODBC Driver 4.1	The DataDirect ODBC Driver distributed with Siebel applications should be deployed, as this version is specifically certified with Siebel applications. DataDirect ODBC driver is a closed driver used for Siebel software connecting to an Oracle database and is licensed to operate only with the Siebel application.	7.5.2.0 or higher

Support for Oracle Real Applications Clusters (RAC)

Table 25 lists information for Oracle RAC. Note that Oracle RAC is certified on Release 7.5.3.9 or above.

Table 25. Support for Oracle RAC

Oracle Server Version	Certified Oracle Version	Siebel Remote Enabled	Siebel Remote Disabled	Applicable Release
Oracle 9i Enterprise Server	9.2.0.4 or above	Active/Active	Active/Active Active/Passive	7.5.3.9 or above

Supported Code Pages for Legacy System Integration

Siebel Business Applications integration with legacy systems also supports integration of legacy data based on the Microsoft Character Sets, IBM Code Sets and Oracle Character Sets, listed in Table 26.

Table 26. Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	MS SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
English	ENU	CP1252	1252	1252	WE8MSWIN1252
French	FRA	CP1252	1252	1252	WE8MSWIN1252
German	DUE	CP1252	1252	1252	WE8MSWIN1252
Spanish	ESN	CP1252	1252	1252	WE8MSWIN1252
Italian	ITA	CP1252	1252	1252	WE8MSWIN1252
Danish	DAN	CP1252	1252	1252	WE8MSWIN1252
Dutch	NLD	CP1252	1252	1252	WE8MSWIN1252
Swedish	SVE	CP1252	1252	1252	WE8MSWIN1252
Japanese	JPN	CP932	932	943	JA16SJIS
Portuguese (Brazilian)	PTB	CP1252	1252	1252	WE8MSWIN1252
Portuguese (European)	PTG	CP1252	1252	1252	WE8MSWIN1252
Chinese (Simplified)	CHS	CP936	936	1386	ZHS16GBK

Table 26. Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	MS SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
Chinese (Traditional)	CHT	CP950	950	1370	ZHT16MSWIN950
Czech	CSY	CP1250	1252	5346	EE8MSWIN1250
Finnish	FIN	CP1252	1252	1252	WE8MSWIN1252
Hebrew	HEB	CP1255	1255	5351	IW8MSWIN12555
Korean	KOR	CP949	949	1363	KO16MSIN949

8

Other Supported Platforms

This chapter describes additional detailed hardware and software requirements for specific Siebel Business Applications and includes the following topics:

- Siebel Communications Server
- Siebel Data Bean
- Siebel Resource Adaptor (Managed)
- Siebel Resource Adaptor (Non-Managed)
- Siebel Distance Learning
- Siebel Field Service
- Siebel Handheld for Windows-Powered Devices
- Siebel Email Marketing
- Lightweight Directory Access Protocol (LDAP)/Active Directory Services Interfaces (ADSI)
- Siebel Search
- Siebel Smart Answer
- Spell Checking
- Siebel Transact Server
- Siebel Wireless

See documentation in the Siebel Bookshelf on Oracle Technology Network (OTN) for additional information.

Siebel Communications Server

This section documents support for third-party products for use with Siebel Communications Server, which supports communications features for Siebel Call Center, Siebel eMail Response, and other Siebel Business Applications.

Communications channels supported for Siebel Business Applications include voice, email, Web collaboration (including Web chat and voice-over-IP), fax, page, and wireless message.

This section describes email server, fax server, and CTI middleware support for Siebel Communications Server, and email server support for Siebel Email Manager. For third-party communications product support issues not mentioned here, see [Chapter 9, "Supported Software and Ancillary Programs."](#)

The following modules or features use the infrastructure provided by Siebel Communications Server (communications drivers and profiles, communications templates, and Communications Outbound Manager and Communications Inbound Manager server components) to send outbound email, fax, or other types of messages, or to receive inbound email and inbound wireless messages:

- Send Email (outbound email)
- Send Fax (outbound fax)
- Send Wireless Message (outbound wireless message)
- Siebel eMarketing (outbound email, fax)
- Communication requests (outbound email, fax, page, wireless message)
- Siebel Workflow (outbound email, fax, page, outbound and inbound wireless message)
- Siebel eMail Response (inbound and outbound email)
- Siebel Wireless Messaging (enables SMS and other message formats)

The following modules or features use or extend the infrastructure provided by Siebel Communications Server (communications drivers and profiles, and Communications Session Manager server component) to support agents using the communications toolbar for the voice, email, or Web collaboration channels:

- Siebel CTI
- Siebel CTI Connect
- Siebel eMail Response
- Siebel eCollaboration

Siebel Communications Server-Supported Email Servers

Supported email servers for Siebel Communications Server are identified in this section.

Use a supported email server to interface with the Siebel Communications Server; otherwise, Siebel Technical Support may not be able to fully support your deployment.

Table 27 lists supported Email Servers for Siebel Communications Server. For supported software versions of the email servers, see [Chapter 9, “Supported Software and Ancillary Programs.”](#) Use the Internet SMTP/POP3 Server communications driver to interface with each of the email servers listed in [Table 27](#).

Table 27. Supported Email Servers for Siebel Communications Server

Email Server
Sun Java System Messaging Server
Lotus Domino
Microsoft Exchange
Novell GroupWise Server
Sendmail Advanced Messaging Server

NOTE: The Extended MAPI, Microsoft Exchange, and Microsoft SMTP Service communications drivers (adapters) from Siebel 2000 have been retired, and have been replaced with the Internet SMTP/POP3 Server driver.

For more information, see *Siebel Communications Server Administration Guide*.

Siebel Email Manager-Supported Email Servers

Siebel Email Manager is a server component that Siebel Workflow Policies can use to send email.

NOTE: Use the Siebel Communications Server (Communications Outbound Manager component) and its associated templates and outbound communication requests functionality for future development, rather than Siebel Email Manager.

Microsoft Windows Platforms

Table 28 lists email servers that are supported for use with Siebel Email Manager. These email servers need to be enabled to support SMTP messages

NOTE: Use a supported email server to interface with Siebel Email Manager; otherwise, Siebel Technical Support may not be able to fully support your deployment. For supported software versions for the email servers in [Chapter 9, “Supported Software and Ancillary Programs.”](#)

Table 28. Supported Email Servers for Siebel Email Manager

Email Server
Sun Java System Messaging Server
Lotus Domino
Microsoft Exchange

UNIX Platforms

For Siebel Email Manager, Siebel Systems does not explicitly support specific email servers on UNIX platforms. Instead, Siebel Business Applications rely on the UNIX mail command. You need to verify that the mail command is working on the Siebel Server machine before you set up Siebel Email Manager.

Siebel Communications Server-Supported Fax Servers

In order to send a fax, an email message must be converted to a fax. You need both a third-party fax server and an email server for this purpose.

For supported software versions for fax servers, [Chapter 9, "Supported Software and Ancillary Programs."](#)

For information about Siebel applications compatibility with fax servers and other fax products not mentioned in this document, please visit the Siebel Alliances Web site at <http://www.siebel.com/partners/>.

For details on configuring fax addressing schemes, see *Siebel Communications Server Administration Guide*.

Siebel Communications Server-CTI Middleware and Switches

Siebel CTI Connect server (based on Dialogic CTI middleware modules) runs on Microsoft Windows 2000 Server/Advanced Server. (CTI refers to computer telephony integration.)

When you are using Siebel CTI with Siebel CTI Connect, any application server machines running Siebel Server with Communications Server components that support Siebel CTI must also run on Microsoft Windows 2000 Server/Advanced Server.

Siebel Systems has validated through joint integration testing that the following third-party products integrate to the Siebel Communications Server 7.5.x using the Adaptive Communications API described in the *Siebel Communications Server Administration Guide*:

- Aspect ECS 5.2
- Avaya Interaction Center 6.1
- Cisco ICM Version 4.6.2 with Cisco CTI OS version 4.7 for Siebel 7.5.2.x only
- Cisco ICM Version 5.0 with Cisco CTI OS version 5.1 for Siebel 7.5.3.x only
- Cisco ICM Version 6.0 with Cisco CTI OS version 6.0 for Siebel 7.5.3.x only
- Genesys Gplus Adapter versions 6.5.1 and 6.5.2

The validation process requires that the third-party integrations be supported by the third-party vendor. For a list of other CTI solutions validated by Siebel Alliances and details on the integrations please visit the Siebel Alliances Web site at <http://www.siebel.com/partners/dir/directory.shtm>.

Siebel Business Applications support the single-site combinations of CTI middleware, telephony links, and switches listed in [Table 29](#).

Table 29. Supported Single-Site CTI Middleware, Telephony Link, and Switch Combinations

Middleware Vendor	Middleware Server	Telephony Link	Telephony Switch
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Dialogic CT Connect 5.0 ■ Call Information Manager 3.0 	Lan Gateway, 6.03	Avaya Definity G3
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Dialogic CT Connect 5.0 ■ Call Information Manager 3.0 	MAPD, 8.02	Avaya Definity G3
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Dialogic CT Connect 5.0 ■ Call Information Manager 3.0 	MeridianLink, 5C	Nortel Meridian
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Dialogic CT Connect 5.0 ■ Call Information Manager 3.0 	Symposium, 4.0	Nortel Meridian
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Dialogic CT Connect 5.0 ■ Call Information Manager 3.0 	CallBridge 4.1, KV 12	Siemens Hicom 300E

Siebel CTI Connect support the multisite combinations of telephony switches and dialing plans listed in [Table 30](#).

Table 30. Siebel CTI Connect Supported Multisite Telephony Switch and Dialing Plan Combinations

Telephony Switch	Telephony Switch	Dialing Plan
Avaya Definity G3	Avaya Definity G3	Prefix dialing
Avaya Definity G3	Nortel Meridian	Prefix dialing
Nortel Meridian	Nortel Meridian	Prefix dialing
Nortel Meridian	Nortel Meridian	Network ACD
Nortel Meridian	Nortel Meridian	UDP

For more information about Siebel CTI and Siebel CTI Connect, see *Siebel Communications Server Administration Guide*.

Siebel Data Bean

Table 31 lists supported JVM/JRE version that are supported with Siebel Java Data Bean.

Table 31. Supported JVM/JRE Version for Siebel Data Bean

Siebel Java Data Bean		
Operating System	JVM/JRE Provider	JVM/JRE Version
Microsoft Windows	Sun	1.3 or above
Sun Solaris	Sun	1.3 or above
IBM AIX	IBM	1.3 or above
HP-UX	HP-UX	1.3 or above

Siebel Resource Adaptor (Managed)

Table 32 lists supported J2EE Application Servers for Siebel Resource Adaptor (Managed).

Table 32. Supported J2EE Application Servers

J2EE Application Server	Siebel Server Operating System				
	Win NT 4.0	Win 2000	AIX	Solaris	HP-UX
IBM WebSphere 4.1	X	X	X	X	X
IBM WebSphere 5.0.2	X	X	X	X	X
BEA WebLogic 6.1	X	X	X	X	X

Siebel Resource Adaptor (Non-Managed)

Table 33 lists JVM/JRE version that are supported with Siebel Resource Adaptor (Non-Managed).

Table 33. Supported JVM/JRE version for Siebel Resource Adaptor (Non-Managed)

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.3 or above
Solaris	Sun	1.3 or above
AIX	IBM	1.3 or above
HP-UX	HP	1.3 or above

Siebel Distance Learning

This section documents additional system requirements for Siebel Distance Learning, Siebel eDetails, and Siebel eCommunity. For more information, see *Siebel Distance Learning Guide*.

NOTE: Siebel eDetails and Siebel eCommunity are only available for Siebel ePharma, Siebel eClinical and Siebel eMedical.

Hardware Requirements

Table 34 lists the minimum hardware requirements for Siebel Distance Learning server and client environments.

Table 34. Minimum Hardware Requirements for Siebel Distance Learning

Platform or Client Type	Hardware Required
Microsoft Windows NT 4.0 or Windows 2000 Server	PIII XEON @ 400 MHz or more, depending on number of meetings and connections
	256 MB free memory plus 200 KB per user
	80 MB of disk space plus additional space for meeting information, attachments, and recorded files
Microsoft Windows 95, Windows 98, Windows Millennium Edition, Windows NT Workstation 4.0, Windows 2000, or Windows XP	PIII XEON @ 300 MHz or more, depending on the presentation requirements
	64 MB free memory, more when presenting large screens
	Any full duplex sound card and microphone (only required for using Distance Learning audio)

Network Requirements

Siebel Distance Learning supports any TCP/IP network. Performance and number of connections depend on available bandwidth.

Siebel Field Service

This section documents barcode details for Siebel Field Service. For more information, see the Barcode chapter in *Siebel Field Service Guide*.

Barcodes

The barcode types supported by Siebel Field Service are listed and described in [Table 35](#).

Table 35. Supported Barcode Types

Barcode Type	Industry Application	Features	Character Set	Bars, Spaces per Character
Interleaved 2 of 5	Warehousing, Shipping	Barcodes are short	Numbers	5 bars, 5 spaces
Code 39	ID, Inventory, Manufacturing	Most popular symbology. Barcodes are long.	Numbers and Letters	5 bars, 4 spaces
Code 128	Shipping	Barcodes are shorter than Code 39 (compact/dense symbol).	Numbers, Letters and Special Characters	3 bars, 3 spaces

Your Siebel application comes with Code 39 fonts for printing barcodes in reports. You can select one of the variations of Code 39 that are listed [Table 36](#).

Table 36. Fonts for Printing Code 39 Barcode

File Name	Font Name	Description
39 HI.TTF	BC 39 HI	High precision with normal height
39 HITALL.TTF	BC 39 HI TALL	High precision with tall height
38 HIHR.TTF	BC 39 HI HR	BC 39 HI with character below the barcode
39 HITLHR.TTF	BC 39 HI TALL HR	BC 39 HI TALL with character below the barcode

Siebel Handheld for Windows-Powered Devices

This section documents additional system requirements for Siebel Handheld for Windows-Powered Devices. For more information, see the *Siebel ePharma Handheld Guide for Windows-Powered Devices*, *Siebel eConsumer Goods Handheld Guide for Windows-Powered Devices*, *Siebel Sales Handheld Guide for Windows-Powered Devices*, or the *Siebel Service Handheld Guide for Windows-Powered Devices*.

Supported Windows-Powered Devices

Table 37 lists the supported Windows-Powered Devices. As supported devices may vary depending on industry and product, refer to the “Siebel Application” column to see if a particular device is supported. If your intended device is not included in the table, please refer to Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb/>) for documentation updates. If you have further questions about supported devices, please contact Siebel Technical Support.

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
HP H221x, H41xx/ H43xx, H5550 (Color Only)	Intel xScale PXA255 400 MHz	Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	All Handheld applications. Siebel 7.5.3.4 or higher
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		
HP iPaq 24xx	Intel PXA270 Processor 520 MHz	Windows 2003 Second Edition	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Pharma 7.5.3.4 or higher
HP iPaq 5450 (Color Only)	Intel xScale PXA250 400 MHz	Windows CE 3.0 Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Sales Handheld (Siebel Business Applications). Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
HP iPaq 397x (Color Only)	Intel xScale PXA250 400 MHz	Windows CE 3.0 Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Sales Handheld (Siebel Business Applications). Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
HP iPaq 395x (Color Only)	Intel xScale PXA250 400 MHZ	Windows CE 3.0 Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Sales Handheld (Siebel Business Applications)
			Japanese	Japanese English		Siebel Service Handheld (Siebel Business Applications)
			Simplified Chinese	Simplified Chinese English		Siebel Sales Handheld (Siebel Industry Applications) Siebel Service Handheld (Siebel Industry Applications) Siebel eConsumer Goods Handheld Siebel ePharma Handheld. Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
HP iPaq 38xx (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Sales Handheld (Siebel Business Applications)
			Japanese	Code Page 932 Japanese English		Siebel Service Handheld (Siebel Business Applications)
			Simplified Chinese	Code Page 936 Simplified Chinese English		Siebel Sales Handheld (Siebel Industry Applications) Siebel Service Handheld (Siebel Industry Applications) Siebel eConsumer Goods Handheld Siebel ePharma Handheld. Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
HP iPaq 36xx (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Pocket PC 2002 (OS Upgrade required)	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	32 MB RAM w/ 32 MB CF Card Jacket	Siebel Sales Handheld (Siebel Business Applications). Siebel 7.5.x or higher.
HP Jornada 720 (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Handheld 2000	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel eConsumer Goods Handheld Siebel ePharma Handheld. Lower than Siebel 7.5.3.
HP Jornada 728 (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Handheld 2000	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	32 MB RAM w/ 32 MB CF Card	Siebel eConsumer Goods Handheld Siebel ePharma Handheld. Lower than Siebel 7.5.3.
Itronix GoBook H-206 (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Handheld 2000	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	32 MB RAM w/ 32 MB CF Card	Siebel Service Handheld (Siebel Business Applications). Siebel 7.5.x or higher.

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
Intermec 760 (Color Only)	Intel StrongARM SA1110 206 MHZ	Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB	Siebel Sales, Service and eConsumer Goods Handheld applications. Siebel 7.5.3.4 or higher releases.
PocketLox 600 (PPC 2002)**	Intel xScale PXA250 400 MHZ	Windows CE 3.0 Handheld 2000	English	Code Page 1252	64 MB	Siebel Sales Handheld (Siebel eBusiness and Industry Applications). Siebel 7.5.3 or higher releases.

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
Symbol PPT 28xx (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Pocket PC 2002	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Service Handheld (Siebel Business Applications). Siebel 7.5.x or higher.
Symbol PDT 81xx (Color Only)	Intel StrongARM SA1110 206 MHZ	Windows CE 3.0 Pocket PC 2002	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish		64 MB RAM	Siebel Sales, Service and eConsumer Goods Handheld applications. Siebel 7.5.x or higher.
Symbol PDT 80xx (Color Only)	Intel StrongARM PXA 255 400 MHZ	Pocket PC 2002	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish		64 MB RAM	Siebel Sales, Service and eConsumer Goods Handheld applications.
Symbol PDT 88xx (Color Only)	Intel StrongARM PXA 255 400 MHZ	Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish		64 MB RAM	Siebel Sales, Service and eConsumer Goods Handheld applications. 7.5.3.4 or higher.
NEC Mobile Pro 900	PXA250/255 Processor, featuring Intel X-Scale	Handheld PC 2000	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish		64 MB RAM	Siebel Pharma Handheld. Lower than 7.5.3.

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
Dell Axim X5 (color)	Intel PXA 255, 400 MHz	Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	All Siebel Handheld applications. Pocket PC 2002 is supported from Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher.
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		
Dell Axim X3/ X3i (color)	Intel PXA 255, 400 MHz	Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	All Siebel Handheld applications. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher.
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		
Dell Axim X30	Intel XScale PXA270 "Bulverde" 312 or 624 MHz	Pocket PC 2003 Second Edition	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	Siebel Pharma Handheld 7.5.3.6 and higher.
Dell Axim X50	Intel XScale Processor	Windows Mobile 2003 Second Edition	English	Code Page 1252	64 MB RAM	Siebel Consumer Goods Handheld 7.5.3.x

Table 37. Supported Windows-Powered Devices

Device Name	Processor	Operating System	Language	Character Set	Memory	Siebel Application and Base Release
Toshiba Genio e750 (color)	Intel PXA 255, 400 MHz	Pocket PC 2002 Pocket PC 2003	English, French, Spanish, Italian, Portuguese (Brazilian), German, Dutch, Danish, Swedish	Code Page 1252	64 MB RAM	All Siebel Handheld Applications Pocket PC 2002 is supported from Siebel 7.5.x or higher. Pocket PC 2003 is supported from Siebel 7.5.3.4 or higher.
			Japanese	Japanese English		
			Simplified Chinese	Simplified Chinese English		
Windows Mobile 5 and 6.X Devices	200 MHz processor or above 400 MHz processor recommended	Windows Mobile 5 for Pocket PC Windows Mobile 5 for Pocket PC Phone Edition Windows Mobile 6.X Classic Windows Mobile 6.X Professional			64 MB RAM or above ¹ 128 MB RAM recommended	Siebel Handheld Applications
<p>1. The memory requirements may increase if you increase the number of views to be cached. Use of third-party software required for some features is not factored, nor is software that is not needed by Oracle, such as virus protection, VPN/Device Management client, email push client, and so on. Unless a significant amount of third-party software is used, it is recommended that you follow the recommended hardware requirements provided above when selecting a device.</p>						

Supported Printers

Table 38 lists the supported printer for your windows-powered device.

Table 38. Supported Printers

Manufacturer	Name
O'Neil	Microflash M4t
O'Neil	Microflash M2t
Pentax Technologies	PocketJet 200

Synchronization

Companion Sync (CS)

Siebel Handheld for Windows-Powered device users that select Companion Synchronization (CS) will need either a desktop or laptop PC in addition to their Windows-Powered Handheld.

Companion Synchronization involves connecting the handheld device to a PC using ActiveSync™. Users synchronize the Siebel application on their Windows-Powered device to their Siebel Mobile Web Client on their PC. Companion synchronization requires a Siebel license for both the client PC and for the Windows-Powered Handheld.

Companion Synchronization (CS) supports the client operating systems listed in Table 39.

Table 39. Supported Client Operating Systems for Companion Synchronization

Siebel Application	Operating System
Siebel Sales Handheld (eBusiness Applications), Siebel ePharma Handheld, Siebel Sales Handheld (Siebel Industry Applications)	Windows NT Workstation 4.0 with Service Pack 6a; Windows 2000 Professional with Service Pack 2; Windows XP

Direct Server Sync (DSS)

Direct Server Sync (DSS) allows users to synchronize the Siebel Handheld application and database directly with the Siebel application running on the server through any supported network connection. A Siebel Handheld user can connect to a central system to exchange data and keep synchronized using a dialup modem or network card. For DSS users, the Siebel Handheld for Windows-Powered synchronization components must be installed and activated on the Siebel Server. The supported server operating systems and web servers are listed in Table 40 and Table 41.

Direct Server Sync via Proxy (DSSvP) also allows users to synchronize the Siebel Handheld application and database directly with the Siebel application running on the server through the proxy network connection established by the companion PC. DSSvP is only supported with the PPC 2002 handheld operating system. For DSSvP users, the Siebel Handheld for Windows-Powered synchronization components must be installed and activated on the Siebel Server. The supported server operating systems and web servers are the same as those for DSS and are listed in [Table 40](#) and [Table 41](#).

Table 40. Supported Application Server Operating Systems for Direct Server Sync

Vendor and Product	Patch Level	Applicable Release
Microsoft Windows 2000 Server/ Advanced Server	Service Pack 2 and above	7.5.2.0 or higher
Microsoft Windows NT 4.0 Server/ Enterprise Edition	Service Pack 6a and above	7.5.2.200 or higher

Table 41. Supported Web Servers for Direct Server Sync

Vendor and Product	Operating System and Patch Level	Applicable Release
Microsoft IIS 5.0	Microsoft Windows 2000 Server/Advanced Server with Service Pack 2 or above	7.5.2.0 or higher
Microsoft IIS 4.0	Microsoft Windows NT 4.0 Server/ Enterprise Edition with Service Pack 6a or above	7.5.2.200 or higher

Siebel Email Marketing

This section documents additional system requirements for Siebel Email Marketing, including the Stand Alone and Integrated products.

Supported Server Operating Systems for Siebel Email Marketing Server

Siebel Email Marketing Server -Supports the following Operating Systems. [Table 42](#) listed the supported operating systems for the integrated version of Siebel Email Marketing Server and [Table 43](#) listed the supported operating systems for Siebel Email Marketing Server-Stand Alone product.

Table 42. Supported Operating Systems for Siebel Email Marketing Server (Integrated)

OS Supplier and Product	Patch Level	JVM
IBM AIX 5L v 5.1	Maintenance Level 3 IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDML C++ Runtime version 6.0.0.3 or above is required	Java(TM) 2 Runtime Environment, Standard Edition (build 1.4.0) Classic VM (build 1.4.0, J2RE 1.4.0 IBM AIX build cadev-20020513 (JIT enabled: jitc))
Microsoft Windows 2000 Server	Service Pack 3 Microsoft makes Service Pack available at: http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;320853	Sun JDK 1.4.1_02 or above is a Java runtime environment option. Sun publishes information regarding the JDK at: http://java.sun.com/j2se/1.4.1/

Table 42. Supported Operating Systems for Siebel Email Marketing Server (Integrated)

OS Supplier and Product	Patch Level	JVM
Sun Solaris 8 (32-bit)	Recommended Patch Cluster (kernel at level 18 or above). Must include patches 108434-10 or above and 109147-21 or above running on UltraSPARC processors compatible with the V8 plus (or later) instruction set or SPARC64™ processors compatible with the V9 plus instruction set.	Sun JDK 1.4.1_02 or above is a Java runtime environment option. Sun publishes information regarding the JDK at: http://java.sun.com/j2se/1.4.1/
HP-UX 11.11 (11i)	For customers deploying HP-UX the following are required: GOLDAPPS11i (December 2002) (B.11.11.0212.4) PHKL_28384 PHSS_26946 C++A.03.37 PHSS_26560 HP makes these patches available at www.hp.com	Java(TM) 2 Runtime Environment, Standard Edition (build 1.4.1.01-030304-15:40)

Table 43. Supported Operating Systems for Siebel Email Marketing Server-Stand Alone

OS Supplier and Product	Patch Level	JVM
<p>Microsoft Windows 2000 Server</p>	<p>Service Pack 3</p> <p>Microsoft makes Service Pack available at:</p> <p>http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp</p> <p>Additional information regarding fixes in this</p> <p>Service Pack can be found at:</p> <p>http://support.microsoft.com/default.aspx?scid=kb;en-us;320853</p>	<p>Sun JDK 1.4.1_02 or above is a Java runtime environment option.</p> <p>Sun publishes information regarding the JDK at: http://java.sun.com/j2se/1.4.1/</p>
<p>Sun Solaris 8 (32-bit)</p>	<p>Recommended Patch Cluster (kernel at level 18 or above). Must include patches 108434-10 or above and 109147-21 or above running on UltraSPARC processors compatible with the V8 plus (or later) instruction set or SPARC64™ processors compatible with the V9 plus instruction set.</p>	<p>Sun JDK 1.4.1_02 or above is a Java runtime environment option.</p> <p>Sun publishes information regarding the JDK at: http://java.sun.com/j2se/1.4.1/</p>

Supported Relational Databases Management Systems for Siebel Email Marketing Server.

Siebel Email Marketing - Integrated supports the relational database management systems list in [Table 23 on page 54](#). The Siebel Email Marketing - Stand Alone product supports the following relational database systems listed in [Table 44](#).

Table 44. Supported Relational Database Management Systems for Siebel Email Marketing Server- Stand Alone

Vendor and Product	Version	Code Page*	Sort Order	Supported Operating System	Connectivity Software
Microsoft SQL Server 2000	2000 with Service Pack 3	UCS-2	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all supported Microsoft Windows platforms. SQL Server 2000 Service Pack 3 is a prerequisite for Siebel 7 Database Servers running on SQL Server 2000 Microsoft makes SQL Server 2000 Service Pack 3 available at http://www.microsoft.com/sql/downloads/2000/sp3.asp QFE 765 is recommended for Siebel 7 Database Servers running on SQL Server 2000	i-net SPRINTA(tm) 2000 Driver Version 5.01 for MS SQL Server
		1252			
Oracle 8i Enterprise Server	8.1.7.4	WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except IBM zSeries Servers	Oracle 9i 9.0.1 thin JDBC driver
Oracle 9i Enterprise Server	9.0.1.3	WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except IBM zSeries Servers	Oracle 9i 9.0.1 thin JDBC driver
		UTF8	Binary	Available on all Oracle supported platforms, except IBM zSeries Servers	

Hardware Requirements for Siebel Email Marketing Server

Table 45 list the minimum hardware requirements for Siebel Email Marketing Server - Integrated and Stand Alone on Microsoft Windows and Table 46 list the minimum hardware requirements for Siebel Email Marketing Server - Integrated and Stand Alone on Unix platforms.

Table 45. Minimum Hardware Requirements for Siebel Email Marketing Server on Microsoft Windows

Description	Requirement
Email Marketing Server	<p>Processor and RAM: 1 GHz Pentium III, 1 GB RAM</p> <p>Disk Space: Approximately 10 GB of hard disk space.</p>

Table 46. Minimum Hardware Requirements for Siebel Email Marketing Server on Unix

Description	Requirement
Email Marketing Server	<p>Processor and RAM: 400 MHz UltraSPARC or SPARC64™ CPU, 256 MB RAM, 1 GB RAM</p> <p>Disk Space: Approximately 10 GB of hard disk space.</p>

Sun Java System Requirements for Siebel Email Marketing - Stand Alone Client

This section lists requirements for supported client applications, for the Email Marketing - Stand Alone client. Table 47 list the supported operating systems for Siebel Email Marketing Server Stand Alone Client and Table 48 lists the supported Web browsers and client operating systems for employee applications. An "X" indicates support.

Table 47. Supported Operating Systems for Siebel Email Marketing Server Stand Alone Client

Client Type	Operating System
Siebel Email Marketing – Stand Alone Client	Microsoft Windows NT Workstation 4.0 with Service Pack 6a; Windows 2000 with Service Pack 3 or above; Windows XP Professional with Service Pack 1 or above

Table 48. Supported Web Browsers Siebel Email Marketing Server Stand Alone Clients

Client Operating System	Browser	
	Internet Explorer 5.5	Internet Explorer 6.0
Microsoft Windows NT 4.0	X	X
Microsoft Windows 2000	X	X
Microsoft Windows XP		X

NOTE: Siebel Email Marketing Server Stand Alone Clients are only supported in English.

Lightweight Directory Access Protocol (LDAP)/Active Directory Services Interfaces (ADSI)

All LDAP- or ADSI-compliant directories can run on a different server than the Siebel Server or the Web server. For platform support, customers should consult directly with the third-party vendor. Supported directories include the following:

- IBM SecureWay directory
- Sun Java System LDAP directory
- Novell NDS eDirectory
- Microsoft Active Directory

Siebel Search

This section documents additional system requirements for Siebel Search. For more information, see *Siebel Search Administration Guide*.

Supported Languages

The Siebel Search feature and Siebel Advanced Search option are supported for the languages listed in [Table 49](#). An “X” indicates support.

Table 49. Languages Supported by Siebel Search

Language Description	Language Code	Siebel Search Code Page	Basic Boolean	Siebel Advanced Search Synonym	Word Stemming
Chinese (Simplified)	CHS	UTF-8, UTF-16	X		
Chinese (Traditional)	CHT	UTF-8, UTF-16	X		
Czech	CSY	UTF-8, UTF-16	X		
Danish	DAN	1252, UTF-8, UTF-16	X	X	X
Dutch	NLD	1252, UTF-8, UTF-16	X	X	X
English (United States)	ENU	1252, UTF-8, UTF-16	X	X	X
Finnish	FIN	1252, UTF-8, UTF-16	X	X	
French (Standard)	FRA	1252, UTF-8, UTF-16	X	X	X
German	DEU	1252, UTF-8, UTF-16	X	X	X
Greek	ELL	UTF-8, UTF-16	X		
Hebrew	HEB	UTF-8, UTF-16	X		
Hungarian	HUN	UTF-8, UTF-16	X		
Italian	ITA	1252, UTF-8, UTF-16	X	X	X
Japanese	JPN	UTF-8, UTF-16	X		
Korean	KOR	UTF-8, UTF-16	X		
Norwegian	NOR	1252, UTF-8, UTF-16	X		

Table 49. Languages Supported by Siebel Search

Language Description	Language Code	Siebel Search Code Page	Basic Boolean	Siebel Advanced Search Synonym	Word Stemming
Polish	PLK	UTF-8, UTF-16	X		
Portuguese (Brazil)	PTB	UTF-8, UTF-16	X	X	
Portuguese (Portugal)	PTG	1252, UTF-8, UTF-16	X	X	X
Spanish (Modern)	ESN	1252, UTF-8, UTF-16	X	X	X
Swedish	SVE	1252, UTF-8, UTF-16	X	X	X
Turkish	TUR	UTF-8, UTF-16	X		

Supported Document Types with Siebel Search

Siebel Search supports searching on external documents as listed below:

- Word Processing Applications
- Ami
- Ami Pro 3.0, 3.1
- Enable word processor 3.0, 4.x
- First Choice 3 word processor
- First Choice word processor
- IBM DisplayWrite 2, 3, 4, 5
- IBM Writing Assistant
- Ichitaro Japanese word processor
- JustWrite 1.0, 2.0
- Lotus Manuscript 1.0, 2.0
- Mac Works 2.0 word processor
- MacWrite II
- Microsoft Windows Write
- Microsoft Word 4.x, 5.x
- Microsoft Word for Macintosh 6.0
- Microsoft Word for Windows 1.x, 2.x, 6.0, 7.x, 8.0
- Microsoft Word 97

- Microsoft Word 2000
- Microsoft WordPad
- Microsoft Works for DOS word processor 1.0, 2.0
- Microsoft Works for Windows word processor 2.0
- MultiMate 3.6, 4.0
- MultiMate Advantage 2
- MultiMate Note
- Navy DIF
- OfficeWriter
- PFS: Write A
- PFS: Write B
- Professional Write 1, 2
- Professional Write Plus Volkswriter
- Q&A Write Samna WordStar 2000
- Total Word
- Wang IWP
- WordMarc
- WordPerfect 4.2, 5.x, 6.0, 6.1
- WordPerfect for Macintosh 1.x, 2.0, 3.0
- WordPro for Lotus SmartSuite Millennium Edition (Windows 16 and 32 only)
- WordStar 3.0, 4.0, 5.0, 6.0, 7.0
- XyWrite/Nota Bene

Spreadsheet Applications

- Enable spreadsheet
- First Choice spreadsheet
- Lotus 1-2-3 1.0 through 5.0
- Lotus 1-2-3 for OS/2 Release 2
- Lotus 1-2-3 for SmartSuite Millennium Edition
- Mac Works 2.0 spreadsheet
- Microsoft Excel 2.x, 3.0, 4.0, 5.0
- Microsoft Excel 97
- Microsoft Excel 2000

- Microsoft Excel Chart 2.x, 3.0, 4.0, 5.0
- Microsoft Works spreadsheet
- Multiplan 4
- PFS: Plan
- Smart spreadsheet
- SuperCalc 5
- VP Planner
- Windows Works spreadsheet

Drawing and Presentation Applications

- Ami Draw
- AutoCad DXF
- CorelDraw 2, 3, 4, 5
- Freelance Graphics
- Freelance Graphics for Lotus SmartSuite Millennium Edition
- Harvard Graphics (DOS) 3.0 and 4.0 Chart
- Harvard Graphics (DOS) 3.0 and 4.0 Present
- HP Graphics Language
- Kodak Flash Pix
- MacPaint
- Microsoft PowerPoint 4.0, 7.0
- Microsoft PowerPoint 97
- Microsoft PowerPoint 2000
- Paint Shop Pro (Windows 16 and 32, Intel only)
- PBM - Portable Bitmap
- PGM - Portable Graymap
- PPM - Portable Pixmap
- Visio 4 or 5, Picture Preview mode only (embedded WMF preview)
- WordPerfect Graphic 1.0, 2.0
- WordPerfect Presentations

Database Applications

- Dataease 4.x

- dBase III and IV
- First Choice database
- Mac Works 2.0 database
- Microsoft Access
- Paradox 2, 3, 3.5, 4
- PC File 5.0 Doc
- Q&A Database
- Quattro
- Quattro Pro (DOS) Microsoft Works database
- Quattro Pro for Windows 5.0, 6.0
- R:Base System V and 5000
- Reflex
- Smart Database
- Windows Works database

Other

- Adobe Portable Document Format (PDF)
- HTML
- DEC DX 3.0 and previous, 3.1, 4.x
- Flat text: 7 or 8-bit DOS, 7 or 8-bit ANSI, Unicode IBM DCA/FFT
- Framework III
- Generic WKS
- GZip UNIX compression format
- Legacy
- Lotus Snapshot
- Mass-11
- Micrografx
- Microsoft BINDER 7.0
- Mosaic Twin
- Rich Text Format (RTF)
- IBM DCA/RFT
- Signature
- SmartWave II

- Sprint
- Symphony
- vCard electronic business card

Siebel Smart Answer

This section documents additional system requirements for Siebel Smart Answer. For more information, see *Siebel Smart Answer Administration Guide*.

Supported Languages for Categorization

The supported languages for categorization for Siebel Smart Answer are listed in [Table 50](#).

Table 50. Supported Languages for Siebel Smart Answer

Language Description	Language Code	Code Page
English (United States)	ENU	1252
French (Standard)	FRA	1252
German	DEU	1252
Japanese	JPN	932
Spanish (Modern)	ESN	1252

Language Identifier

The language identifier (LangIDer) identifies the language in which the incoming email text is written. For some languages, Siebel Smart Answer can identify the language but cannot categorize the message.

The supported languages for LangIDer are listed in [Table 51](#). If an asterisk (*) precedes the language name, it is also supported for categorization.

Table 51. Supported Languages for LangIDer

Language Description	Language Code	Code Page
Chinese (Simplified)	CHS	UTF-16
Chinese (Traditional)	CHT	UTF-16
Danish	DAN	1252/UTF-16
Dutch	NLD	1252/UTF-16
*English (United States)	ENU	1252/UTF-16
*French (Standard)	FRA	1252/UTF-16

Table 51. Supported Languages for LangIDer

Language Description	Language Code	Code Page
*German	DEU	1252/UTF-16
Italian	ITA	1252/UTF-16
Japanese	JPN	932/UTF-16
Korean	KOR	UTF-16
Norwegian	NOR	1252/UTF-16
Portuguese (Portugal)	PTG	1252/UTF-16
*Spanish (Modern)	ESN	1252/UTF-16
Swedish	SVE	1252/UTF-16

The LangIDer list is not stored in the business component or the file. Siebel Smart Answer uses this list to validate the result from the language identifier. This list is stored in the nlp\General\LangKB.kb directory.

Spell Checking

This section documents additional requirements for Spell Checking. For more information, see *Siebel eMail Response Administration Guide* and *Fundamentals*.

Supported Languages

The Siebel Spell Checking feature is not available in all supported languages listed in [Chapter 3, "Globalization Requirements."](#) The Spell Check dictionaries support the languages listed in [Table 52](#).

Table 52. Supported Languages for Spell Checking

Language Description	Code Page
Danish	1252/UTF-16
Dutch (including the "new spelling" (De Nieuwe Spelling))	1252/UTF-16
English (United States) Includes legal and medical dictionaries	1252/UTF-16
Finnish	1252/UTF-16
French (including both European and Canadian spelling)	1252/UTF-16
German (including spelling reform (Die Neue Rechtschreibung))	1252/UTF-16
Italian	1252/UTF-16
Norwegian Bokmål dialect	1252/UTF-16
Portuguese (Iberian and Brazilian)	1252/UTF-16

Table 52. Supported Languages for Spell Checking

Language Description	Code Page
Spanish (including European, Mexican and South American vocabulary)	1252/UTF-16
Swedish	1252/UTF-16

Siebel Transact Server

This section documents additional requirements for Siebel Transact Server. For more information, see *Siebel Interactive Selling Suite Transact Server Interface Reference*.

Hardware Requirements

Siebel Transact Server supports the operating systems and hardware listed in [Table 53](#).

Table 53. Hardware Requirements for Siebel Transact Server

Platform	Hardware Required
Microsoft Windows 2000 Server/ Advanced Server with SP2 or above	PIII XEON @ 500 MHz with 512 MB memory and 1 GB of disk space
Sun Solaris	One UltraSPARC or SPARC64™ processor @ 400MHz with 512 MB memory and 1 GB of disk space

Supported J2EE Application Servers

[Table 54](#) lists the supported J2EE Application servers for Siebel Transact Server. An “X” indicates support.

Table 54. Supported J2EE Application Server for Siebel Transact Server

J2EE Application Server	Siebel Server Operating System	
	Win 2000	Solaris
WebLogic 5.1	X	X
WebSphere 3.5	X	X

Siebel Wireless

This section documents additional requirements for Siebel Wireless. For more information, see *Siebel Wireless Administration Guide*.

Supported Wireless Browsers

Siebel Wireless supports the wireless browsers listed in [Table 55](#).

Table 55. Supported Wireless Browsers for Siebel Wireless

Browser Type	Name	Version
WML	Openwave (Phone.com)	3.2, 4.1
	Nokia	1.x, 2.1
	Neomar	2.0, 3.5
HTML	Pocket IE	Pocket PC 2000, Pocket PC 2002
	GoAmerica	6.2
	Eudora	2.1
	Neomar	3.5
cHTML	iMode	Access Technology Compact Netfront browser 2.0, Matsushita/Panasonic Phone Browser

9

Supported Software and Ancillary Programs

This chapter provides a listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Business Applications and includes the following topics:

- Supported Software
- Ancillary Programs
- Apache License Agreement
- OpenGroup X Window System v.11.6
- ICU License - ICU 1.8.1 and later

Supported Software

Siebel Business Applications support the third-party software products listed in [Table 59](#). These products must be obtained directly from the vendors that sell them.

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
ACORD XML, Insurance and Surety Services Business Message Specification ©2001 ACORD. All Rights Reserved. Used with permission of ACORD.	1.0	Siebel eInsurance	Provides integration between Siebel Financial Services eBusiness Applications and other systems, which can read, parse and do the operations specified in the ACORD Property and Surety Business Specification document.	7.5.2 or higher
Adobe Acrobat Reader ^{1,2}	5.0.5	Siebel Bookshelf CD-ROM, Siebel Reports Server, Siebel eReports Server	Used for viewing portable document format (PDF) documents.	7.5.2 or higher
AMS ACAPS Enterprise	7.0	Siebel Credit Origination	AMS loan origination ACAPS back-office system.	7.5.2 or higher
BEA WebLogic ^{1,2}	6.1	Siebel Business Applications	J2EE Application server.	7.5.2 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Captaris RightFax ^{1,2}	8.0 + Unicode Path*	Siebel Business Applications (Siebel Communications Server (Send Fax command, outbound communication requests using fax channel))	Enterprise fax server providing faxing functionality for Siebel application users.	Lower than 7.5.2.200
	8.5			7.5.2.200 or higher
CyberSource Developer kit (CDK) for C/Perl ^{1,2}	3.4 (Windows, AIX, HP), 3.4.7 (Solaris)	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel Order Management, Siebel Sales Order, Siebel Service Orders & RMAs	Credit card processing.	7.5.2 or higher
Dun & Bradstreet Worldbase ^{1,2}	N/A	Siebel Dun & Bradstreet Integration Solution	Database of public and private company profiles.	7.5.2 or higher
Firstlogic Corp. Global Data Quality Connector for Siebel Business Applications ^{1,2}	1.50c Rev2; 1.25c (HP only)	Siebel Data Quality Universal Connector	Provides integration between the Siebel Data Quality Universal Connector and various Firstlogic products.	7.5.3 or higher
Firstlogic Corp. DTR-IQ (DataRight IQ) Library ^{1,2}	7.00a	Siebel Data Quality Universal Connector	Name cleansing.	7.5.2.200 or higher
Firstlogic Corp. IACE Library ^{1,2}	1.91c	Siebel Data Quality Universal Connector	Address cleansing.	Lower than 7.5.3
	7.10 Rev 2; 1.91c (HP only)			7.5.3 or higher
Firstlogic Corp. MCD (Match/ Consolidate) Library ^{1,2}	6.02d	Siebel Data Quality Universal Connector	Duplicate data identification.	Lower than 7.5.3
	7.10c; 6.02d (HP only)			7.5.3 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
HP-UX Runtime Environment for Java (JRE)	1.4.1	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	JAVA software development kits and runtime environments used to develop and support java applications.	7.5.3 or higher
IBM 32-bit SDK for AIX, Java 2 Technology Edition	1.4	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	JAVA software development kits and runtime environments used to develop and support java applications.	7.5.3 or higher
IBM IAA-XML Message Architecture for Insurance Application Architecture	1.4	Siebel IAA-XML Connector	Supports XML data exchange with applications implementing IBM's IAA data model.	7.5.2 or higher
IBM Java Development Kit (JDK) 1,2	1.3.1	Siebel Business Applications (Java Data Bean)	Allows developers to create Java components and applications that communicate with the Siebel Server using the Siebel Java Data Bean.	7.5.2 or higher
IBM MQ Series (IBM has re-branded this product - please refer to IBM WebSphere MQ)				
IBM MQ Series Application Messaging Interface ^{1,2}	1.2.3 (Windows, AIX, HP) 1.2.1 + APAR IY25490 (Solaris)	Siebel Business Applications (MQ Series Adapter)	Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	Lower than 7.5.2.200
	1.2.3 (Windows, AIX, HP) 1.2.3.1 (Solaris)			7.5.2.200 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
IBM MQ Series Link for SAP R/3	1.2	Siebel Business Applications (MQ Series Adapter), Siebel Connector for SAP R/3	Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.5.2 or higher
IBM SecureWay Directory 1,2	3.22, 4.1	Siebel Business Applications (LDAP Security Adapter)	LDAP support.	7.5.2 or higher
IBM Websphere Application Server ^{1,2}	4.1	Siebel Business Applications	J2EE Application server.	7.5.2 or higher
IBM WebSphere MQ (formerly IBM MQ Series) 1,2,	5.2 + CSD04*** (UNIX)	Siebel Business Applications (MQ Series Adapter)	Provides middleware messaging and connectivity.	Lower than 7.5.2.200
	5.2.1 + CSD04*** (Windows)			7.5.2.200 or higher
	5.2 + CSD05*** (UNIX)			7.5.2.200 or higher
	5.2.1 + CSD05*** (Windows)			7.5.2.200 or higher
	5.3			Lower than 7.5.3
	5.3 + CSD03***			7.5.3 or higher
IFX XML, Interactive Financial Exchange Business Message Specification	1.1.0	Siebel eFinance, Siebel eInsurance	Allows Siebel applications to communicate between Siebel applications and external IFX-based applications.	7.5.2 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Inprise Visibroker for C++ ^{1,2}	4.5 + Patch16 (Windows, Solaris) 4.5 + Patch11 (AIX) 4.5 + Patch31 (HP-UX)	Siebel Business Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	Lower than 7.5.3
	4.5, 4.5 + Patch16 (Windows, Solaris) 4.5 + Patch11 (AIX) 4.5 + Patch31 (HP-UX)			7.5.3 or higher
Iona Orbix C++ ²	Orbix Corba Components of E2A v5.1	Siebel Business Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.5.2.200 or higher
Lotus Domino ^{1,2,3}	5.0.5	Siebel Business Applications (Siebel Communications Server (SEND EMAIL command, Siebel eMail Response, outbound communication requests using email channel), Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	Lower than 7.5.2.200
	5.0.5 and 5.0.10			7.5.2.200 or higher
	5.x, 6.x			7.5.3.7 or higher
Microsoft Active Directory ^{1,2}	5.0	Siebel Business Applications (ADSI Security Adapter)	Active Directory Server.	7.5.2 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Microsoft Active Directory Services Client ^{1,2}	5.0	Siebel Business Applications (ADSI Security Adapter)	Active Directory Client.	7.5.2 or higher
Microsoft ActiveSync	3.5	Siebel Sales Handheld, Siebel Service Handheld, Siebel ePharma Handheld, Siebel Handheld for Consumer Goods	Required to establish a synchronization conduit between the handheld device and a PC.	7.5.2 or higher
	3.71			7.5.3.4 or higher.
Microsoft BizTalk Server ^{1,2}	2000, 2002	Siebel Business Applications	Allows XML documents to be exchanged with trading partners through Microsoft's BizTalk Server.	7.5.2 or higher
Microsoft Data Access Components (MDAC) ^{1,2}	2.5 2.6	Siebel Analytics	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	7.5.2
Microsoft Data Access Components (MDAC) ^{1,2}	2.7	Siebel Analytics	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	7.5.3
Microsoft Data Access Components (MDAC) ^{1,2}	2.71	Siebel Business Applications	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	7.5.2 or higher
Microsoft Exchange ^{1,2}	2000 + SP1	Siebel Business Applications (Siebel Communications Server (SEND EMAIL command, Siebel eMail Response, outbound communication requests using email channel), Siebel Email Manager server component)	Email Server, providing email functionality for Siebel application users.	Lower than 7.5.3
	2000 + SP1, 5.5			7.5.3 or higher
	2003			7.5.3.7 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Microsoft Internet Security and Acceleration Server (ISA) 1,2	2000	Siebel Business Applications	Proxy Server.	7.5.2 or higher
Microsoft Message Queuing (MSMQ) 1,2	2.0**	Siebel Business Applications (MSMQ Adapter)	Provides an asynchronous means of connecting Siebel with other MSMQ enabled applications for guaranteed delivery.	7.5.2 or higher
Microsoft OLE DB Provider ^{1,2}	2.0	Siebel Business Applications (OLE DB Provider)	Gain access to data stored Siebel Business Applications through ad hoc queries, third party business analysis tools or web applications.	7.5.2 or higher
Microsoft PowerPoint	2000+ SP2, 2002 + SP1	Siebel Proposals and Presentations	Allows end users to integrate data between Siebel Business Applications and Microsoft PowerPoint.	7.5.2 or higher
	2003			7.5.3.7 or higher
Microsoft Project ^{1,2}	2000+ SP2, 2002 + SP1	Siebel Professional Services Automation	Allows end users to synchronize project data between Siebel Business Applications and Microsoft Project.	7.5.2 or higher
	2003			7.5.3.7 or higher
Microsoft Word ^{1,2}	2000+ SP2, 2002 + SP1	Siebel Proposals and Presentations	Allows Server to generate proposals and correspondence in Microsoft Word directly from Siebel Business Applications.	7.5.2 or higher
	2003			7.5.3.7 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Novell GroupWise Server ^{1,2}	6.0	Siebel Business Applications (Siebel Communications Server (SEND EMAIL command, Siebel eMail Response, outbound communication requests using email channel), Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	7.5.2 or higher
Novell NDS eDirectory ^{1,2}	8.6	Siebel Business Applications (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).	7.5.2 or higher
Oracle Applications	10.7, 11i	Siebel Connector for Oracle Applications	ERP application consists of a collection of Financial, Human Resource, Manufacturing and Supply Chain Management modules.	7.5.2 or higher
PeopleSoft Applications ²	7.5, 8.0	Siebel Connector for PeopleSoft Applications	ERP application consists of a collection of Financial, Human Resource, Manufacturing and Supply Chain Management modules.	7.5.2 or higher
SAP RFC SDK	4.6B	Siebel Connector for SAP R/3	C library providing RFC access to SAP R/3.	7.5.2 or higher
SAP R/3	3.1H	Siebel Connector for SAP R/3	SAP Integration Object Wizard, IDOC Adapter and BAPI Adapter. Prebuilt dataflows are for SAP R/3 3.1H.	7.5.2 or higher
SAP R/3	4.6B	Siebel Connector for SAP R/3	SAP Integration Object Wizard, IDOC Adapter, BAPI Adapter and Receiver. Prebuilt dataflows are for SAP R/3 4.6B.	7.5.2 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
A Satmetrix hashing function that permits secured access to Satmetrix services ^{1,2}	N/A	Siebel Business Applications	Displays survey results within Siebel.	7.5.2 or higher
Sendmail Advanced Message Server ^{1,2}	3.0.2	Siebel Business Applications (Siebel Communications Server (SEND EMAIL command, Siebel eMail Response, outbound communication requests using email channel), Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	7.5.2 or higher
Sun Java 2 Runtime Environment (J2RE), Standard Edition	1.4.1	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	JAVA software development kits and runtime environments used to develop and support java applications.	7.5.3 or higher
Sun Java 2 Software Development Kit (J2SDK), Standard Edition	1.4.1	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	JAVA software development kits and runtime environments used to develop and support java applications.	7.5.3 or higher
Sun Java Development Kit (JDK) ^{1,2}	1.3.1_03	Siebel Business Applications (Java Data Bean)	Allows developers to create Java components and applications that communicate with the Siebel Server using the Siebel Java Data Bean.	7.5.2 or higher
Sun Java System Directory Server	5.1	Siebel Business Applications (LDAP Security Adapter)	LDAP Directory Server	Lower than 7.5.3
	5.1 SP 1			7.5.3 or higher
	5.2 Patch 1			7.5.3.4 or higher

Table 59. Supported Software

Vendor and Product	Version	Associated Siebel Module	Function	Applicable Release
Sun Java System Messaging Server	5.1	Siebel Business Applications (Siebel Communications Server (SEND EMAIL command, Siebel eMail Response, outbound communication requests using email channel), Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	7.5.2 or higher
Taxware International Sales/Use Tax System ^{1,2}	3.4	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel eChannel Partner Portal, Siebel Order Management	Provides sales tax calculation for the United States and Canada.	7.5.2 or higher
Taxware International WORLD TAX System ^{1,2}	2.5	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel eChannel Partner Portal, Siebel Order Management	Provides tax calculation for most European and many Asian-Pacific and South American countries.	7.5.2 or higher
Vitria VCML XML Standard	1.1	Siebel eHealthcare	Supports VCML healthcare transaction specifications.	7.5.2 or higher

¹ This is supported in Siebel Business Applications, MidMarket Edition and Siebel CRM.

² This is supported with login/password authentication for Solaris implementations beginning with 7.5.3.4. No Active Directory account or password policies may be enforced in this configuration.

3. Lotus Notes and Lotus Domino Server 6.x are supported on Windows XP.

* Captaris RightFax requires a Hotifx for Unicode support can be obtained by downloading the necessary files from <ftp://ftp.rightfax.com/rightfax/Siebel/rf80files.zip>.

** Support for MSMQ 2.0 requires either a MSMQ Information Store (Primary Enterprise Controller) or Active Directory service.

*** CSD version documented is the supported version. We support higher CSD versions also.

Ancillary Programs

The ancillary programs listed in [Table 60 on page 109](#) are provided with Siebel Business Applications 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 documentation set.

Your Siebel Business Applications software may include some or all of the ancillary programs listed in [Table 60](#).

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ACORD XML, Insurance and Surety Services Business Message Specification ©2001 ACORD. All Rights Reserved. Used with permission of ACORD.	1.0	Siebel eInsurance	Embedded. Provides integration between Siebel Financial Services eBusiness Applications and other systems, which can read, parse and do the operations specified in the ACORD Property and Surety Business Specification document.	7.5.2 or higher
Actuate Active Portal ^{1,2}	6.0	Siebel Reports Server, Siebel eReports Server	Distributed. Used for web access of reports with Reports Server.	Lower than 7.5.2.200
	6.0 SP1			7.5.2.200 and 7.5.2.21x
	6.0 SP1 Fix 10			7.5.3 or higher
Actuate ActiveX Control ^{1,2}	6.0	Siebel Reports Server, Siebel eReports Server	Embedded. Provides reporting capabilities for reports run interactively in the Mobile Web Client.	Lower than 7.5.2.200
	6.0 SP1			7.5.2.200 and 7.5.2.21x
	6.0 SP1 Fix 10			7.5.3 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Actuate e.Report Designer ^{1,2}	6.0	Siebel Tools, Siebel eReport Designer	Distributed. Used for developing simple report designs (no programming required).	7.5.2 or higher
Actuate e.Report Designer Professional ^{1,2}	6.0	Siebel Tools, Siebel eReport Designer	Distributed. Used for developing report designs.	7.5.2 or higher
Actuate e.Reporting Server ^{1,2}	6.0	Siebel Reports Server, Siebel eReports Server	Distributed. Used for report generation with Reports Server.	Lower than 7.5.2.200
	6.0 SP1			7.5.2.200 and 7.5.2.21x
	6.0 SP1 Fix 10			7.5.3 or higher
Actuate Management Console ^{1,2}	6.0	Siebel Reports Server, Siebel eReports Server	Distributed. Used for administering the Reports Server.	Lower than 7.5.2.200
	6.0 SP1			7.5.2.200 and 7.5.2.21x
	6.0 SP1 Fix 10			7.5.3 or higher
Angoss KnowledgeSTUDIO ²	4.0	Siebel Data Mining Workbench	Distributed. Data mining technology	7.5.3 or higher
Angoss KnowledgeSERVER ²	4.0	Siebel Data Mining Engine	Distributed. Data mining technology	7.5.3 or higher
Apache Software Foundation Jakarta TagLibs	1.2	Siebel eMail Marketing Server - Standalone	Embedded. JSP Standard Tag Library.	7.5.3.1 or higher
Apache Software Foundation Log4j	1.2	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	Embedded. Logging library for Java.	7.5.3 or higher
Apache Software Foundation ORO	2.0.8	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	Embedded. Text processing Java classes.	7.5.3 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Apache Software Foundation Tomcat	4.1	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	Embedded. Java servlet container.	7.5.3 or higher
Apache Software Foundation Xalan - C++ ^{1,2}	1.3	Siebel System Software	Embedded. XSLT stylesheet processing.	Lower than 7.5.3
	1.4			7.5.3 or higher
Apache Software Foundation Xalan - C++ ²	1.2	Siebel Analytics	Embedded. XSLT stylesheet processing.	7.5.3 or higher
Apache Software Foundation Xerces - C++ ^{1,2}	1.6	Siebel System Software	Embedded. XML Parser.	Lower than 7.5.3
	2.1			7.5.3 or higher
Apache Software Foundation Xerces - C++ ²	1.5.1, 1.6.0	Siebel Analytics	Embedded. XML Parser.	7.5.3 or higher
Apache Software Foundation Xerces2 Java Parser	2.4.0	Siebel eMail Marketing Server - Standalone	Embedded. XML Parser for various subsystems.	7.5.3.1 or higher
Apache Software Foundation XML-RPC	2.0	Siebel eMail Marketing Server - Standalone	Embedded. Language neutral RPC communication between Stand Alone and Email Marketing Network.	7.5.3.1 or higher
Banter Relationship Modeling Engine	5.0	Siebel Smart Answer, MultiChannel Contact Center (Phone, Web, and Email) and Siebel Email Enabled Contact Center (phone and email)	Embedded. Supports auto response and auto suggest capabilities.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Banter Workbench	5.5s	Siebel Smart Answer, MultiChannel Contact Center (Phone, Web, and Email) and Siebel Email Enabled Contact Center (phone and email)	Distributed. Workbench is a tool used to create a knowledge base (KB) for use with Siebel Smart Answer, analyze the KB, and evaluate its performance using reports and graphical diagnostics. It is an admin tool installed on the client only.	7.5.2 or higher
Basis Technology Rosette Core Library for Unicode ^{1,2}	3.0.6	Siebel Business Applications	Embedded. C++ Unicode library used for conversion between codepage and Unicode.	7.5.2 or higher
Communication Intelligence Corporation (CIC) Inktools for Windows	2.5	Siebel Signature Capture	Embedded. Provides signature viewing capabilities on the Siebel Web client.	Lower than 7.5.3
	2.63			7.5.3 or higher
Communication Intelligence Corporation (CIC) Inktools for Windows CE	1.6	Siebel Signature Capture	Embedded. Provides signature capture on the Siebel Handheld device.	7.5.2 or higher
Conda PopCharts ²	3.8	Siebel Analytics Server, Siebel Analytics Server Extended, Siebel Analytics Server - Standalone, and Siebel Analytics Server - Additional	Embedded (Unix). Distributed (Windows). Charting Engine.	7.5.2 or higher (Unix) 7.5.2.200 or higher (Windows)

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
DataDirect Closed ODBC Driver for Oracle ^{1,2}	4.1	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	7.5.2 or higher
DataDirect Connect ODBC Driver Manager ^{1,2}	4.1	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	7.5.2 or higher
DataDirect Connect ODBC Driver Manager ²	4.1	Siebel Analytics	Embedded. Loads Siebel Analytics ODBC driver on supported Unix platforms.	7.5.3 or higher
Dun & Bradstreet Content Service ^{1,2}	N/A	Siebel eContent Services	Content. Database of public and private company profiles.	7.5.2 or higher
Exolab Castor	0.9.5	Siebel eMail Marketing Server - Standalone	Embedded. XML marshalling and de-marshalling, java object to RDBMS persistence.	7.5.3.1 or higher
Field Software PrinterCE	2.41	Siebel eConsumer Goods Sales Handheld, Siebel ePharma Handheld	Embedded. Packaged into Siebel Handheld Client applications and enables printing from device through portable printers.	7.5.2 or higher
Fontware Code 39 barcode fonts	PC-Compatible True Type (Microsoft Windows)	Siebel Field Service, Siebel Barcode	Embedded. Fontware Code 39 barcode fonts in TrueType format for Windows. Provides barcode printing support through Actuate.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Fontware Code 39 barcode fonts	PCL (UNIX)	Siebel Field Service, Siebel Barcode	Embedded. Fontware Code 39 barcode fonts in PCL format for Unix. Provides barcode printing support through Actuate.	7.5.2 or higher
Hummingbird SearchServer ^{1,2}	5.0	Siebel Search, Siebel Advanced Search	Distributed. Required on Siebel servers, Siebel Mobile Web Client, and Siebel Dedicated Web Client .	7.5.2 or higher
IBM GSK iKeyMan	6.0.4, 6.0.5 (AIX)	Siebel Business Applications (LDAP Security Adapter), Siebel Analytics	Distributed. Utility to generate certificate files for supporting SSL with LDAP	7.5.3.4 or higher
IBM GSKit	6.0.4, 6.0.5 (AIX)	Siebel Business Applications (LDAP Security Adapter), Siebel Analytics	Distributed. Tools used to help implementing application security.	7.5.3.4 or higher
IBM IAA-XML Message Architecture for Insurance Application Architecture	V5 v1r0	Siebel IAA-XML Connector	Embedded. Supports XML data exchange with applications implementing IBM's IAA data model.	7.5.2 or higher
IBM International Components for Unicode ^{1,2}	2.2	Siebel Business Applications	Embedded. Library used for conversion between codepage and Unicode.	7.5.3 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM MQ Series Application Messaging Interface (AMI) compiled header files ^{1,2}	1.2.3 (Windows, AIX, HP) 1.2.1 + APAR IY25490 (Solaris)	Siebel Business Applications (MQ Series Adapter)	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	Lower than 7.5.2.200
	1.2.3 (Windows, AIX, HP) 1.2.3.1 (Solaris)			7.5.2.200 or higher
IBM MQ Series compiled header files (IBM has re-branded this product - please refer to IBM WebSphere MQ)				
IBM MQ Series Link for SAP R/3 compiled header files	1.2	Siebel Business Applications (MQ Series Adapter), Siebel Connector for SAP R/3	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.5.2 or higher
IBM WebSphere MQ compiled header files (formerly IBM MQ Series) ^{1,2}	5.2 + CSD04 (UNIX) 5.2.1 + CSD04 (Windows)	Siebel Business Applications (MQ Series Adapter)	Embedded. Provides middleware messaging and connectivity.	Lower than 7.5.2.200
	5.2 + CSD05 (UNIX) 5.2.1 + CSD05 (Windows)			7.5.2.200 or higher
	5.3			Lower than 7.5.3
	5.3 + CSD03			7.5.3 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ILOG Configurator	2.3	Siebel eConfigurator, Siebel Configurator and Siebel eAdvisor Bundle	Embedded. C++ library based on ILOG Solver that is specially adapted for configuring constrained structured systems.	Lower than 7.5.3
	2.3.1			7.5.3 or higher
ILOG Dispatcher	3.1	Siebel Scheduling	Embedded. An add-on module to ILOG Solver that allows users to optimize vehicle routing and personnel dispatching.	7.5.2 or higher
ILOG Scheduler	5.1	Siebel Scheduling	Embedded. An add-on module to ILOG Solver that allows users to model resources, activities, and temporal constraints.	7.5.2 or higher
ILOG Solver	5.2.0.3 and 5.1	Siebel eConfigurator, Configurator (Version 5.3), Siebel eAdvisor Bundle (Version 5.3), Siebel Scheduling (Version 5.1)	Embedded. C++ library for solving combinatorial problems and providing optimal solutions.	Lower than 7.5.3
	5.3 and 5.1			7.5.3 or higher
I-net software SPRINTA 2000	5.02	Siebel eMail Marketing Server - Standalone	Distributed. Drivers used to connect to SQL Server databases.	7.5.3.1 or higher
I-net software SERO	2.03	Siebel eMail Marketing Server - Standalone	Distributed. Drivers used to connect to Oracle databases.	7.5.3.1 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Informatica Analytical Business Component for SAP R/3	5.1.2	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 eBusiness Data Warehouse.	Lower than 7.5.3
	6.1			7.5.3 or higher
Informatica PowerMart ²	5.1.2	Siebel Data Warehouse Server*, Additional Datawarehouse Server*, Siebel Analytics Platform Server Base*, Siebel Analytics Platform Server Extended* (*Previously known as Marketing Enterprise Data Mart, eBusiness Data Warehouse Server)	Distributed. A scalable data integration engine that combines data from Siebel Business Applications, other operational systems and enterprise data warehouses.	Lower than 7.5.3
	6.1			7.5.3 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Informatica PowerCenter ²	5.1.2	Siebel Analytics Platform Server - Base - Restricted Customers; Siebel Analytics Platform Server - Extended - Restricted Customers; Additional Siebel Data Warehouse Server - Restricted customers; Upgrade to Informatica PowerCenter Unlimited CPU Server; Upgrade to Informatica PowerCenter Full Use Server	Distributed. A scalable data integration engine that combines data from Siebel Business Applications, other operational systems and enterprise data warehouses.	Lower than 7.5.3
	6.1			7.5.3 or higher
Informatica Power Connect for PeopleSoft	5.1.2	Siebel Extractor for PeopleSoft, Informatica PowerConnect for Peoplesoft®	Distributed. Supports extraction and integration of data from PeopleSoft applications into the Siebel eBusiness Data Warehouse.	Lower than 7.5.3
	6.1			7.5.3 or higher
Informatica Power Connect for SAP	5.1.2	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 eBusiness Data Warehouse.	Lower than 7.5.3
	6.1			7.5.3 or higher
Inprise Visibroker for C++ compiled header files ^{1,2}	4.5	Siebel Business Applications (CORBA Object Manager)	Embedded. Supports integration with Inprise Visibroker for C++.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
InstallShield Developer ²	8.0	Siebel Analytics	Embedded. Used in installing the Siebel Analytics applications on the Windows platforms.	7.5.3 or higher
InstallShield MFC Foundation Classes ^{1,2}	6.2	Siebel Installer	Embedded. Used in installing the Siebel applications on the Windows platforms.	7.5.2 or higher
InstallShield MultiPlatform compiled runtime components ^{1,2}	4.5	Siebel Installer	Embedded. Packages Siebel server components for installation.	7.5.2 or higher
InstallShield Professional + East and West Language Packs ^{1,2}	6.3.1	Siebel Installer	Embedded. Packages Siebel client components for installation.	Lower than 7.5.3
	6.3.0			7.5.3 or higher
Intel NetMerge Call Information Manager ^{1,2}	3.0 + SP1	Siebel CTI Connect	Distributed. CTI software providing data attachments for voice calls.	7.5.2 or higher
Intel NetMerge Call Processing Software ^{1,2}	5.0 + SP2	Siebel CTI Connect	Distributed. CTI middleware software providing call notification and call control.	7.5.2 or higher
Iona Orbix C++ Compiled Header Files ^{1,2}	Orbix Corba Components of E2A v5.1	Siebel Business Applications (CORBA Object Manager)	Embedded. Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.5.2.200 or higher
Lexis-Nexis Content Service	N/A	Siebel eContent Services	Content. Newswire content with over 100 sources from national and regional newspapers and business magazines.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Lotus Notes (email form) ^{1,2}	5.0.5	Siebel Send Email	Embedded. Allows users to create email using Lotus form directly from Siebel.	7.5.2 or higher
Macromedia (Allaire) Jrun Pro Unlimited	3.0.2 SP2, 3.1	Siebel eCollaboration (Version 3.0.2 + SP2), Siebel Distance Learning (Version 3.1)	Distributed. Servlet engine to run Pixion servlet on the web server.	7.5.2 or higher
Mainsoft Visual MainWin ^{1,2}	4.0.2 + SP3	Siebel Server Extensions for Unix, Siebel Server Extensions for Unix-Analytics	Embedded. Facilitates development on both Windows and UNIX platforms using a single code-base.	7.5.2 or higher
Market Guide Content Service	N/A	Siebel eContent Services	Content. Database of public company profiles.	7.5.2 or higher
Microsoft cabwiz.exe	2.0.0.7292	Siebel eConsumer Goods Sales Handheld, Siebel ePharma Handheld	Embedded. Used to create cab files during installation.	7.5.2 or higher
Microsoft HTTPSVR Sample code ^{1,2}	N/A	Not supported in this release	Embedded. HTTP Server.	7.5.2 or higher
Microsoft Layer for Unicode uniconWS.dll	1.0.3703.0	Siebel Business Applications	Embedded. This product provides Unicode support on the Windows 98 platform.	7.5.3.1 or higher
Microsoft SQL Server CE	1.1 + SP1	Siebel eConsumer Goods Sales Handheld, Siebel ePharma Handheld	Embedded. RDBMS for handheld application.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
<p>Miller Heiman Strategic Selling Methodology</p> <p>Strategic Selling® is a registered Trademark of Miller Heiman, Inc. The “Siebel Strategic Selling” Blue Sheet and materials are a customized version of Miller Heiman, Inc.'s Strategic Selling® methodology, © Miller Heiman, Inc. All rights reserved. Used with permission of Miller Heiman, Inc.</p>	N/A	Siebel Strategic Selling	Embedded. Automatically generates Blue Sheet report to help sales representatives track key opportunities.	7.5.2 or higher
MKS Inc. Korn Shell Emulator (Windows only) 1,2	6.1	Siebel Business Applications	Embedded. Used for Siebel Database Server Installation and Upgrade Scripts	7.5.2 or higher
MobileSys MX	1.4	Siebel Wireless Messaging	Distributed. Wireless messaging engine that supports sending wireless messages using protocols such as SMS, TAP, and SMTP to a variety of wireless network operators globally.	7.5.2 or higher
Mystic River Softbridge Basic Language SDK ^{1,2}	5.4	Siebel Tools	Embedded. Siebel VB Scripting Engine.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Netscape Directory SDK DLL, header and library files ^{1,2}	4.0, 4.1	Siebel Business Applications (v 4.1), Siebel Analytics (v 4.0, 4.1)	Embedded. Siebel integration with LDAP directory to support external user authentication.	7.5.2 or higher
Nombas ScriptEase Integration Software Developers Kit (portions of) ^{1,2}	4.30c	Siebel Tools	Embedded. Siebel eScript scripting language.	7.5.2 or higher
OpenGroup X Window System ^{1,2}	x11 R6	Siebel Server Extensions for Unix, Siebel Server Extensions for Unix-Analytics	Distributed. OS libraries used for Siebel Object Manager on Unix platforms.	7.5.2 or higher
Pinnacle Webworkz Graphics Server Runtime Module ²	5.5	Siebel Analytics	Embedded. Alternate Charting Engine on Windows NT/2000/XP.	7.5.2 or higher
Pixion Inc. PictureTalk Communicator Client (Distance Learning)	3.8	Siebel Distance Learning, Siebel eDetails, Siebel eCommunity	Distributed. Provides functionality required to conduct and attend live sessions on the Web.	7.5.2 or higher
Pixion Inc. PictureTalk Communicator Client (eCollaboration)	3.5	Siebel eCollaboration	Distributed. Provides functionality required to conduct and attend live sessions on the Web.	7.5.2 or higher
Pixion Inc. PictureTalk Server with enhancements (eCollaboration)	3.5	Siebel eCollaboration	Distributed. Provides server-based applications required to host live training sessions on the Web.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Pixion Inc. PictureTalk Server with enhancements (Distance Learning)	3.8	Siebel Distance Learning, Siebel eDetails, Siebel eCommunity	Distributed. Provides server-based applications required to host live training sessions on the Web.	7.5.2 or higher
Pixion Inc. Web Manager and WebChat (eCollaboration)	2.0	Siebel eCollaboration	Distributed. Provides functionality required to host collaboration sessions.	7.5.2 or higher
ProtoView Data Table DLL ^{1,2}	N/A	Siebel System Software	Embedded. Provides interface controls for client.	7.5.2 or higher
Resonate Central Dispatch ^{1,2}	3.2.2e ^{3,5}	Siebel System Software	Distributed. Provides connection brokering.	7.5.2 or higher
	4.0.2 ⁴			7.5.3.5 or higher
Rogue Wave Stingray Objective Studio redistributable components ²	R2000	Siebel Analytics	Embedded. UI Components embedded into Siebel Analytics Administration Tool.	7.5.2 or higher
RSA Security BSAFE Crypto-C ^{1,2}	6.0 (AIX and HP), 6.0.1 (Windows and Solaris)	Siebel Business Applications	Embedded. Provides data encryption algorithms.	7.5.2 or higher
RSA Security BSAFE Crypto-J ^{1,2}	3.2.1	Siebel System Software	Embedded. Provides data encryption algorithms.	Lower than 7.5.3
	3.4			7.5.3 or higher
RSA Security BSAFE SSL-C ^{1,2}	2.3	Siebel Business Applications	Embedded. Provides encryption between web server and application server	7.5.3 or higher
SAP Automation compiled header files	4.6B	Siebel Connector for SAP R/3	Embedded. Provides RFC access to SAP R/3.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
A Satmetrix hashing function that permits secured access to Satmetrix services 1,2	N/A	Siebel Business Applications	Embedded. Connects to survey results between Siebel and SatMetrix.	7.5.2 or higher
Search Software America SSA-NAME3 ^{1,2}	2.1	Siebel Data Quality Matching Server	Distributed. Duplicate Data Identification.	7.5.2 or higher
SeeBeyond e*Gate Integrator Core Product and Development Software	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Insight Business Process Manager	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way EAI Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way EIM Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Event-Driven Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ATG Dynamo	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Bloomberg Portfolio Management	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Blue Martini	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for BroadVision	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Clarify	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.X for Commerce One Marketsite	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for DataChannel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for JD Edwards	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Oracle Financials	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for PeopleSoft (XML/HTTP)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for PeopleSoft (Batch & Message Agent)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5 for Portal	4.5	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Remedy	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter for SAP (BAPI V. 4.5,x BDC V. 4.5,x EDI V. 4.5,x)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for S.W.I.F.T ADK	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for S.W.I.F.T ADK	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Gate API Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond C Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond Java Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond MONK Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Apache Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CGI Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for iPlanet Application Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for iPlanet Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MS IIS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for WebSphere	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for DB2 Universal	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Lotus Notes	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ODBC	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Oracle	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for SQL Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Sybase	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Batch FTP**	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for COM/DCOM	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CORBA-VisiBroker Client	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CORBA-VisiBroker Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Dial-Up	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for e-Mail	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for HTTP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for HTTPS(SSL)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for LDAP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MQSeries	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MSMQ	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for SNA	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for TCP/IP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for TCP/IP HL7	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for WAP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ADABAS/ Natural	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CICS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for IMS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Jacada Enterprise/ Access	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond Alert Agent V. 4.5.3	4.5.3	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond SNMP Agent V. 4.5.2	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond COBOL Copybook Converter V. 4.5.2 (Included with CICS e*Way)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond HTML Converter V. 4.5.2 (Included with HTTP and HTTP(S) e*Ways)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond ETD Library V. 4.5.1 – cXML	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond ETD Library V. 4.5.1 – HL7 (Included with TCP IP HL7 e*Way)	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond ETD Library V. 4.5.2 – SWIFT (Included with SWIFT ADK e*Way)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond ETD Library V. 4.5.1 – UCCnet	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond ETD Library V. 4.5.3 – xCBL	4.5.3	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond IQ Transport V. 4.5.2 (MQSeries)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond IQ Transport V. 4.5.2 (ODBC)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond IQ Transport V. 4.5.1 (Oracle)	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond IQ Transport V. 4.5.2 (Sybase)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond Schema Bridge V.4.5.1	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond Secure Messaging Extension V. 4.5.2 (Monk)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond Secure Messaging Extension V. 4.5.2 (Java)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
SeeBeyond XML Toolkit V. 4.5.2	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel application to other systems and applications.	7.5.2 or higher
STLport Consulting's STLport Standard Template Library ²	4.5.1	Siebel Analytics	Embedded. C++ Standard Template Library.	7.5.2 or higher
Sybase Adaptive Server Anywhere (ASA) ^{1,2}	8.0.1.3023 (Windows), 8.0 (UNIX)	Siebel Remote, Siebel Tools	Embedded. Database engine used by Siebel Mobile Web Client (using Siebel Remote) and for the demo databases shipped with the Siebel client and Siebel Tools.	7.5.2 or higher
Tetradyne SourceView ActiveX Control ^{1,2}	3.0.3	Siebel Tools	Embedded. Provides color coded, syntax highlighting to the Siebel Script Editor.	7.5.2 or higher
Visual Mining ChartWorks Server ^{1,2}	3.7	Siebel Business Applications	Distributed. Supports charting capabilities within Siebel Applications.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods Adapter Development Kit	1.5	Siebel Partner Web Services	Distributed. This is a development kit that allows brand owners to develop their own adapters to other applications.	7.5.2 or higher
webMethods Ariba Supplier OnRamp	1.51	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the Brand Owner to connect the Integration Server to Ariba.	7.5.2 or higher
webMethods B2B Adapter - SAP R/3 Edition	4.01	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to SAP R/3.	7.5.2 or higher
webMethods Baan Adapter	1.5	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the partner to connect the Partner Server to Bann.	7.5.2 or higher
webMethods BroadVision Adapter	1.2	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to Broadvision.	7.5.2 or higher
webMethods Business Integrator Server	4.6	Siebel Partner Web Services	Distributed. An Integration Business Process Flow Designer used to design integration workflows.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods CommerceOne MarketSite OnRamp	3.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the Brand Owner to connect the Integration Server to CommerceOne.	7.5.2 or higher
webMethods Developer, Admin Consoles for Trading Networks and Business Integrator	4.6	Siebel Tools for Partner Web Services	Distributed. Development tool to develop on the WebMethods Integration Server.	7.5.2 or higher
webMethods Integration Server	4.6	Siebel Partner Web Services	Distributed. Allows a Brand Owner to connect to partner systems.	7.5.2 or higher
webMethods J. D. Edwards WorldSoftware Adapter	1.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to JD Edwards.	7.5.2 or higher
webMethods MQSeries Adapter	2.1	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to IBM MQ Series.	7.5.2 or higher
webMethods MSMQ Adapter	1.5	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to MSMQ.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods Oracle Applications Adapter	2.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to Oracle Applications.	7.5.2 or higher
webMethods Partner Server	4.6	Siebel Partner Web Services, Additional Partner Server Pack	Distributed. A limited license webMethods Integration Server that is deployed at a partner site. The partner server can only communicate back to the Brand Owner's server.	7.5.2 or higher
webMethods PeopleSoft (7.5.4, 7.5.7, 7.5.8, 8.0) Adapter	1.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to PeopleSoft.	7.5.2 or higher
webMethods RosettaNet Module	4.6	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Facilitates the development of RosettaNet interfaces to partner systems.	7.5.2 or higher
webMethods Trading Networks Server	4.6	Siebel Partner Web Services	Distributed. A limited license webMethods Integration Server that is deployed at a partner site. The partner server can only communicate back to the Brand Owner's server.	7.5.2 or higher

Table 60. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Wintertree Software Sentry Spelling Checker Engine ^{1,2}	5.14.11.0	Siebel Business Applications	Embedded. Provides spell checking capabilities for Siebel Business Applications.	7.5.2 or higher
Zero G InstallAnywhere Enterprise Edition	5.5	Siebel Email Marketing Server, Siebel eMail Marketing Server - Standalone	Embedded. Installer for Siebel eMail Marketing Server.	7.5.3 or higher
Zlib ^{1,2}	1.1.3	Siebel Business Applications, Siebel Analytics	Embedded. Compresses file attachments, Siebel Remote files and SISNAPI traffic.	Lower than 7.5.3
	1.1.4			7.5.3 or higher

¹ These ancillary programs can also be provided with Siebel Business Applications, MidMarket Edition.

2. These ancillary programs can also be provided with Siebel CRM.

3. Both Resonate 3.2.2e on AIX 5L v5.1 and Resonate 4.0 on AIX 5L v5.2 require that the O/S kernel be set to 32-bit. Please refer to your AIX documentation for details on how to set kernel modes.

4. Resonate 4.0.2 is only supported for the Windows and Solaris platforms. Other UNIX platforms should remain on v3.2.2e.

5. Note that for HP-UX users, Resonate v3.2.2 displays as 3.2.2h, not 3.2.2e.

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10 Supported Upgrade Paths

This chapter describes the supported upgrade paths to Oracle's Siebel 7.5.x

Supported Upgrade Paths for Siebel Enterprise Server

NOTE: Upgrading to Siebel 7.5.x requires an upgrade of all Siebel supported relational database platform software. Refer to [Table 23 on page 54](#) for a list of supported relational database versions.

Upgrading to the appropriate RDBMS version, as indicated in the table, should be performed in advance of upgrading to Siebel 7.5.x. For Siebel Business Applications and Siebel Industry Applications, see Upgrade Guide for Microsoft Windows or Upgrade Guide for UNIX for more information.

[Table 61](#) lists the direct upgrade paths for Siebel Enterprise Server for Siebel Business Applications and Siebel Industry Applications.

Table 61. Supported Direct Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel Business Applications	
Siebel 99 (Release 5.5)	English, French, German, Hebrew, Japanese, Spanish
Siebel 99 (Release 5.5.1)	English, Hebrew, Japanese
Siebel 99 (Release 5.6)	English
Siebel 99 (Release 5.6.1)	English
Siebel Business Applications	
Siebel 2000 (Release 6.0.1)	English, Japanese
Siebel 2000 (Release 6.0.2)	English
Siebel 2000 (Release 6.0.3)	Dutch, German, Italian, Spanish, Portuguese - Brazilian, Simplified Chinese
Siebel 2000 (Release 6.0.5)	French
Siebel 2000 (Release 6.2.1)	English, French, Spanish
Siebel 2000 (Release 6.2.2)	English
Siebel 2000 (Release 6.3)	English
Siebel 2000 (Release 6.3.1)	English
Siebel 7 (Release v7.0.3)	Danish, Dutch, English, French, German, Italian, Japanese, Portuguese- Brazilian, Spanish, Swedish

Table 61. Supported Direct Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel 7 (Release v7.0.4)	Danish, Dutch, English, French, German, Italian, Japanese, Korean, Portuguese- Brazilian, Simplified Chinese Spanish, Swedish, Hebrew
Siebel 7 (Release v7.5.1)	English
Siebel eBusiness Industry Applications	
Siebel eAutomotive 2000 (Release 6.0.1)	English
Siebel eAutomotive 2000 (Release 6.3)	English
Siebel eAutomotive 2000 (Release 6.3.1)	English
Siebel Communications Media & Energy 99 (Release 5.5)	English, French, Spanish, German
Siebel Communications Media & Energy 99 (Release 5.6)	English
Siebel Communications Media & Energy 2000 (Release 6.0.1)	English, French, Spanish, Portuguese, Portuguese - Brazilian
Siebel Communications Media & Energy 2000 (Release 6.3)	English, German
Siebel Consumer Sector 2000 (Release 6.0.2)	English
Siebel Consumer Sector 2000 (Release 6.0.3)	English, French, German, Italian, Portuguese – Brazilian, Spanish
Siebel Consumer Sector 2000 (Release 6.0.4)	English
Siebel Financial Services 99 (Release 5.5)	Danish, English, French, German, Italian,
Siebel Financial Services 99 (Release 5.5.1)	English
Siebel Financial Services 99 (Release 5.6.1)	English
Siebel Financial Services 2000 (Release 6.0.2)	Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish
Siebel eBusiness Industry Applications	
Siebel Financial Services 2000 (Release 6.2.1)	English, French, German, Japanese
Siebel Financial Services 2000 (Release 6.3)	English
Siebel Financial Services (Release 7.0.3)	Dutch, English, French, German, Italian, Spanish

Table 61. Supported Direct Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel Financial Services (Release 7.0.4)	Dutch, Danish English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Portuguese – Brazilian
Siebel ePharma 99 (Release 5.5)	English, French, German, Portuguese – Brazilian, Spanish
Siebel ePharma 99 (Release 5.6)	English
Siebel Life Sciences 2000 (Release 6.0.1)	English, French, German, Italian, Japanese Spanish, Portuguese – Brazilian
Siebel Life Sciences 2000 (Release 6.0.2)	English
Siebel Life Sciences 2000 (Release 6.3)	English
Siebel Industry Applications (Release v7.0.3)	English, French, German, Italian, Spanish
Siebel Industry Applications (Release v7.0.4)	English, French, German, Italian, Japanese, Portuguese – Brazilian, Spanish, Swedish
Siebel 7 (Release v7.5.1)	English, Japanese

11 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 7.5.x Product Availability Exceptions are listed in [Table 62](#) and supersede the System Requirements and Supported Platforms document. Feature Availability Exceptions are listed in [Table 63 on page 159](#) (for all products), [Table 64 on page 165](#) (for Siebel CRM) and [Table 65 on page 171](#) (for Siebel CRM, Professional Edition and Siebel MidMarket Edition).

Table 62. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Analytics	Unicode Processing	On non-Unicode Windows NT application servers, the third party alternative charting engine (Pinnacle) has some Unicode processing limitations. Refer to the "Analytics -Siebel Analytics Charting for Windows NT/2000 environments" section of the Siebel 7.5 Global Deployments Analytics Release Notes . Note that in 7.5.2.211 maintenance release and beyond, the default charting engine is Corda Popchart Server.
Siebel Analytics	Directory Service (LDAP)	Siebel Analytics supports Microsoft Active Directory for Authentication purposes only.
Siebel Analytics	XML Datasources	The Siebel Analytics Server does not support XSLT or XPath transformations on AIX, due to third party limitations (Apache).
Siebel Analytics	Platform	Siebel Analytics does not support LDAP when the Analytics Server is on HP-UX.
Siebel Analytics	Platform	Siebel Analytics does not support Veritas HA Cluster Support (12-DS4BN7).
Siebel Analytics	Platform	Siebel Analytics only supports language ENU when using the Oracle v9.2 Client.
Siebel Analytics	Platform	Siebel Analytics does not support DB2/UDB and DB2 Connect versions 8.1 in 7.5.3 due to third party software limitation (Informatica).
Siebel Analytics	Platform	Siebel Analytics does not support SQL Server 2000 (64-bit) in 7.5.3 due to third party software limitation (Informatica).
Siebel Analytics	Platform	Siebel Analytics server does not support Oracle 9i data sources on AIX operating systems. Instead, please use Oracle 8i client to connect to Oracle 9i Database Servers (12-EMN3CR)
Siebel Analytics	Platform	Siebel Analytics only supports DB2/UDB v7.2 with minimum FixPak 9.
Siebel Relationship Management Data Warehouse	Sort Order	Case insensitivity sort order is not supported.

Table 62. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Bidirectional language functionality (Internationalization)	Release	Hebrew, Arabic, and all other bidirectional languages are not supported for Siebel Maintenance Release 7.5.2.200 and higher Maintenance Releases.
Siebel Billing Management (Siebel Communication, Media & Energy)	Release	Siebel Billing Management is not available with PRM-Partner Applications
Siebel Connector for SAP R/3	Server OS	Not supported with Siebel Server on UNIX mid-tier platforms. Support available with affected server component running on Windows.
Siebel Connector for SAP R/3	Unicode Processing	Siebel Connector for SAP R/3 integrates to SAP R/3 using SAP Code pages. Please note that only single and multi display multi process code pages are supported.
Siebel CTI Connect	Server OS	Only supported on Windows NT and Windows 2000, due to third party software limitation (Intel).
Siebel Data Warehouse	Client OS	Informatica clients are not supported on Microsoft Windows XP.
Siebel Distance Learning	Browser	Only supported on Microsoft Internet Explorer, due to third party software limitations. (Pixion)
Siebel Distance Learning	Language	Only supported in English, due to third party software limitations. (Pixion)
Siebel Distance Learning	Server OS/ Web Server	Only supported on Microsoft IIS Web Server, due to third party software limitations. (Pixion)
Siebel eAdvisor Standalone (Transact Server)	Server OS	Not supported with Siebel Server on AIX.
Siebel eAdvisor Standalone (Transact Server)	Language	Not available in Japanese.
Siebel Business Applications (MQ Series Adapter), Siebel Connector for SAP R/3	Release	IBM MQ Series Link for SAP R/3 is supported only on Windows NT and Windows 2000.

Table 62. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel eCollaboration	Browser	Siebel eCollaboration is only supported on Microsoft Internet Explorer due to third party software limitations (Pixion)
Siebel eCollaboration	Language	Due to third party software limitations (Pixion), Siebel eCollaboration is supported only for the following languages: English, French, German, Spanish, Italian, Danish, Dutch, Swedish, Japanese and Brazilian Portuguese.
Siebel eCollaboration	Server OS/ Web Server OS	Siebel eCollaboration is only supported on Microsoft IIS Web server due to third party software limitations. (Pixion)
Siebel eContent Services	Language	Market Guide content is supported only in English. Lexus-Nexis content is supported only in English, French, German, Spanish and Italian.
Siebel Handheld for Windows-Powered Devices	Language	Siebel Handheld for Windows Powered Devices are only supported for following languages: English, French, German, Spanish, Italian, Danish, Dutch, Swedish, Japanese, Brazilian Portuguese, and Chinese (Simplified)
Siebel Marketing Server	Non-Unicode Processing	Marketing Server is not supported for configurations where the Siebel OLTP database instance runs on DB2 and the database is not-Unicode enabled (i.e. the database is Code Page enabled). Marketing Server is supported for DB2 instances that are Unicode enabled.
Siebel Marketing Server	Platform	Siebel Marketing Server is supported for the following configuration when the installed Oracle Client is v9.2.0.2, and additional Oracle client patch 2745452 is applied: (1) Marketing Server components in the Siebel Application Server are running on the HP-UX OS; (2) the Siebel transaction database is running on IBM DB2 UDB; (3) the Siebel Marketing Server must access an external data source running on an Oracle Database. This scenario is not supported where the additional Oracle client patch is Not applied; please see release note 12-EOC9O3 in the Siebel Marketing Server section of this document.
Siebel Partner Community and Siebel Partner Portal	Browser	Siebel Partner Community and Siebel Partner Portal are not supported on AOL7.
Siebel Proposals and Presentations	Server OS	Not supported with Siebel Server on UNIX mid-tier platforms due to third party software limitation (Microsoft). Support available with affected server component running on Windows.
Siebel Reports Server	Language	Actuate report designer and administration tools are available in English only.

Table 62. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Reports Server	Platform	Due to a third-party software limitation (Actuate), Siebel Reports Server is not supported with AIX 5.2. Customers who are using Binary Compatibility support of AIX 5.2 should keep the Reports Server on AIX 5.1.
Siebel Sales Handheld for Windows CE	Release	Siebel Sales Handheld for Windows CE is not supported with Siebel Server on UNIX mid-tier platforms. Support available with affected server component running on Windows.
Siebel Smart Answer	Release	Due to third party software limitation (Banter), Siebel Smart Answer is not supported with Siebel Server on HP-UX. Support available with affected component running on Windows.
Upgrade	Release	Upgrade on IBM zSeries is not supported in this release.
Siebel Wireless and Siebel Wireless Messaging	Language	Siebel Wireless and Siebel Wireless Messaging do not support the following languages: Chinese Simplified, Chinese Traditional, Czech, Finnish, Hebrew & Portuguese European.
Siebel Wireless and Siebel Wireless Messaging	Platform	Due to third party software limitation (Mobilesys), Siebel Wireless and Siebel Wireless Messaging are not supported with Siebel Server on AIX and HP-UX. Support available with affected component running on Windows.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Account Aggregation (Siebel Financial Services)	Release	Account Aggregation functionality is no longer supported as of v7.5.3 and later (Siebel eFinance, eBanking, eBrokerage and Financial Services-eCustomer; 12-GO6Y2A).
ADSI Security Adapter (Siebel Business Applications)	Server OS	Due to third party software limitations (Microsoft), ADSI Security Adapter is not supported with Siebel Server on UNIX mid-tier platforms
Case insensitive dictionary sort collation (Siebel Data Warehouse)	Database	Not supported with Siebel Data Warehouse Server running MS SQL Server 2000

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Correspondence	Server OS	Due to third party software limitations (Microsoft), Correspondence is not supported with Siebel Server on UNIX mid-tier platforms. Support is available with affected server component running on Windows.
Credit Card Processing (Siebel eSales, Siebel Orders, Siebel Quotes)	Unicode Processing	<p>Due to third party limitations (CyberSource) please take these steps to encode parameter data.</p> <p>Pre-7.5 releases: Encode all parameter data in the default codepage of your system. For instance, if you are running on a Japanese operating system using CP932 (Shift-JIS), then encode your parameters in CP932</p> <p>7.5 and later releases: Encode all parameter data in Unicode UTF-8. You may use the Transcode Business Service to convert the data from the format Siebel uses internally, Unicode UTF-16.</p>
Drag and drop	Release	Not supported in this release.
EBCDIC encoding	Database	Not supported on IBM DB2 for OS/390 and z/OS in this release.
eEvents Execution	Release	Siebel eEvents Execution / Events Manager and Operations Staff functionality is no longer supported as of v7.5.3 and later.
Email and Calendar (Siebel eMail Response and Siebel Calendar)	Server OS	Novell Groupwise is not supported on UNIX mid-tier platforms. Lotus Domino Server is not supported on AIX. This applies to the server where the email products are installed.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Client OS	RSA Crypto-J does not support Windows XP.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Server OS	RSA Crypto-J does not support AIX 5L for the Java Data Bean.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Client OS	Customers using the IBM JVM (NT/Win2k and AIX) will not be able to encrypt communications between their Java components and the Siebel Server because the RSA Crypto-J is not supported on the IBM JVM.
Integration to Microsoft Outlook (Siebel Business Applications – Send Email)	Unicode Processing	For Unicode support with Microsoft Outlook, Siebel Server must be on the same system codepage as the Outlook forms. In Outlook 2000 and Outlook 2002, Unicode is supported only in the body of mail messages. Outlook data — such as Contacts, Tasks, and the To and Subject lines of messages — is limited to characters defined by the current system code page of the end user’s operating system. The Outlook 2002 user interface does not implement Unicode but uses languages supported by the current system code page. For example, the English user interface is supported on any system code page.
Integration to Novell Groupwise (Siebel Business Applications – Send Email)	Unicode Processing	Novell GroupWise 6.0 does not support Unicode email messages. Email messages sent from Siebel and containing DBCS (Double-byte character set, meaning Chinese, Japanese and Korean) characters may not be displayed correctly.
Integration to Taxware for sales tax calculations (Siebel eSales)	Unicode Processing	Taxware provides limited Unicode support. Refer to the <i>Siebel eSales Administration Guide</i> found on the Siebel Bookshelf for detailed information regarding Taxware Unicode support.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Internet Explorer Option Pack (IEOP) (Siebel Order Management - Partner Portal Application – Communications Media and Energy)	Release	Communications, Media and Energy Partner Portal specific Order Management views are not available in Internet Explorer Option Pack (IEOP) mode in this release.
Knowledge Base creation and evaluation (Siebel Smart Answer)	Client OS	Banter Workbench is not supported on Windows XP.
Marketing Decision Manager	Server OS/ Database	Real time scoring for Decision Manager is not supported for Siebel Server running in UNIX mid-tier on the DB2 database platform
Marketing Visual Segmentation	Server OS/ Language	Only available on Windows 2000 Mid-tier for single-byte language environments
Microsoft Project Integration (Siebel Professional Services Automation)	Server OS	Due to third party software limitations (Microsoft). Microsoft Project Integration is not supported with Siebel Server on UNIX mid-tier platforms.
MS Crypto (Siebel Business Applications)	Server OS	Due to third party software limitation (Microsoft), MS Crypto is not supported with Siebel Server on UNIX mid-tier platforms.
PDF viewing (Siebel Business Applications)	Language	Adobe Acrobat Reader is not supported in Brazilian Portuguese, Czech, Greek, Arabic or Hebrew. UI menu labels will not appear in Hebrew or Arabic, but pdf files containing Hebrew text can be viewed with the Adobe Acrobat Reader.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Pop Up Windows for Delegated User Administration, Pricing Promotion Selection, and Product Registration Queries of Customer Applications (Siebel eSales, Siebel eCustomer, Siebel eService)	Browser	Pop up windows are not supported for Customer Applications such as Siebel eSales, Siebel eCustomer, and Siebel eService on AOL 7.
Send Mail	Unicode Processing	Some web-based email services, such as Hotmail and Yahoo Mail, may not display UTF-8 Plain Text mail correctly and non-ASCII characters may be represented incorrectly. If you encounter this, we recommend using HTML mail when sending email containing non-ASCII characters to web-based email accounts.
Sending of non-English language pages (Siebel Paging)	Language	Not supported in this release.
Server load-balancing (Siebel Business Applications)	Unicode Processing	Third party software (Resonate) administration user interfaces (Dispatch Manager and CDAtion) can only process data entry in ASCII characters. Normal operation of Resonate load-balancing is not impacted. The user interface is only used for initial setup and ongoing monitoring/startup/stop. Also, Resonate will not recognize any locale data/Unicode characters in the configuration files and log files.
Siebel Calendar	Language	Siebel Calendar, which provides Gregorian calendar functionality, is not configurable for an Arabic calendar.
Siebel Business Applications	Browser	On Netscape Navigator web browser, UI menu labels will not appear in Hebrew or Arabic, but the browser is otherwise fully functional.
Siebel Business Applications 6.3 to 7.5 Analytics Bridge	Language	The Siebel Business Applications 6.3 to 7.5 Analytics Bridge is only supported in the following languages: Danish, Dutch, English (US), Finnish, French, German, Italian, Portuguese (Brazilian), Portuguese (Portugal), Spanish, Swedish.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Siebel Report Processing and Presentation (Siebel Business Applications, MidMarket Edition only)	Language	Crystal Reports is available and supported only in English.
Siebel Reports for MidMarket Edition (Siebel Business Applications, MidMarket Edition only)	Client OS	Crystal Reports is not supported on Windows XP.
Siebel Reports for MidMarket Edition (Siebel Business Applications, MidMarket Edition only)	Unicode Processing	Crystal Reports v7.0 is only supported on a limited set of languages within the Siebel Unicode environment. Crystal Reports v7.0 can only display Unicode characters that are part of the 1252 code page. For general configuration (not Unicode specific) of Crystal Reports, please refer to the Tech Note posted on Support web.
Siebel Search and Siebel Advanced Search - Creation of Search Indices	Server OS and Database	Due to third party software limitation (Hummingbird / Fulcrum), the creation of search indices is not supported on the following search server – database combinations: AIX 5L - DB2-Unicode, and Solaris - DB2 (Unicode and non-Unicode).
Siebel Search and Siebel Advanced Search	Platform	Due to third party software limitation (Hummingbird / Fulcrum), Siebel Advanced Search (word-stemming and synonyms) is not supported in Hebrew or Arabic. However, Siebel Search is supported in Hebrew.
Siebel Wireless Messaging 2-Way	Unicode Processing	Siebel Wireless Messaging 2-Way is not supported for Non Unicode Databases.
Spell Checking (Siebel Business Applications)	Language	Spell checking is not supported in Japanese, Chinese (Simple and Traditional), Czech, Greek, Arabic, Hebrew or Korean.
Survey Results (Siebel Business Applications)	Unicode processing	Satmetrix does not support double/multi byte encoding on survey reports and they don't support Unicode. Siebel utilizes single byte encoding for the URL that is transmitted to Satmetrix to pull-up a survey report but Satmetrix will not be able to display characters that require double byte encoding.

Table 63. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Syndicated Data Loading and Routing (Siebel Sales, Siebel Service, Siebel Call Center for Siebel ePharma, Siebel eClinical, and Siebel eMedical)	Server OS, Database	Not supported with Siebel Server on UNIX mid-tier platforms. Not supported with Database Server running DB2.
WAP Push Alerts for Siebel Wireless Messaging	Language	WAP 1.2 Communications Driver is not supported for Japanese and Korean Versions
WEBCONTROL disposition type in Portal Framework	Platform	Using WEBCONTROL disposition type in Portal Framework to integrate a third party application that uses ActiveX objects in its rendering is not supported. (12-FVKYF4)
Wireless Banking	Release	The Siebel Wireless Banking product is no longer supported as of v7.5.3 and later. (12-GPOKYG).

In addition to [Table 63 on page 159](#), [Table 64](#) lists additional feature availability exceptions that are applicable to Siebel CRM. Siebel CRM does not support these features. Customers should use Siebel Tools to remove these features from the views or applets they intend to deploy.

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Ask a Question Applet	eCustomer, eService	Home Page View (eService)
Auction Applet	eCustomer, eSales	Product Catalog Category Detail View (eSales) Product Catalog Category Detail View – Add to Cart (eSales) Product Catalog Category Detail View – MultiSelect Check Box (eSales) Product Catalog Category Detail View – Product Basic (eSales)
Branch Locator Applet	eCustomer, eSales, eService	Contact Us Communication Channel View

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Contact Customer Care Representative Applet	eCustomer, eSales, eService	Contact Us Communication Channel View
Map Search Applet	Service	FS Home Page View
My Compensation Applet	Sales	Sales Home Page View Home Page View (WCC)
My Stocks Applet	Sales, Service	FS Home Page View Sales Home Page View
Need Advice Applet	eCustomer, eSales	Home Page View (eCustomer) Home Page View (eSales) Product Catalog Category Detail View (eSales) Product Catalog Category Detail View – Add to Cart (eSales) Product Catalog Category Detail View – Category Only (eSales) Product Catalog Category Detail View – MultiSelect Check Box (eSales) Product Catalog Category Detail View – Product Basic (eSales) Product Catalog View (eSales) Product Detail - Features View (eSales)
Our Company News Applet	Call Center, Service, Partner Portal	Anonymous User Home Page View (SCW) FS Home Page View Home Page View (WCC) Home Page View (SCW)
Weather Applet	Service	FS Home Page View
Web Search Applet	Service	FS Home Page View
Yellow Pages Applet	Service	FS Home Page View

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Attribute Pricing Field/Column	Call Center, Sales, Service	Price List Item Applet Price List Item Applet (Read Only) Price List Item Form Applet Product Price List Applet
Auction Privilege Field	Call Center, Sales, Service	User Admin Detail Applet
Auto Allocate, Auto Substitute, and Allocate Below Safety Fields	Call Center, Sales, Service	Product Entry Applet Product Form Applet
Allow Third Party Lister Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Branch Locator Hyperlink	eService, eCustomer	Contact Us Communication Channel Tiny Applet
Book/Cancel Appointment Buttons	Call Center, Sales, Service	Service Request Activity List Applet
Check Availability Button	eSales, eCustomer	Quote Form Applet – Current (eSales)
Compensable Field/Column	Call Center, Sales, Service	Admin Class Product List Applet Product Entry Applet Product Form Applet Product List Applet
Create Auction Button	Call Center, Sales, Service	Product Form Applet
Configuration File Field	Call Center, Sales, Service	Product Entry Applet Product Form Applet

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Customize Button	Call Center, Sales, Service, eSales, eCustomer	Asset Mgmt – Asset Detail Applet FS Agreement Item List Applet Order Entry- Line Item List Applet Product Form Applet (eSales) Product List Applet - Add to Cart (eSales) Product Template Item List Applet Product Template Item List Applet 2 Quote Item List Applet
Customizable Field/ Column	Call Center, Sales, Service, eSales, eCustomer	Admin Class Product List Applet Price List Item Applet Product Entry Applet Product Form Applet Product List Applet Product Template Item List Applet Product Template Item List Applet 2 Quote Item List Applet (eSales)

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Collaborative Resources Button	Call Center, Sales, Service Partner Portal	Account Form Applet (SCW) Account List Applet (SCW) Activity List Applet (SCW) Campaign List Administration Applet Campaign List Administration Applet (SCW) Contact Form Applet (SCW) Contact List Applet (SCW) Opportunity Form Applet (SCW) Opportunity List Applet (SCW) Project Entry Applet Quote Form Applet Quote Form Applet (SCW) Quote Form Applet – Current (SCW) Quote List Applet (SCW) Service Request Detail Applet Service Request List Applet (SCW)
Complex Product Pricing Model Field/Column	Call Center, Sales, Service	Price List Item Applet Price List Item Form Applet Product Price List Applet
Decision Issues, Auctions, Training, and Events Tree Nodes	Call Center, Sales, Service, Partner Portal	User Catalog Explorer Applet User Catalog Explorer Applet (SCW)
Delta Order Button	Call Center, Sales, Service	Order Entry – Line Item List Applet

Table 64. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Get Advice Button	Call Center, Sales, Service	Order Entry – Order Form Applet Dashboard Order Entry – Order Form Applet Dashboard (Sales) Order Entry – Order List Applet Order Entry – Order List Applet (Sales) Quote Form Applet Quote List Applet
Interactive Designer Project Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Make a Payment Link Check My Bills Link	eService, eCustomer	eService Account Quick Links Applet
New User Hyperlink	Partner Portal	Login Applet
Pricing Model Field	Call Center, Sales, Service	Price List Form Applet Price List Form Applet (Hidden) Price List Form Applet - Child Price List Item Form Applet
Siebel Marketing Campaign Field	Call Center, Sales, Service, Partner Portal	Campaign Description Parent Form Applet Campaign Description Parent Form Applet – Admin Campaign List Administration Applet (SCW)
Smart Answer Button	Call Center, Sales, Service, Partner Portal	Service Request Detail Applet
Smart Answer Import Button Field Smart Answer Catalog File Field Smart Answer Master File Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Web Survey Session Column	Call Center, Sales, Service	Campaign Response List Applet
File > Send > Wireless Message Menu Item	Call Center, Sales, Service	Generic WEB Menu

In addition to [Table 63 on page 159](#), [Table 65](#) lists additional feature availability exceptions that are applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition. These versions do not support these features; customers should use Siebel Tools to remove these unsupported features from the views or applets they intend to deploy.

Feature limitations specific to the Siebel CRM, Professional Edition fall into three categories:

- **Siebel CRM, Professional Edition Tools Limitations:** Customers must use Siebel Tools Complete or Siebel Tools, Professional Edition to configure Siebel CRM, Professional Edition applications. Siebel Tools Complete provides comprehensive configuration capabilities with the exception of Advanced Database Extensibility which allows customers to create new tables. Siebel Tools, Professional Edition provides comprehensive configuration capabilities with the exception of Advanced Database Extensibility and Database Extensibility which allows customers to extend existing tables. Additionally, Siebel CRM, Professional Edition does not support eScript. Customer who which to create server script must use VB script instead.
- **Siebel CRM, Professional Edition Workflow Limitations:** Siebel CRM, Professional Edition provides fully functional workflow capabilities. However, customers are limited to the use of ten individual workflow policies. These ten policies may be used in as many workflow processes as is required by the customer.
- **Siebel CRM, Professional Edition Integration Limitations:** Siebel CRM, Professional Edition provides complete integration capabilities with the exception of support for Universal Application Network (UAN), MQ Series, Virtual Business Components (VBCs) and the Siebel Mobile Connector (SMC).

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Database Extensibility; Advanced Database Extensibility	Siebel CRM, Professional Edition	Extension of existing tables by Siebel Tools, Professional Edition is not supported.
Integration	Siebel CRM, Professional Edition	Use of Universal Application Network (UAN), MQ Series, Virtual Business Components (VBCs) and the Siebel Mobile Connector (SMC) are not supported.
Siebel eScript	Siebel CRM, Professional Edition	Use Siebel VB Script in lieu of Siebel eScript for server-side scripting.
Workflow	Siebel CRM, Professional Edition	Fully functional workflow capabilities are provided; however, customers are limited to the use of ten individual workflow policies. These ten policies may be used in as many workflow processes as desired.
Ask a Question Applet	eCustomer, eService	Home Page View (eService)

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Auction Applet	eCustomer, eSales	Product Catalog Category Detail View (eSales) Product Catalog Category Detail View – Add to Cart (eSales) Product Catalog Category Detail View – MultiSelect Check Box (eSales) Product Catalog Category Detail View – Product Basic (eSales)
Branch Locator Applet	eCustomer, eSales, eService	Contact Us Communication Channel View
Contact Customer Care Representative Applet	eCustomer, eSales, eService	Contact Us Communication Channel View
Map Search Applet	Service	FS Home Page View
My Analytics Applet	Call Center, Sales, Service	FS Home Page View Home Page View (WCC) Sales Home Page View
My Compensation Applet	Sales	Sales Home Page View Home Page View (WCC)
My Stocks Applet	Sales, Service	FS Home Page View Sales Home Page View

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Need Advice Applet	eCustomer, eSales	Home Page View (eCustomer) Home Page View (eSales) Product Catalog Category Detail View (eSales) Product Catalog Category Detail View – Add to Cart (eSales) Product Catalog Category Detail View – Category Only (eSales) Product Catalog Category Detail View – MultiSelect Check Box (eSales) Product Catalog Category Detail View – Product Basic (eSales) Product Catalog View (eSales) Product Detail - Features View (eSales)
Our Company News Applet	Call Center, Service, Partner Portal	Anonymous User Home Page View (SCW) FS Home Page View Home Page View (WCC) Home Page View (SCW)
Weather Applet	Service	FS Home Page View
Web Search Applet	Service	FS Home Page View
Yellow Pages Applet	Service	FS Home Page View
Attribute Pricing Field/Column	Call Center, Sales, Service	Price List Item Applet Price List Item Applet (Read Only) Price List Item Form Applet Product Price List Applet
Auction Privilege Field	Call Center, Sales, Service	User Admin Detail Applet
Auto Allocate, Auto Substitute, and Allocate Below Safety Fields	Call Center, Sales, Service	Product Entry Applet Product Form Applet

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Allow Third Party Lister Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Branch Locator Hyperlink	eService, eCustomer	Contact Us Communication Channel Tiny Applet
Book/Cancel Appointment Buttons	Call Center, Sales, Service	Service Request Activity List Applet
Check Availability Button	eSales, eCustomer	Quote Form Applet – Current (eSales)
Compensable Field/Column	Call Center, Sales, Service	Admin Class Product List Applet Product Entry Applet Product Form Applet Product List Applet
Create Auction Button	Call Center, Sales, Service	Product Form Applet
Configuration File Field	Call Center, Sales, Service	Product Entry Applet Product Form Applet
Customize Button	Call Center, Sales, Service, eSales, eCustomer	Asset Mgmt – Asset Detail Applet FS Agreement Item List Applet Order Entry- Line Item List Applet Product Form Applet (eSales) Product List Applet - Add to Cart (eSales) Product Template Item List Applet Product Template Item List Applet 2 Quote Item List Applet

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Customizable Field/ Column	Call Center, Sales, Service, eSales, eCustomer	Admin Class Product List Applet Price List Item Applet Product Entry Applet Product Form Applet Product List Applet Product Template Item List Applet Product Template Item List Applet 2 Quote Item List Applet (eSales)
Collaborative Resources Button	Call Center, Sales, Service Partner Portal	Account Form Applet (SCW) Account List Applet (SCW) Activity List Applet (SCW) Campaign List Administration Applet Campaign List Administration Applet (SCW) Contact Form Applet (SCW) Contact List Applet (SCW) Opportunity Form Applet (SCW) Opportunity List Applet (SCW) Project Entry Applet Quote Form Applet Quote Form Applet (SCW) Quote Form Applet – Current (SCW) Quote List Applet (SCW) Service Request Detail Applet Service Request List Applet (SCW)
Complex Product Pricing Model Field/ Column	Call Center, Sales, Service	Price List Item Applet Price List Item Form Applet Product Price List Applet

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Decision Issues, Auctions, Training, and Events Tree Nodes	Call Center, Sales, Service, Partner Portal	User Catalog Explorer Applet User Catalog Explorer Applet (SCW)
Delta Order Button	Call Center, Sales, Service	Order Entry – Line Item List Applet
Get Advice Button	Call Center, Sales, Service	Order Entry – Order Form Applet Dashboard Order Entry – Order Form Applet Dashboard (Sales) Order Entry – Order List Applet Order Entry – Order List Applet (Sales) Quote Form Applet Quote List Applet
Interactive Designer Project Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Make a Payment Link Check My Bills Link	eService, eCustomer	eService Account Quick Links Applet
New User Hyperlink	Partner Portal	Login Applet
Pricing Model Field	Call Center, Sales, Service	Price List Form Applet Price List Form Applet (Hidden) Price List Form Applet - Child Price List Item Form Applet
Siebel Marketing Campaign Field	Call Center, Sales, Service, Partner Portal	Campaign Description Parent Form Applet Campaign Description Parent Form Applet – Admin Campaign List Administration Applet (SCW)
Smart Answer Button	Call Center, Sales, Service, Partner Portal	Service Request Detail Applet

Table 65. Feature Availability Exceptions Applicable to Siebel CRM, Professional Edition (SPE) and Siebel MidMarket Edition

Feature	SPE or MidMarket Application	Views/Applets Affected
Smart Answer Import Button Field Smart Answer Catalog File Field Smart Answer Master File Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Web Survey Session Column	Call Center, Sales, Service	Campaign Response List Applet
File > Send > Wireless Message Menu Item	Call Center, Sales, Service	Generic WEB Menu

12 Siebel Analytics

About This Chapter

This chapter describes additional system requirements for 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 Applications, see Siebel Analytics Installation and Configuration Guide.

Overview of Supported Environments

Homogeneous and Heterogeneous Environments

In homogeneous server environments, The Siebel Data Warehouse, Siebel Analytics Server and Siebel Analytics Presentation Server are all deployed on the same platform. In heterogeneous server environments, The Siebel Data Warehouse, Siebel Analytics Server and Siebel Analytics Presentation Server can be deployed on different supported platforms. Supported homogeneous and heterogeneous server environments are defined in [Table 66](#).

Table 66. Supported Homogeneous and Heterogeneous Server Environments for Siebel Analytics

Database	Siebel Data Warehouse Server	Siebel Analytics Server	Siebel Analytics Presentation Server
IBM DB2 UDB v 7 or v 7 for OS/390 and zOS	Microsoft Windows NT 4.0, Microsoft Windows 2000, IBM AIX 5L, Sun Solaris 8 or HP-UX 11i	Microsoft Windows NT 4.0 Server /Enterprise Edition	Microsoft IIS Web Server running on Microsoft Windows NT 4.0 or Windows 2000
		Microsoft Windows 2000 Server / Advanced Server	Sun Java System Web Server running on Solaris
		IBM AIX 5L	Apache Tomcat on Windows NT, Windows 2000, Solaris, AIX, or HP-UX.
		Sun Solaris 8	
		HP-UX 11i	
Oracle Enterprise Server 8i or 9i	Microsoft Windows NT 4.0, Microsoft Windows 2000, IBM AIX 5L, Sun Solaris 8 or HP-UX 11i	Microsoft Windows NT 4.0 Server/Enterprise Edition	IBM Websphere on AIX.
		Microsoft Windows 2000 Server/Advanced Server	
		IBM AIX 5L (Oracle 8i only)	
		Sun Solaris 8	
		HP-UX 11i	
Microsoft SQL Server 2000	Microsoft Windows NT 4.0, or Windows 2000	Microsoft Windows NT 4.0 Server/Enterprise Edition	
		Microsoft Windows 2000 Server/Advanced Server	

Globalization Requirements

Analytics supports the languages listed in [Table 2 on page 13](#).

Hardware Requirements

Hardware Requirements for Siebel Analytics

Analytics requirements for Microsoft Windows are described in [Table 67](#) and for UNIX in [Table 68](#).

Table 67. Recommended Hardware for Siebel Analytics on Microsoft Windows

Description	Requirement
Server includes: Siebel Analytics Server Siebel Analytics Administration Siebel Analytics Scheduler Relational Datasource Adapters	<p>Processor and RAM: 1 GHz, 1 GB RAM, two or more processors recommended.</p> <p>Disk Space: 500 MB of hard disk space, 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 Web includes: Siebel Dashboard Siebel Answers Siebel Delivers	<p>Processor and RAM: 1 GHz, 1 GB RAM, two or more processors recommended.</p> <p>Disk Space: 500 MB of hard disk space</p>
Siebel Analytics Client includes: Siebel Analytics ODBC driver	<p>Processor and RAM: Pentium 4, 64 MB minimum recommended</p> <p>Disk Space: 10 MB of hard disk space</p>

Table 68. Recommended Hardware for Siebel Analytics on UNIX

Description	Requirement
Siebel Analytics Server components: Siebel Analytics Server Siebel Analytics Scheduler Relational Datasource Adapters	RAM: 2 GB or better
Siebel Analytics Web components: Siebel Intelligence Dashboard Siebel Answers Siebel Delivers	RAM: 2 GB or better

Requirements for Cluster Server

Requirements for Cluster Server are described in [Table 69](#). The Cluster Server feature is currently only available on Windows operating systems.

Table 69. Requirements for Cluster Server

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, 1 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

Table 69. Requirements for Cluster Server

Description	Requirement
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>

Client Environment Requirements

Supported Web Browsers

Siebel Analytics supports the following web browsers:

Table 70.

Client Operating System	Browser	
	Internet Explorer 5.5	Internet Explorer 6.0
Microsoft Windows NT Workstation 4.0	X	X
Microsoft Windows 2000 Professional	X	X
Microsoft Windows XP Professional		X

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

Client Administration Tools Supported Operating Systems

Siebel Analytics Client Administration Tools support the client operating systems listed in [Table 71](#):

Table 71. Supported Analytics Client Administration Tool Operating Systems

Supplier and Product
Microsoft Windows NT Workstation 4.0 with Service Pack 6a
Windows 2000 Professional or above
Windows XP Professional or above

Server Environment Requirements

Supported Operating Systems for Siebel Analytics Server

Siebel Analytics supports the operating systems listed in [Table 18 on page 45](#).

Supported Web Servers

Siebel Analytics supports the Web servers listed in [Table 72](#).

Table 72. Supported Web Servers for Siebel Analytics Presentation Server

Vendor and Product	Operating System and Patch Level	Applicable Siebel Analytics Release
Apache Tomcat 4.0	Microsoft Windows NT 4.0, Microsoft Windows 2000, AIX 5L, Sun Solaris 8, HP-UX 11.11 (11i)	
Microsoft IIS 4.0	Microsoft Windows NT 4.0	
Microsoft IIS 5.0	Microsoft Windows 2000	
Sun Java System Web Server 6.0 SP5	Sun Solaris 8	
Websphere Application Server 4.0.3 (IHS 1.3.1)	IBM AIX 5L	7.5.2
Websphere Application Server 5.0 (IHS 2.0.42.1) + e-fix PQ73029	IBM AIX 5L	7.5.3

NOTE: Siebel Analytics Web also requires the installation of JDK/JRE 1.3.1 for all operating systems except AIX, which requires JDK/JRE 1.3.0.

Other Server Environment Requirements

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.

Supported Database Server Platforms

Supported Databases for Siebel Analytics

Siebel Analytics supports RDBMs listed in [Table 23 on page 54](#). In addition, Siebel Analytics offers connectivity to ODBC data sources as listed below under Siebel Analytics Support for ODBC.

NOTE: Siebel Analytics does not support Microsoft SQL Server (64-bit) or IBM DB2 UDB version 8.1.

NOTE: Unlike Siebel Business Applications, Siebel Analytics has not been certified on future fixpak levels documented in [Table 23 on page 54](#). By its very nature, Siebel Analytics is very much linked to specific versions of database software. 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.

Requirements for Siebel Data Warehouse

Requirements for the Siebel Data Warehouse are described in [Table 73](#). This table indicates which RDBMs are supported as source and targets for the Siebel Data Warehouse.

Table 73. Source and Target Databases for Siebel Data Warehouse

Vendor and Product	Siebel Data Warehouse Source	Siebel Data Warehouse Target
Microsoft SQL Server 2000	X	X
IBM DB2 Universal Database(UDB) 7.2	X	X
IBM DB2 Universal Database (UDB) EEE 7.2		X

Table 73. Source and Target Databases for Siebel Data Warehouse

Vendor and Product	Siebel Data Warehouse Source	Siebel Data Warehouse Target
IBM DB2 Universal Database (UDB) for OS/390 and zOS v7	X	X
Oracle 8i Enterprise Server 8.1	X	X
Oracle 9i Enterprise Server 9.2.0.2	X	X

Siebel Analytics Support for ODBC

Siebel Analytics support for ODBC allows Siebel Analytic Server, when operating on a Microsoft Windows NT 4.0 Server or Windows 2000 Server/Advanced Server, 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.

NOTE: Multi-byte code pages (including Unicode) require ODBC 3.5 connectivity.

Table 74. Supported ODBC Data Sources

Vendor and Product	Version	Code Page	Connectivity Software	Software Version
IBM Red Brick Warehouse	6.11.TC4	ENU only	Client Connector Pack	2.11.TC4

Siebel Analytics Bridges

Siebel Analytics Bridges allow organizations to use the newer functionality of Siebel Analytics 7.5 while viewing underlying transactional data based on a pre-7.5 Siebel operational application.

All guidance described above related to system requirements and supported platforms also applies to the Analytics Bridge Products with the exception of the following items:

Database & Localization Support

Siebel Analytics Bridges support the underlying operational databases and languages that are supported by the original transaction system. [Table 75](#) provides a reference to the detailed database and localization support information for each particular Analytics Bridge.

Table 75. Bridge Database and Localization Support

Analytics Bridge Product	Database & Localization Support Reference Document
Siebel eBusiness 6.3 to 7.5 Analytics Bridge	Siebel System Requirements and Supported Platforms, Siebel 2000, Version 6.3.0
Siebel Financial Services 6.3 to 7.5 Analytics Bridge	Siebel Financial Services System Requirements and Supported Platforms, Siebel 2000, Version 6.3.0
Siebel Life Sciences 6.3 to 7.5 Analytics Bridge	Siebel Life Sciences System Requirements and Supported Platforms, Siebel 2000, Version 6.3.0
Siebel eBusiness 7.0.4 to 7.5 Analytics Bridge	Siebel System Requirements and Supported Platforms, Siebel 7, Version 7.0.4

NOTE: In addition to the databases referenced above, all of the Siebel Analytics Bridges also support as database *Targets* only, the databases listed in [Table 73](#) of this document.

13 Siebel MidMarket Edition

About This Chapter

This chapter describes the Supported Platform and System Requirements for Siebel MidMarket Edition. Please note that references to earlier chapters will be made in this chapter. Statements made in this chapter with respect to supported platforms and system requirements, supersede those made in previous chapters.

Web Client Types

The following client deployment options are supported in this release of Siebel MidMarket Edition:

- Siebel Web Client
- Siebel Mobile Web Client
- Siebel Dedicated Web Client
- Siebel Tools Client

Please click [here](#) to get more detailed explanation on the client types.

Homogeneous and Heterogeneous Server Environments

In homogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers are all deployed on the same platform. In heterogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers can be deployed on different supported platforms. Supported homogeneous and heterogeneous server environments are defined in [Table 2 on page 13](#).

NOTE: IBM UDB on OS/390 or zSeries is not a supported database platform.

Internationalization and Localization

Siebel MidMarket Edition supports internationalization and localization for specific languages based on customer demand. Siebel 7.5.x includes localization support for the languages listed in [Table 2 on page 13](#). Please contact your Siebel representative for updates on supported languages.

Siebel Server Environment Hardware Requirements

[Table 76 on page 191](#) lists the minimum hardware requirements for the Siebel Server environment.

Please click [here](#) to get more information on the Siebel Server capacity planning and disk configuration. The Siebel Client Environment and Hardware Requirements can also be obtained [here](#).

Supported Siebel Enterprise Server Operating Systems

Siebel Enterprise Server supports the operating systems specified in [Table 18 on page 45](#).

[Table 18 on page 45](#) lists the third-party software products that must be installed on the Siebel Server(s). These products are not provided by Oracle; they must be obtained by the customer.

Supported Web Servers

The supported Web servers are specified in [Table 20 on page 49](#).

Supported Relational Database Management Systems

Integration with relational database management systems is supported based on customer demand. The Siebel Database Server supports the relational database management systems listed in [Table 23 on page 54](#).

NOTE: IBM UDB on OS/390 or zSeries is not a supported database platform

[Table 26 on page 61](#) lists the database connectivity software. Database connectivity software must be installed on each application server within Siebel Enterprise Server. Unless otherwise noted, these products are not provided by Oracle.

Supported Software and Ancillary Programs

Refer to [Table 59 on page 99](#) and [Table 60 on page 109](#) for Supported Software and Ancillary Programs for Siebel Business Applications, MidMarket Edition. A superscript "1" next to the Product Name indicates it is supported/ provided with Siebel Business Applications, MidMarket Edition.

Upgrade Paths for Siebel Enterprise Server

Upgrading to the appropriate RDBMS version, as indicated in the table, should be performed in advance of upgrading to Siebel 7.5.x. [Table 76](#) lists the direct upgrade paths for Siebel Enterprise Server for Siebel Business Applications, MidMarket Edition.

Table 76. Supported Direct Upgrade Paths for Siebel eBusiness MidMarket Edition Applications

Siebel Release	Supported Languages
Siebel Business Applications, MidMarket Edition	
Siebel 99 (Release 5.5)	English
Siebel 99 (Release 5.5.1)	English
Siebel 2000 (Release 6.0.1)	English
Siebel 2000 (Release 6.0.3)	German, Italian, Spanish, Portuguese - Brazilian
Siebel 2000 (Release 6.0.5)	French
Siebel 2000 (Release 6.2.1)	English, French, German, Spanish
Siebel 2000 (Release 6.2.2)	English
Siebel 2000 (Release 6.2.3)	English
Siebel 2000 (Release 6.2.4)	English
Siebel 7 (Release v7.0.3)	English, French, German, Italian, Portuguese-Brazilian, Spanish
Siebel 7 (Release v7.0.4)	Danish, English, French, German, Italian, Portuguese-Brazilian, Spanish

