



Siebel System Requirements and Supported Platforms

Business Applications
Version 7.8, Rev. A1

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Introduction

This book contains the definitive list of system requirements and supported platforms for Release 7.8. This guide contains the following chapters:

This chapter contains the following topics:

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

Important Changes in the Current Revision

[Table 1](#) documents important changes made in each revision of the document.

Table 1. Revision History

Revision	Chapter	Section	Change
AI	-	Throughout guide	Removed references to a desupported product.
AI	7	Supported Relational Database Management Systems	In Table 15 on page 38 , revised SNAC version for Microsoft SQL Server 2008.
AI	5	Requirements for High Interactivity Clients (Employee Applications)	Removed information about ActiveX controls.

Other Siebel Documentation

The *Siebel Bookshelf* is available on Oracle Technology Network at <http://www.oracle.com/technetwork>. Fix Pack documentation is available on My Oracle Support at <https://support.oracle.com>.

Oracle reserves the right to modify the documentation for Siebel Industry 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)
- The name and version number of the Siebel application you are using
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Overview of Supported Environments

This chapter describes Siebel 7 Web client types and supported environments and includes the following topics:

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

Chapter 4, “Hardware and Network Requirements” through Chapter 8, “Other Supported Platforms” 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. The browser connects through a Web server to the Siebel 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. This client requires installation of Siebel software on the user's personal computer.
- **Siebel Developer Web Client.** Siebel Developer Web Client is a highly interactive client delivered through Microsoft Internet Explorer to connect directly to a database server. It is intended for limited and restricted use by Siebel developers and Siebel administrators. Developers can use it as a quick and convenient testing platform to validate design and configuration changes, while administrators can perform administrative tasks directly with the database server and the Enterprise Server when the Web server and Siebel Server are not available. This client requires installation of Siebel software on the user's personal computer.
- **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. This client requires installation of Siebel software on the user's personal computer.
- **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 Server, which executes business logic and accesses data from the Siebel database.

Categorization of Siebel 7 Applications

The two major groups of Siebel Business Applications are:

- Applications usually used by internal employees of an enterprise
These are called employee applications and generally run in high interactivity mode. An example of this is Siebel Call Center.
- Applications usually used by customers or partners of an enterprise
These are called customer and partner applications and typically run in standard interactivity mode. Examples are Siebel eSales (a customer application) and Siebel Partner Portal (a partner application).

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

NOTE: Siebel Employee Relationship Management is an employee application, but by default runs in Standard Interactivity mode. It is optimized for a screen resolution of 1024x768. Customers deploying Employee Relationship Management in Standard Interactivity mode should follow requirements detailed under "[Requirements for Standard Interactivity Clients \(Customer and Partner Portal\)](#)" on page 29.

Homogeneous and Heterogeneous Server Environments

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

NOTE: [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 see 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
IBM DB2 UDB for Windows and UNIX; Oracle 9i, 10g Enterprise Server	Microsoft Windows 2000 and 2003	Any supported Web server listed in Table 12 on page 35
	IBM AIX 5L and Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
	Sun Solaris and Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
	HP-UX and Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
IBM DB2 Universal Database for z/OS and OS/390	Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
IBM DB2 Universal Database for z/OS and OS/390	IBM AIX and Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
	Sun Solaris and Microsoft Windows 2000, 2003	Any supported Web server listed in Table 12 on page 35
Microsoft SQL Server	Microsoft Windows 2000 and 2003	Any supported Web server listed in Table 12 on page 35

Application Operating Modes

Siebel applications can be run in different operating modes in order to best suit the capabilities of a given browser and other elements of the client environment.

Standard Interactivity

All browsers include a common set of capabilities which translate into a base set of supported Siebel application features (such as frames, menus, or multi-select). A Siebel application running in standard interactivity mode assumes the availability of and utilizes these base capabilities only. In general, these base capabilities are sufficient for the levels of interaction required by Siebel customer applications. Base browser functionalities are commonly supported by most browsers. Browsers that support standard interactivity are referenced in [Table 9 on page 29](#).

High Interactivity

The Microsoft Internet Explorer browser framework extends the base functionality described above and offers support for additional usability features such as drag and drop for setting column widths and positions, the ability to select rows and fields by clicking anywhere within the element, and selectively updating portions of the page based on data that changes. A Siebel application running in high interactivity mode requires Microsoft Internet Explorer's advanced capabilities in addition to the base capabilities.

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Globalization Requirements

This chapter includes the following topic:

- [Internationalization and Localization](#)

Internationalization and Localization

Siebel Business Applications support internationalization and localization for specific languages based on customer demand. Siebel 7.8 includes localization support for the languages listed in [Table 3](#), where an “X” indicates support. Contact your Siebel representative for updates on supported languages or for exact dates of availability for your languages.

Table 3. Localized Languages for Release 7.8

Language Description	Language Code	Siebel Business Applications	Siebel Handheld Applications ¹	Siebel Wireless Applications	Supported Database Code Pages
Arabic	ARA	X			Unicode
Chinese (Simplified)	CHS	X	X		Unicode
Chinese (Traditional)	CHT	X	X		Unicode
Czech	CSY	X			Unicode
Danish	DAN	X	X	X	CP1252/5248 Unicode
Dutch	NLD	X	X	X	CP1252/5248 Unicode
English	ENU	X	X	X	CP1252/5248 Unicode
Finnish	FIN	X			CP1252/5248 Unicode
French	FRA	X	X	X	CP1252/5248 Unicode
German	DEU	X	X	X	CP1252/5248 Unicode
Hebrew	HEB	X			Unicode

Table 3. Localized Languages for Release 7.8

Language Description	Language Code	Siebel Business Applications	Siebel Handheld Applications ¹	Siebel Wireless Applications	Supported Database Code Pages
Italian	ITA	X	X	X	CP1252/5248 Unicode
Japanese	JPN	X	X	X	CP932/943 Unicode
Korean	KOR	X	X	X	Unicode
Portuguese (Brazilian)	PTB	X	X	X	CP1252/5248 Unicode
Portuguese (European)	PTG	X	X		CP1252/5248 Unicode
Spanish	ESN	X	X	X	CP1252/5248 Unicode
Swedish	SVE	X	X	X	CP1252/5248 Unicode
Thai	THA	X			Unicode

1. The term “Siebel Handheld Applications” refers collectively to Siebel Sales Handheld Applications for Siebel Business Applications, Siebel Service Handheld Applications for Siebel Business Applications, Siebel Sales Handheld Applications for Siebel Industry Applications, Siebel Service Handheld Applications for Siebel Industry Applications, Siebel Consumer Goods Handheld Applications for Siebel Business Applications, and Siebel Pharma Handheld Applications for Siebel Business Applications.

Please note the following additional information about language support:

- The English language is available on all supported database code pages. For more information about code pages, see [Table 15 on page 38](#).
- Siebel Public Sector is supported for the following languages: English (ENU), French (FRA), German (DEU), Spanish (ESN), Italian (ITA), Japanese (JPN), Korean (KOR), Dutch (NLD), and Portuguese – Brazilian (PTB).
- IBM DB2 for System z is not supported in any language other than English (ENU) for Siebel Business Applications. For Siebel Industry Applications, IBM DB2 UDB for OS/390 and System z is supported for the following languages: English (ENU), French (FRA), German (DEU), Spanish (ESN), Italian (ITA), Japanese (JPN), Dutch (NLD), Portuguese – European (PTG), and Portuguese - Brazilian (PTB).
- Installers and wizards for Siebel software products (both server and client products) do not have Thai (THA), Hebrew (HEB), or Arabic (ARA) versions of the user interface. When installing or configuring the Siebel products, you must use another language. For more information, see the *Siebel Installation Guide* for the operating system you are using.

For more information about common global deployment terminology, about global deployment scenarios and how Siebel applications address global deployment needs, as well as information about how to plan your global deployment, see *Global Deployment Guide* on the *Siebel Bookshelf*.

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

These requirements should be used only as a guideline; they do not take into consideration various factors that affect scalability and performance. Consult Oracle's Siebel Global Services or your hardware vendor for capacity planning or sizing assistance.

Siebel Server Environment Hardware Requirements

Table 4 lists the minimum hardware requirements for the Siebel Server environment.

Table 4. Minimum Siebel Server Environment Hardware Requirements

Platform	Siebel Server Environment	Hardware Required
IBM AIX 5L	Siebel Gateway Server	IBM System p Server @ 500 MHz with 256 MB memory
	Siebel Server	IBM System p Server with two processors @ 500 MHz with 1 GB memory
	Web Server	IBM System p Server @ 500 MHz with 512 MB memory
	Siebel Database Server	As recommended by DB vendor
Microsoft Windows	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 4. 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 or SPARC64™ processor @ 500MHz
	Siebel Database Server	As recommended by DB vendor
HP-UX 11i	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

NOTE: Siebel environments (except handheld) are supported on Windows XP with the “Multilingual User Interface” (MUI) installed. It should be noted that the MUI environment will display Microsoft help text and errors messages in the base language, which is English, instead of the localized enabled language, such as Japanese. This is due to a Microsoft defect.

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. Siebel Systems recommends using high-performance and high-availability storage solutions as appropriate for use in Oracle deployments. This is especially important in high capacity deployments. Oracle recommends using high-performance SCSI disks or RAID arrays for all Siebel Servers, Siebel File System servers, and Database Servers.

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 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 solutions as stated above. Clustering is critical for high availability of the Siebel Gateway Name Server, Siebel Remote Servers and the Siebel Database Server. Clustering is also recommended for any application server that is not load balanced.

Oracle customers are responsible for making sure that clustering is supported on each respective Siebel Server component. Oracle customers are also responsible for making sure that Siebel Server hardware operates with the supported server operating systems and clustering solutions. See [Table 10 on page 31](#) for a list of supported server operating systems, and see [Table 12 on page 35](#) for a list of supported Web servers.

Server Network Requirements

Siebel Enterprise Server machines require:

- A TCP/IP LAN with a minimum 100Mb/s connection between database hosting the Siebel data and the Siebel Servers, including all server components on the Siebel Servers.
- TCP/IP LAN or WAN with a minimum 100Mb/s connection between the Siebel Servers and Web servers fronting the Siebel application.
- A TCP/IP LAN or WAN with a minimum 100Mb/s connection between the Web servers fronting the Siebel application and the Web browsers.
- For consumer applications such as Siebel eSales, Siebel eService, and so on, 56kbps modem or better is advised. If lower bandwidth modems are used the application will be functional, however, performance degradation can be expected.

Firewall Proxy/Reverse Proxy Support

Firewall proxies and reverse proxies implemented in conjunction with Siebel applications is supported with HTTP 1.0 or 1.1 protocol. Special deployment considerations should be made when using proxies that support HTTP 1.0. For detailed information, see the section about installing the Siebel Web Server Extension in the *Siebel Installation Guide* for the operating system you are using and *Security Guide for Siebel Business Applications*.

Siebel File System Requirements

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. For more information about setting up the Siebel File System, see the *Siebel Installation Guide* for the operating system you are using.

Siebel Client Environment Hardware Requirements

Table 5 represents the absolute minimum memory requirements under which high interactivity clients 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 Siebel applications, such as virus protection, local firewalls, and so forth.

Table 5 also represents the recommended memory requirements for high interactivity clients 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 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 forth. Unless a significant amount of third-party software is used, it is recommended that you follow the memory requirements listed in this table.

Table 5. Minimum and Recommended Hardware Requirements for High Interactivity Clients

Client Type	CPU and Storage Requirements	Memory Requirement (MB)					
		Windows NT 4.0*		Windows 2000		Windows XP	
		Min	Rec (with 3rd Party)	Min	Rec (with 3rd Party)	Min	Rec (with 3rd Party)
Siebel Web Client-High Interactivity (Employee) Applications	One PII 500 MHz or Celeron 800 MHz class processor, 20 MB of storage	96	96 (192)	96	192 (224)	160	256 (288)
Siebel Mobile Web Client- High Interactivity (Employee) Applications	One PII 500 MHz or Celeron 800 MHz class processor, 1 GB of storage	224	224 (352)	224	320 (384)	288	352 (384)
Siebel Tools Client-High Interactivity (Employee) Applications	One PII 500 MHz or Celeron 800 MHz class processor, 650 MB of storage	Not Supported		382	512 (576)	414	512 (576)

*Microsoft has indicated that NT 4.0 is beyond Microsoft "lifecycle" boundaries. Microsoft only offers Web support (knowledge base), accessible at [http://support.microsoft.com/default.aspx?scid=fn; \[In\];lifecycle](http://support.microsoft.com/default.aspx?scid=fn;[In];lifecycle). Oracle will only address Siebel-specific issues that arise during while a customer is transitioning from NT 4.0 and recommends migrating from NT 4.0. Contact Siebel Technical Support if you have any questions regarding your Client OS implementation.

Client Network Requirements

Siebel clients require:

- Siebel Web Client (Customer) applications such as Siebel Sales, Siebel Service, and so on, 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 Web Client (Employee) 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 Mobile Web Client (Employee) applications should use a TCP/IP connection to the Siebel Servers it synchronizes with. The Siebel Server is specified on the CFG file local to the Siebel Mobile Web Client.
- Siebel Tools Client should use either a TCP/IP LAN or WAN for the 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 Clients \(Employee Applications\)](#)
- [Requirements for Standard Interactivity Clients \(Customer and Partner Portal\)](#)

Required software includes the 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—in standard interactivity mode or in 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 10](#).

Deployment Modes for Employee Applications

Siebel employee applications only run in the high interactivity deployment mode, with the exception of Employee Relationship Management (ERM). See [“Categorization of Siebel 7 Applications” on page 10](#) and [“Requirements for High Interactivity Clients \(Employee Applications\)” on page 25](#) 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 additional 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 6 on page 24](#).

Deployment Modes for Customer Applications

Siebel customer applications only run in the standard interactivity mode. See [“Requirements for Standard Interactivity Clients \(Customer and Partner Portal\)” on page 29](#) for more information about the standard interactivity mode and its client requirements.

Supported Deployment Modes by Application Categorization

[Table 6](#) lists the supported deployment modes by application categorization.

Table 6. Supported Deployment Modes by Application Categorization

Product Name	SI	HI
Employee Applications (CRM)		X
Siebel Microsite Management and Group News	Default	Optional*
Customer Applications	X	
Partner Applications (Partner Manager)		X
Partner Applications (Partner Portal)*		
Siebel Partner Portal	X	X
Siebel SIA Partner Portal	X	X
Siebel Apparel & Footwear Partner Portal	X	
Siebel Consumer Goods Partner Portal		X
Partner Applications (Partner Portal)*		
Siebel Dealer		X
Siebel Healthcare Provider Portal	X	
Siebel Service Provider Portal	X	
Siebel Finance Partner Portal	X	X
Siebel Agent Portal	X	
Partner Applications (Partner Portal)**		X
Siebel Clinical Partner Portal	X	

Table 6. Supported Deployment Modes by Application Categorization

Product Name	SI	HI
Siebel Partner Portal for CME***		X
<p>* For information on operating in high interactivity, see the additional documentation on the <i>Siebel Bookshelf</i>.</p> <p>** High interactivity deployment requires configuration of browser related settings and software. See the <i>Siebel Bookshelf</i> on the documentation area of Oracle Technology Network (OTN) and My Oracle Support for the latest requirements.</p> <p>*** High interactivity 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.</p>		

Requirements for High Interactivity Clients (Employee Applications)

This section lists requirements for supported employee applications. For a definition of employee applications, see [“Categorization of Siebel 7 Applications” on page 10](#).

[Table 7](#) lists the supported Web browser and client operating system combinations for high interactivity mode deployments, where an “X” indicates support. See [Table 8 on page 26](#) for supported versions, required minimum patch levels, and other third-party software requirements. Siebel applications work in the supported browsers.

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. This is due to a Microsoft defect.

Table 7. Supported Web Browsers for High Interactivity Clients

Client Type	Browser ¹		
	Internet Explorer 6.0	Internet Explorer 7.0 ³	Internet Explorer 8.0 ⁵
Microsoft Windows 2000 with Service Pack 4	X		
Microsoft Windows XP Tablet PC Edition 2005 ²	X		
Microsoft Windows XP Professional with Service Pack 1 and above	X	X	X
Microsoft Windows 7 Professional with currently available SP ⁴			X

1. Using add-in toolbars with these browsers is not supported, as some add-in toolbars have been found to cause character corruption and other serious problems.

2. The minimum device resolution for using Signature Capture is 1024x768.
3. Microsoft Internet Explorer 7 is supported as of version 7.8.2.7.
4. Microsoft Windows 7 is supported as of version 7.8.2.14.
5. Microsoft Internet Explorer 8 is supported by version 7.8.2.14 QF0E03.

Table 8 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 8 includes the latest supported versions of required client software. In some instances, a newer version may be supported in a maintenance release. Therefore, see the “Applicable Release” column to see if a particular environment is supported in your release.

Table 8. Software Requirements for High Interactivity Clients

Third-Party Product	Prerequisite and Notes	Applicable Release
Microsoft Windows 7		7.8.2.14 QF0E03
Microsoft Windows XP Professional ¹	<p>Service Pack 1 or above is a prerequisite for customers running Windows XP Professional.</p> <p>Microsoft makes service packs available at:</p> <p style="padding-left: 40px;">http://www.microsoft.com/windowsxp/downloads/updates/sp1/default.aspx</p> <p>Additional information regarding fixes in this Service Pack can be found at:</p> <p style="padding-left: 40px;">http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720</p>	7.8.0 or higher
Microsoft Windows 2000 Professional	<p>Service Pack 4 or above is a prerequisite for customer running Windows 2000.</p> <p>Microsoft makes service packs available at: http://www.microsoft.com/windows2000/downloads/servicepacks</p> <p>Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/kb/327194/EN-US/</p>	7.8.0 or higher

Table 8. Software Requirements for High Interactivity Clients

Third-Party Product	Prerequisite and Notes	Applicable Release
IBM DB2 Runtime Client 8.2	<p>FixPak 5s or higher is a prerequisite for IBM DB2 UDB and DB2 for OS/390 and z/OS deployments.</p> <p>For DB2 for z/OS deployments, the Runtime Client 8.1 should be used in conjunction with a DB2 Connect EE server, version 8.1².</p> <p>This Siebel-specific FixPak can be found at: ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/</p>	7.8.0 or higher
IBM DB2 Connect PE 8.2	<p>FixPack 5s is required for IBM DB2 UDB for OS/390 and z/OS deployments where the DB2 Runtime Client/DB2 Connect EE 8.1¹ combination described above is not used.</p> <p>This Siebel-specific FixPak can be found at: ftp://ftp.software.ibm.com/ps/products/db2/fixes/english-us/siebel/siebel7/</p>	7.8.0 or higher
Oracle 9i Client		7.8.0 or higher
Oracle Net Service (shipped with Oracle 10.1.0.4)		7.8.0 or higher

Table 8. Software Requirements for High Interactivity Clients

Third-Party Product	Prerequisite and Notes	Applicable Release
Microsoft Internet Explorer 6.0	<p>Internet Explorer 6.0 Service Pack 1 or above is a prerequisite for Siebel 7 high interactivity applications running on Internet Explorer 6.0.</p> <ul style="list-style-type: none"> ■ 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 <p>The following environments are affected: Siebel HI Client (Siebel Web Client, Siebel Dedicated Web Client, Siebel Mobile Web Client, Siebel Tools).</p> <p>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.</p> <ul style="list-style-type: none"> ■ 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 <p>The following environments are affected: Siebel HI Client (Siebel Web Client, Siebel Dedicated Web Client, Siebel Mobile Web Client, Siebel Tools).</p>	7.8.0 or higher
Microsoft Internet Explorer 6.0	<p>Sun Java Runtime Environment (JRE) 1.4.2 or above is required for high interactivity applications running Internet Explorer 6.0.</p>	7.8.0 or higher
Microsoft Internet Explorer 7.0		7.8.2.7 or higher
Microsoft Internet Explorer 8.0		7.8.2.14 QF0E03
<p>1. According to Microsoft, the ability to temporarily block the delivery of the Windows XP Service Pack (SP2) through Automatic Update (AU) and Windows Update expired on April 12, 2005. For further information and guidance about the temporary blocking mechanism, access the following URL: http://www.microsoft.com/technet/prodtechnol/winxpro/maintain/sp2aumngmspx.</p> <p>2. IBM DB2 UDB version 8.2 is equivalent to IBM DB2 UDB version 8.1 with FixPak 7 or higher.</p>		

Deployment Requirements/Settings

There are specific application and browser settings and patches required to support the Siebel application. These may change over time based on security and other settings that are implemented in third party products. These settings and application patches are documented in Siebel documentation and some are automatically validated. Changes in third-party products that affect the Siebel application setting requirements after product release are documented on My Oracle Support.

Requirements for Standard Interactivity Clients (Customer and Partner Portal)

This section lists the requirements for supporting customer and partner applications. For a definition of customer and partner applications, see [“Categorization of Siebel 7 Applications” on page 10](#).

Table 9 lists the supported Web browsers and client operating systems for customer and partner applications. An “X” indicates support.

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, such as Japanese. This is due to a Microsoft defect.

Table 9. Supported Web Browsers for Standard Interactivity Clients

Client Operating System	Microsoft Internet Explorer 6.0	Microsoft Internet Explorer 7.0 ¹	Microsoft Internet Explorer 8.0	FireFox 1.0.3 ²	Mozilla 1.7.7
Microsoft Windows 2000	Yes	No	No	Yes	Yes
Microsoft Windows XP	Yes	Yes	No	Yes	Yes
Microsoft Windows 7 ³	No	No	Yes	No	No

1. Microsoft Internet Explorer 7 is supported as of version 7.8.2.7.
2. Note that FireFox 1.0.3 and Mozilla 1.7.7 are the minimum versions certified.
3. Microsoft Windows 7 is supported as of Siebel 7.8.2.14 QF0E03.

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](#)
- [Supported Web Servers](#)
- [Supported Application Servers](#)

Software Requirements for Siebel Enterprise Server

Table 10 lists the third-party software products that must be installed on the Siebel Server or Siebel Servers. These products are not provided by Oracle; they must be obtained by the customer.

NOTE: Table 10 includes the latest supported versions of required server software. In some instances, a newer version may be supported in a maintenance release.

Table 10. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level
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=DNLDML C++ Runtime version 6.0.0.10 or above is required
Microsoft Windows 2000 Server/ Advanced Server/ Datacenter	Service Pack 4. Microsoft makes Service Packs available at: http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/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

Table 10. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level
Microsoft Windows 2003 Standard Server (32-bit)/ Enterprise Server (32-bit)/ Datacenter Server (32-bit)	Service Pack 1 or above. Microsoft makes Service Packs available at: http://www.microsoft.com/windowsserver2003/downloads Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;320853
Sun Solaris 9 (32-bit and 64-bit)	Recommended Patch Cluster (Update 3 Kernel level Generic 112233-08 or above). Must include C++ Run time patch level, 111711-06 and Linker Patch level, 112963-09 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. Sun Cluster 3.1 has been certified against Siebel 7.8.2.1. For more information about Sun Cluster 3.1, refer to http://www.sun.com/software/cluster/index.xml and http://docs.sun.com/app/docs/prod/sun.cluster.31.0805#hic .
Sun Solaris 10 ¹ (32-bit and 64-bit)	Solaris Update 1 is the supported version. Sun Solaris 10 Recommended Patch Cluster (Update 1 Kernel level Generic 118822-26 or above). Must include C++ Run time patch level, 119963-04 and Linker Patch level, 117461-08 or above running on an UltraSPARC-based processor.

Table 10. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level
HP-UX 11.11 (11i)	For customers deploying HP-UX, the following patches are required: GOLDAPPS11i (December 2003) (B11.11.0312.4) PHNE_28476 PHKL_28238 PHKL_28122 PHKL_25995 PHKL_25842 PHKL_29911 PHSS_28880 PHKL_28384 HP makes these patches available at http://www.hp.com
1.) Note that Sun Solaris 10 is only supported for version 7.8.2.1 or higher.	

Software Requirements for Siebel Enterprise Server—Binary Compatibility Support

Oracle's support obligations 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 choose not 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 11 lists the software requirements for Binary Compatibility support for Siebel Enterprise Servers.

Table 11. Software Requirements for Siebel Enterprise Server—Binary Compatibility Support

Operating System Supplier and Product	Patch Level	Applicable Release
IBM AIX 5L v5.3	Maintenance Level 3 or above. IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDML C++ Runtime version 6.0.0.10 or above is required	7.8.2.1 or higher
Sun Solaris 10	Solaris Update 1 is the supported version. Sun Solaris 10 Recommended Patch Cluster (Update 1 Kernel level Generic 118822-26 or above). Must include C++ Run time patch level, 119963-04 and Linker Patch level, 117461-08 or above running on an UltraSPARC-based processor.	7.8.2.1 or higher
Microsoft Windows 2008 Standard Edition (32-bit) Microsoft Windows 2008 Enterprise Edition (32-bit) Microsoft Windows 2008 Datacenter Edition (32-bit)	SP 1 or above. Microsoft makes Service Packs available at http://technet.microsoft.com/en-us/windowsserver/2008/default.aspx .	7.8.2.5 or higher

Supported Web Servers

The supported Web servers are specified in [Table 12](#).

Table 12. Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level
Microsoft IIS 5.0	Microsoft Windows 2000 with Service Pack 4 or above running on X86 only (32-bit).
Microsoft IIS 6.0	The Web Server delivered with the OS is supported. Microsoft Windows 2003 with Service Pack 1 or above (32-bit).
Sun Java System Web Server 6.1 with Service Pack 4 or above	<ul style="list-style-type: none"> ■ Solaris 9 Update 3. Recommended Patch Cluster (kernel at level 112233-08 or above). Must include C++ Run time patch level 111711-06 and Linker Patch level 112963-09 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. ■ Sun Solaris 10 Recommended Patch Cluster (Update 1 Kernel level Generic 118822-26 or above). Must include C++ Run time patch level, 119963-04 and Linker Patch level, 117461-08 or above running on UltraSPARC based processor.
IBM HTTP Server v.2.0.47	Servers running AIX 5L v5.2 with Maintenance Level 2 or above and C++ Runtime version 6.0.0.10 or above is required.
HP Web Server Suite 2.0.3 with Apache Web Server 2.0.50 or above	HP-UX 11.11 (11i)

Supported Web Servers—Binary Compatibility Support

Table 13 lists the supported Web servers for Binary Compatibility support.

Table 13. 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 v5.3 with Maintenance Level 3 or above and C++ Runtime version 6.0.0.10 or above is required.	7.8.2.1 or higher
Microsoft IIS 7.0	Microsoft Windows Server 2008 (32-bit)	7.8.2.5 or higher

Supported Application Servers

Table 14 lists the supported application servers.

Table 14. Supported Application Servers

Application Server Supplier and Product
Oracle Fusion Middleware 10g (OC4J)
Oracle Fusion Middleware 11g (WLS)
Tibco 4.3.0
Weblogic Server 10.3
Websphere MQ 6.0
NOTE: This product is supported as of the Siebel 7.8.2.6 Fix Pack (ACR 349A).
Websphere MQ 7.0
NOTE: This product is supported as of the Siebel 7.8.2.12 Fix Pack.

7

Supported Database Server Platforms

This chapter describes the software platform requirements for the Siebel Database, as well as the database connectivity and management software that must be installed on each Siebel Server within Siebel Enterprise Server. It 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 (RDBMS) is supported based on customer demand.

Supported Relational Database Management Systems

The Siebel Database supports the relational database management systems listed in [Table 15](#).

Table 15. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ¹	Sort Order	Supported Operating System	Connectivity Software
Microsoft SQL Server 2000	Minimum version 2000.80.76 0.0 with Service Pack 3/3a or above ²	UCS-2 1252	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all supported Microsoft Windows platforms.	Microsoft Data Access Components (MDAC) 2.8
Microsoft SQL Server 2000 Enterprise Edition (64-bit)	Minimum version 2000.80.76 0.0, with Service Pack 3 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all supported Microsoft Windows platforms. QFE 789 is recommended for Siebel 7 Database Servers running on SQL Server 2000 64-bit.	Microsoft Data Access Components (MDAC) 2.8
Microsoft SQL Server 2005, compatibility setting of 80 or 90	2005, 32-bit and 64-bit, RTM or above service pack for Siebel applications version 7.8.2.3 with QF0308	UCS-2 1252	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all supported Microsoft Windows platforms.	Microsoft Data Access Components (MDAC) 2.8 and Microsoft SQL Native Connectivity (SNAC), Siebel 7.8.2.3 with QF0308
Microsoft SQL Server 2008 RTM or above	2008, 32-bit and 64-bit, RTM or above Service Pack for Siebel applications version 7.8.2.5 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive; or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 or Microsoft Windows Server 2008 supported platforms. Microsoft SNAC (SQL Native Connectivity)	Microsoft SQL Native Connectivity (SNAC) v9
IBM Universal Database (UDB) Enterprise Server Edition for Linux, Unix and Windows	8.1, 8.2 ^{5,6} with FixPak 8 or above ⁴	UCS-2 ³ 1252, 943	Identity	Available on all IBM UDB LUW supported platforms.	IBM DB2 Runtime Client 8.1
			Identity/ System		

Table 15. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ¹	Sort Order	Supported Operating System	Connectivity Software
IBM Universal Database (UDB) Enterprise Server Edition for Linux, Unix and Windows	9.1 with FixPak 4 or above	UCS-2 ³ 1252, 943	Identity	Available on all IBM UDB LUW supported platforms.	IBM DB2 LUW V9 Runtime Client and DB2 LUW V9 Connect version with FixPak 4 or above
			Identity/ System		
IBM Universal Database for z/OS and OS/390	v7, with FixPak 8 or above ⁴	5348, 943	ASCII	All operating systems supported by IBM UDB for z/OS and OS/390 v7 (with Required Maintenance Level as specified by IBM APAR ii13487)	IBM UDB Runtime Client and UDB Connect v8.1
IBM UDB for z/OS and OS/390	v7, with FixPak 8 or above ⁴	1140	EBCDIC	All operating systems supported by IBM DB2 UDB for z/OS and OS/390 v7 (with Required Maintenance Level as specified by IBM APAR ii13487)	IBM UDB Runtime Client and UDB Connect v8.2
IBM UDB for z/OS	v8, with FixPak 8 or above ⁴	5348, 943	ASCII	All operating systems supported by IBM UDB for z/OS v8 (with Required Maintenance Level as specified by IBM APAR ii13985)	IBM UDB Runtime Client and UDB Connect v8.2
IBM UDB for z/OS	v8, with FixPak 8 or above ⁴	1140	EBCDIC	All operating systems supported by IBM UDB for z/OS v8 (with Required Maintenance Level as specified by IBM APAR ii13985)	IBM UDB Runtime Client and UDB Connect v8.2
Oracle 9i Enterprise Server	9.2.0, with a minimum of patchset ⁴	AL32UT F8 WE8MS WIN125 2, JA16SJ S	Binary or Dictionary ⁷	Available on all Oracle supported platforms, except IBM z/OS.	Oracle Net Service 9.2.0.4
					Data Direct ODBC Driver 4.2
Oracle 10g Enterprise/ Standard Server	10.1.0.3 or above, including 10gR2	WE8MS WIN125 2, JA16SJ S, AL32UT F8	Binary or Dictionary ⁷	Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 4.2

Table 15. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ¹	Sort Order	Supported Operating System	Connectivity Software
Oracle 11g Enterprise/Standard Server	11.1.0.6 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8	Binary or Dictionary ⁷	Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 4.2
Oracle 11g R2 Enterprise/Standard Server ⁸	11.2.0.1.0 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8	Binary or Dictionary ⁷	Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 4.2

¹ Referred to as “character set” for MS SQL Server and Oracle databases, as “code set” for IBM UDB and as “CCSID” for IBM DB2 on z/OS and OS/390.

² Service Pack 3 or 3a is a prerequisite for Siebel 7 Database Servers running on SQL Server 2000. Microsoft makes SQL Server 2000 Service Pack 3/3a available at <http://www.microsoft.com/sql/downloads/2000/sp3.asp>. It is strongly recommended that you apply performance fixes referenced in Microsoft Knowledge Base Article 815056 (located at <http://support.microsoft.com/?id=815056>) and Microsoft Knowledge Base Article 815593 (located at <http://support.microsoft.com/?id=815593>).

³ If you are installing an IBM UDB database using Unicode, use UTF-8 as the code set and retain the hyphen. You must enter UTF-8, although the codeset support is for UCS-2, 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.

⁴ Contact IBM for information about how to obtain FixPaks.

⁵ DB2 UDB v8.2 ESE is supported when deployed as a single partition instance (one node). Partitioned instances (with more than 1 node) are not supported.

⁶ While both 32-bit and 64-bit DB2 v8.1 are supported for database servers, only the 32-bit database client is supported on the Siebel Server.

⁷ Note that using Dictionary sort orders with Oracle may result in performance degradation.

⁸ Support for Oracle 11g R2 is available as of version 7.8.2.14.

NOTE: All Development Databases must use Binary (called Identity in UDB) sort order. If Dictionary sort order is used in Development Databases, errors will be encountered when compiling SRF files in Siebel Tools.

Support for Oracle Real Applications Clusters (RAC)

Table 16 lists information for Oracle RAC. Oracle RAC is certified on Release 7.8.2 or above.

Table 16. Support for Oracle RAC

Oracle Server Version	Certified Oracle Version	Siebel Remote Enabled	Siebel Remote Disabled
Oracle 9i Enterprise/ Standard Server	Oracle 11.1.0.6 or above	Active/Active Active/Passive	Active/Active Active/Passive
Oracle 10g Enterprise/ StandardServer	Oracle 10.1.0.4 or above including R2	Active/Active Active/Passive	Active/Active Active/Passive
Oracle 11g Enterprise/ Standard Server	Oracle 11.1.0.6 or above	Active/Active Active/Passive	Active/Active Active/Passive
Oracle 11g R2 Enterprise/Standard Server	Oracle 11.2.0.1.0 or above	Active/Active Active/Passive	Active/Active Active/Passive

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 17](#).

Table 17. Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
Arabic	ARA	CP1256	1256	1256	AR8MSWIN1256
Chinese (Simplified)	CHS	CP936	936	1386	ZHS16GBK
Chinese (Traditional)	CHT	CP950	950	1370	ZHT16MSWIN950
Czech	CSY	CP1250	1252	5346	EE8MSWIN1250
Danish	DAN	CP1252	1252	1252	WE8MSWIN1252
Dutch	NLD	CP1252	1252	1252	WE8MSWIN1252
English	ENU	CP1252	1252	1252	WE8MSWIN1252
Finnish	FIN	CP1252	1252	1252	WE8MSWIN1252
French	FRA	CP1252	1252	1252	WE8MSWIN1252
German	DEU	CP1252	1252	1252	WE8MSWIN1252
Hebrew	HEB	CP1255	1255	5351	IW8MSWIN1255

Table 17. Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
Italian	ITA	CP1252	1252	1252	WE8MSWIN1252
Japanese	JPN	CP932	932	943	JA16SJIS
Korean	KOR	CP949	949	1363	KO16MSWIN949
Portuguese (Brazilian)	PTB	CP1252	1252	1252	WE8MSWIN1252
Portuguese (European)	PTG	CP1252	1252	1252	WE8MSWIN1252
Spanish	ESN	CP1252	1252	1252	WE8MSWIN1252
Swedish	SVE	CP1252	1252	1252	WE8MSWIN1252

8

Other Supported Platforms

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

- [Siebel Communications Server](#)
- [Virtual CTI Driver](#)
- [Java/J2EE Application Server Support for Non-Browser Based Products](#)
- [Siebel Distance Learning](#)
- [Siebel Reports](#)
- [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 Server Sync for Microsoft Exchange Server \(SSSE\)](#)
- [Siebel Transact Server](#)
- [Siebel Universal Customer Master \(UCM\)](#)
- [Siebel Wireless](#)
- [Siebel Web UI Dynamic Developer Kit \(DDK\)](#)
- [Virtual Machine Environments](#)

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 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 18 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 18](#).

Table 18. Supported Email Servers for Siebel Communications Server

Email Server
Sun Java System Messaging Server
IBM Lotus Domino
Microsoft Exchange Server
Novell GroupWise Server
Sendmail Advanced Message 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 19 lists email servers that are supported for use with Siebel Email Manager, and which MAPI service provider must be present on the Siebel Server machine in order to interface with each email server.

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 19. Supported Email Servers for Siebel Email Manager

Email Server	Email Manager Interface on Microsoft Windows: Extended MAPI
Sun ONE Messaging Server	Using “Internet Email” service provider
IBM Lotus Domino	Using “Internet Email” service provider
Microsoft Exchange Server	Using “Microsoft Exchange” service provider

UNIX Platforms

For Siebel Email Manager, Oracle 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, see 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, 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 & Windows 2003 Server/Enterprise 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 2000/2003 Server/Enterprise Server.

For a list of other CTI solutions validated by Siebel Alliances, 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 20](#).

Table 20. 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"> ■ Intel NetMerge Call Processing Software ■ Intel NetMerge Call Information Manager 	Lan Gateway, 6.03	Avaya Definity G3
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Intel NetMerge Call Processing Software ■ Intel NetMerge Call Information Manager 	MAPD, 8.02	Avaya Definity G3
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Intel NetMerge Call Processing Software ■ Intel NetMerge Call Information Manager 	MeridianLink, 5C	Nortel Meridian
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Intel NetMerge Call Processing Software ■ Intel NetMerge Call Information Manager 	Symposium, 4.0	Nortel Meridian
Oracle	Siebel CTI Connect using: <ul style="list-style-type: none"> ■ Intel NetMerge Call Processing Software ■ Intel NetMerge Call Information Manager 	CallBridge 4.1, KV 12	Siemens Hicom 300E

Siebel CTI Connect supports the multisite combinations of telephony switches and dialing plans listed in [Table 21](#).

Table 21. 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*.

Virtual CTI Driver

The Virtual CTI Driver is provided with Siebel applications version 7.8.2.10 or higher and supports CTI connectivity to Oracle Contact Center Anywhere. [Table 22](#) lists the requirements for Oracle Contact Center Anywhere.

Table 22. Virtual CTI Driver for Oracle Contact Center Anywhere

Vendor	Siebel Version	Operating System	Oracle Contact Center Anywhere Version
Oracle	7.8.2.10 or above	Microsoft Windows 2003	8.1.3

Java/J2EE Application Server Support for Non-Browser Based Products

Siebel Data Bean

Table 23 lists supported JVM/JRE versions that are supported with Siebel Java Data Bean.

Table 23. Supported JVM/JRE Version for Siebel Data Bean

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.4.1_02 or above
Solaris	Sun	1.4.1_02 or above
AIX	IBM	1.4.1 or above
HP-UX	HP	1.4.1.01 or above

Siebel Resource Adaptor (Managed)

Table 24 lists supported J2EE Application Servers for Siebel Resource Adaptor (Managed).

Table 24. Supported J2EE Application Servers

Product
IBM WebSphere 5.1 (1.4 JVM or above)
BEA WebLogic 8.1

Siebel Resource Adaptor (Non-Managed)

Table 25 lists JVM/JRE version that are supported with Siebel Resource Adaptor (Non-Managed).

Table 25. Supported JVM/JRE version for Siebel Resource Adaptor (Non-Managed)

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.4.1_02 or above
Solaris	Sun	1.4.1_02 or above
AIX	IBM	1.4.1 or above
HP-UX	HP	1.4.1.01 or above

Supported Java Messaging Servers

Table 26 lists the supported Java Messaging Servers and respective JVM/JRE versions.

Table 26. Supported Java Messaging Servers and respective JVM/JRE versions

Operating System	IBM WebSphere MQ v5.3		BEA WebLogic 8.1	
	JVM/JRE Provider	JVM/JRE Version	JVM/JRE Provider	JVM/JRE Version
Windows	IBM	1.4.1_02	Sun	1.4.1_02 or above
Solaris	Sun	1.4.1_02	Sun	1.4.1_02 or above
AIX	IBM	1.4.1	IBM	1.4.1 or above
HP-UX	HP	1.4.1.01	HP	1.4.1.01 or above

Supported JVM/JRE Versions for Java Business Services

Table 27 lists JVM/JRE versions that are supported with Java Business Services.

Table 27. Supported JVM/JRE Versions for Java Business Services

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.4.1_02 (_02 CSD04) or above
Solaris	Sun	1.4.1_02 or above
AIX	IBM	1.4.1 (CDS04) or above
HP-UX	HP	1.4.1.01 or above

Siebel Distance Learning

This section documents additional system requirements for Siebel Distance Learning, Siebel Details, and Siebel Community.

NOTE: Siebel Distance Learning is no longer offered as a Siebel product beginning with Siebel 7.7. Those customers who own Siebel Distance Learning in previous versions will migrate directly to the third-party vendor Pixion.

NOTE: Siebel Details and Siebel Community are only available for Siebel Pharma, Siebel Clinical and Siebel Medical.

Siebel Reports

For information about Siebel application versions, Oracle Business Intelligence Publisher versions, JDK versions and for documentation for Siebel Reports, see Article ID 1172844.1 on My Oracle Support.

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 28](#).

Table 28. 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 in [Table 29](#).

Table 29. 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 Siebel Bookshelf documentation for Siebel Handheld products.

Windows Mobile 5 Devices that can be used for running Siebel Handheld applications should meet the criteria listed in [Table 30](#). For information about supported languages for Siebel Handheld applications, see [Table 3 on page 13](#).

Table 30. Hardware Requirements for Siebel Handheld Applications

Operating System and Version	Memory Requirements	Processor	Display Resolution	Display Mode
Microsoft Pocket PC 2003	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (360X240) and square screens (240X240) are supported. ■ Landscape mode is not supported. ■ Devices with flip-out keyboards are supported in portrait mode only. They are not supported in landscape mode.
Windows Mobile 2003 with Pocket PC Phone Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (360X240) and square screens (240X240) are supported. ■ Landscape mode is not supported. ■ Devices with flip-out keyboards are supported in portrait mode only. They are not supported in landscape mode.

Table 30. Hardware Requirements for Siebel Handheld Applications

Operating System and Version	Memory Requirements	Processor	Display Resolution	Display Mode
Microsoft Windows Mobile 5 Pocket PC	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (360X240) ■ Squarescreens (240X240) ■ Landscape mode (240X360)
Microsoft Windows Mobile 5 Pocket PC Phone Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (360X240) ■ Squarescreens (240X240) ■ Landscape mode (240X360)
Microsoft Windows Mobile 6 Professional Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (360X240) ■ Squarescreens (240X240) ■ Landscape mode (240X360)

1. Other resolutions (meaning resolutions less than 240 pixels) are not supported. Larger resolutions may work, but lesser resolutions may not work because certain UI elements may be blocked out.

The above criteria represent the absolute minimum memory and hardware requirements under which Siebel Handheld clients would operate. It also represents the recommended memory and hardware requirements for Siebel Handheld clients 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 third-party software required for some features is not factored, nor is software 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.

Oracle will maintain a list of devices that are "Certified by Oracle" (as "referenced platforms") and are "Known to Work":

- Devices certified by Oracle are the list of devices that are specifically certified by Oracle.
- Known to work devices are devices that are known to be working either at customer sites, through vendor testing, or through other testing mechanisms.

Table 31 lists the supported devices.

Table 31. Supported Handheld Devices

Device Maker	Model	Device Status	Support Comments and Exceptions
HP	iPaq 2790	Certified by Oracle	N/A
HP	iPaq 69xx	Certified by Oracle	iPaq 6915 was certified by Oracle. Other devices in the same family, such as 6920 or 6925, are also covered under this test.
Dell	X51	Certified by Oracle	Dell no longer offers any Windows Mobile Handheld as part of its offering.
Palm	Treo 750 (Windows Mobile version)	Known to be working	The Treo 750 device that is known to be working is offered by Cingular/AT&T. Pay close attention to network settings - standard network settings may prevent Handheld Sync client from communicating with Siebel Servers. Users need to try different settings to ensure proper communication.
HTC/Cingular	HTC-8125	Known to be working	At the end of Handheld installation on HTC 8125, user may need to manually re-boot the device; otherwise user may see errors when trying to launch Siebel Handheld. For other devices, the HH installer would prompt user to re-boot the device. This device has a slide out keyboard, and, as previously stated, Siebel version 7.x WM5 versions would not work in the landscape (keyboard out) mode.
Intermec	CN3 Mobile Computer	Known to be working	Only the core Siebel Handheld functionality was tested - login, synchronization, view navigation, record creation and update, etc. Use of integrated barcode scanner or other peripherals were not specifically tested, although there are no known issues associated with them.

It is also highly recommended that customers first test out any devices on Siebel Handheld before making any major purchasing decisions. Customers should run through expected list of functionality that would be used by the user, as well as functionality of key UI elements, such as menu bar, tool bar, help menu, and so forth.

Siebel customers are advised to report any devices that are known to be working but not listed here to Oracle Technical Support. Please report by opening a Service Request, and provide details of the device described above. Please also provide details about any workarounds that you may have to perform.

Supported Printers

Siebel Handheld supports 2-inch, 4-inch, and 8-inch width impact printers and thermal printers that are supported by Field Software for their printer driver PrinterCE v2.67.

Supported Socket Scan Cards

For the devices that do not have an embedded barcode scanner, selected Socket Scan Cards can be used to perform barcode scanning. Siebel Handheld supports Socket In-Hand Scan Card and Socket In-Hand Scan Card-Imager for the devices that are supported by these Socket scan cards.

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 32](#).

Table 32. Supported Client Operating Systems for Companion Synchronization

Siebel Application	Operating System
Siebel Sales Handheld, Siebel Service Handheld, Siebel Pharma Handheld, Siebel Consumer Goods Handheld, Siebel Medical Handheld	Microsoft Windows 2000 with Service Pack 4; Microsoft Windows XP Professional with Service Pack 2

NOTE: The Siebel Client environments (except Handheld) 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, being displayed in the MUI language chosen, while others display in English. This is due to a Microsoft defect.

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 33](#) and [Table 34](#).

Direct Server Sync via Proxy (DSSvP)

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 or higher 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 33](#) and [Table 34](#).

Table 33. Supported Server Operating Systems for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Patch Level
Microsoft Windows 2000 Server	Service Pack 3
Microsoft Windows 2000 Advanced Server	
Microsoft Windows 2000 Datacenter Server	
Microsoft Windows 2003 Standard Server	Service Pack 1
Microsoft Windows 2003 Enterprise Server	
Microsoft Windows 2003 Datacenter Server	

Table 34. Supported Web Servers for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Operating System and Patch Level
Apache Tomcat 4.0 (with JDK/JRE 1.3.1)	Server/ Enterprise Edition, Microsoft Windows 2000/2003 Server/Advanced Server, AIX 5L, Sun Solaris 8/9, HP-UX 11.1 (11i)
IBM WebSphere Application Server 5.0 (with JDK/JRE 1.3.1)	IBM AIX 5L
Microsoft IIS 5.0	Microsoft Windows 2000 Server/Advanced Server
Microsoft IIS 6.0	Microsoft Windows 2003 Server/Enterprise Server
Sun Java System Web Server 6.0 SP6	Sun Solaris 8/9

Siebel Email Marketing

This section documents the system requirements for Siebel Email Marketing.

Supported Server Operating Systems for Siebel Email Marketing Server

Table 35 lists the supported operating systems for Siebel Email Marketing Server.

Table 35. Operating Systems Supported by Siebel Email Marketing Server

Siebel Server	Email Marketing Server	JVM
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=DNLDML C++ Runtime version 6.0.0.10 or above is required	1.4
Microsoft Windows 2000 Server Microsoft Windows 2000 Advanced Server Microsoft Windows 2000 Datacenter	Service Pack 4. Microsoft makes Service Packs available at: http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/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	1.4
Microsoft Windows 2003 Standard Server (32-bit) Microsoft Windows 2003 Enterprise Server (32-bit) Microsoft Windows 2003 Datacenter Server (32-bit)	Service Pack 1 or above. Microsoft makes Service Packs available at: http://www.microsoft.com/windowsserver2003/downloads Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;320853	1.4

Table 35. Operating Systems Supported by Siebel Email Marketing Server

Siebel Server	Email Marketing Server	JVM
Sun Solaris 9 (32-bit and 64-bit)	Recommended Patch Cluster (Update 3 Kernel level Generic 112233-08 or above). Must include C++ Run time patch level, 111711-06 and Linker Patch level, 112963-09 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. Sun Cluster 3.1 has been certified against Siebel 7.8.2.1. For more information about Sun Cluster 3.1, refer to http://www.sun.com/software/cluster/index.xml and http://docs.sun.com/app/docs/prod/sun.cluster.31.0805#hic .	1.4
Sun Solaris 10 ¹ (32-bit and 64-bit)	Solaris Update 1 is the supported version. Sun Solaris 10 Recommended Patch Cluster (Update 1 Kernel level Generic 118822-26 or above). Must include C++ Run time patch level, 119963-04 and Linker Patch level, 117461-08 or above running on an UltraSPARC-based processor.	1.4
HP-UX 11.11 (11i)		1.4

1.) Note that Sun Solaris 10 is only supported for version 7.8.2.1 or higher.

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

LDAP directories can run on a different server than the Siebel Server or the Web server. Directory servers are supported if they comply with the LDAP 3.0 standard. Vendors providing directory server products supporting the LDAP 3.0 standard include IBM, Oracle, Microsoft and Novell.

ADSI directories can run on a different server than the Siebel Server or the Web server. Directory servers are supported if they comply with the ADSI 5.0 interface and the AD Domain/Directory Services support compatibility to the supported ADSI version by Microsoft.

For more information about LDAP or ADSI, see *Siebel Security Guide* on the *Siebel Bookshelf*.

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 36](#). An “X” indicates support.

Table 36. Languages Supported by Siebel Search

Language Description	Language Code	Siebel Search		Siebel Advanced Search	
		Code Page	Basic Boolean	Synonym	Word Stemming
Chinese (Simplified)	CHS	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		
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		
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
Thai	THA	UTF-8, UTF-16	X		
Turkish	TUR	UTF-8, UTF-16	X		

Supported Document Types

Siebel Search supports searching on external documents as listed below:

Word Processing Applications

- 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 37](#).

Table 37. Supported Languages for Siebel Smart Answer

Language Description	Language Code	Code Page
English (United States)	ENU	1252
French (Standard)	FRA	1252

Table 37. Supported Languages for Siebel Smart Answer

Language Description	Language Code	Code Page
German	DEU	1252
Japanese (943 on DB2)	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 38](#). If an asterisk (*) precedes the language name, it is also supported for categorization.

Table 38. Supported Languages for LangIDer

Language Description	Language Code	Code Page
Chinese (Simplified)	CHS	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
*German	DEU	1252/UTF-16
Italian	ITA	1252/UTF-16
Japanese (943 on DB2)	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

The LangIDer list is not stored on a business component or a 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 [“Internationalization and Localization” on page 13](#). The Spell Check dictionaries support the languages listed in [Table 39](#).

Table 39. 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
Spanish (including European, Mexican and South American vocabulary)	1252/UTF-16

Table 40. Supported Personal Information Managers for Siebel Client Sync

Personal Information Manager (PIM)	Notes
Microsoft Outlook (2000, 2002, & 2003)	PC application only. Pocket Outlook is not supported. To make Pocket Outlook data accessible to Siebel Client Sync, synchronize Pocket Outlook with PC Outlook.
Palm OS	Version 4.x Version 5.x.
Lotus Notes	Version 5.x Version 6.x Version 7.x (for Siebel 7.8.2.3 and higher)

Siebel Server Sync for Microsoft Exchange Server (SSSE)

The following section describes the email programs, email servers, application server platforms, Microsoft Exchange System Management Tools (ESM), and languages that are supported for Siebel Server Sync for Microsoft Exchange Server (SSSE).

NOTE: Currently, only the Microsoft Windows platform is supported.

Table 41 lists the supported email programs for the SSSE Outlook Add-In and the SSSE Embedded Outlook Calendar.

Table 41. Supported Email Programs for SSSE

Email Program
Microsoft Outlook 2002
Microsoft Outlook 2003
Microsoft Outlook 2007

Table 42 lists the supported email servers for SSSE.

Table 42. Supported Email Servers for SSSE

Email Server
Microsoft Exchange Server 2000 SP3 with Rollup and above 2
Microsoft Exchange Server 2003 with SP1 or higher
Microsoft Exchange Server 2007 with SP1 or higher

Table 43 lists the supported Siebel Server operating systems for SSSE. Note that any machine hosting a PIMSI Engine Server Component, PIMSI Dispatcher Server Component, or an Exchange Connector must use one of these operating systems.

Table 43. Supported Server Operating Systems for SSSE

Server Operating System
Microsoft Windows 2000 SP 3
Microsoft Windows 2003 Server
Microsoft Windows 2008

Table 44 lists the required Microsoft Exchange System Management Tools supported for a given combination of Siebel Server operating system and Microsoft Exchange Server operating system.

Table 44. Microsoft Exchange System Management (ESM) for SSSE

Siebel Server OS	Microsoft Exchange Server Version	Microsoft ESM Version
Microsoft Windows 2000 SP 3	Microsoft Exchange 2000	Microsoft Exchange 2000 ESM
Microsoft Windows 2003 SP1	Microsoft Exchange 2000 or 2003	Microsoft Exchange 2003 ESM
Microsoft Windows 2003 SP1	Microsoft Exchange 2007	Microsoft Exchange 2007 ESM

Table 45 lists the supported languages for SSSE.

Table 45. Supported Languages for SSSE

Language
Danish
Dutch
English
Finnish
French
German
Hebrew
Italian
Japanese
Portuguese (European)
Spanish
Swedish

Siebel Transact Server

This section documents additional requirements for Siebel Transact Server.

Hardware Requirements

Siebel Transact Server supports the operating systems and hardware listed in [Table 46](#).

Table 46. Hardware Requirements for Siebel Transact Server

Platform	Hardware Required
Microsoft Windows 2000 Server/ Advanced Server	PIII XEON @ 500 MHz with 512 MB memory and 1 GB of disk space
Sun Solaris	Enterprise 450 @ 400 MHz with 512 MB memory and 1 GB of disk space

Supported J2EE Application Servers

[Table 47](#) lists the supported J2EE Application servers for Siebel Transact Server. An “X” indicates support.

Table 47. Supported J2EE Application Server for Siebel Transact Server

J2EE Application Server	Siebel Server Operating System	
	Win 2000	Solaris
WebLogic 5.1	X	X
WebSphere 5.3	X	X

Siebel Universal Customer Master (UCM)

Siebel Universal Customer Master (UCM) supports each of the operating systems and database platforms listed in [Table 10 on page 31](#) and [Table 15 on page 38](#).

CAUTION: Siebel UCM does not support HP-UX on the applications server.

Siebel UCM adheres to the globalization requirements described in [Chapter 3, “Globalization Requirements,”](#) with the exception of the following UCM Workflows, which have text strings that are only provided in English:

- UCM Account Batch Data Management Workflow
- UCM Contact Batch Data Management Workflow
- UCM Async Realtime Publish Workflow
- UCM Batch Process—Single step

For more information about Siebel UCM, see *Siebel Master Data Applications Reference* and *Siebel Master Data Applications Reference for Industry Applications* on the *Siebel Bookshelf*.

Siebel Wireless

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

Siebel Wireless is supported by markup languages that are supported by mobile browsers. In other words, any mobile browser that supports the following markup languages is supported:

- HTML (also covers XHTML)
- WML 1.3 and above

Table 48 lists the browsers that have been certified by Oracle, Inc.

Table 48. Supported Wireless Browsers for Siebel Wireless

Browser	Default Markup Language
Nokia S60 Browsers	XHTML
Openwave Browsers 6.1 or above	XHTML
Nokia Series 40 and Series 60 Browsers	XHTML
Microsoft Pocket Internet Explorer for PPC 2003 and WM5	HTML 3.2

Please note the following critical factors associated with this support model for Siebel Wireless:

- Not all browsers support both HTML and WML markup languages. Please check with the device manufacturers for supported markup languages for different browsers.
- Siebel Wireless support delivery of specific markup language contents to specific browsers. Therefore, for example, if a mobile browser can only support HTML but not WML, then Siebel Wireless can be configured to deliver only HTML content to that mobile browser:
 - This is configured through Administration-Browsers view in Siebel administration screens.
 - Customers will need to provide "user-agent" string for the mobile browser, as well as specifying the markup language for that browser.
 - The default markup language can also be configured globally. For Siebel 7.x, the default markup language is WML.
 - Consult Siebel Bookshelf > Siebel Wireless Administration Guide and Systems Administration Guide for configuration details.

- If you believe the mobile browser you are using is supported, but unable to display Siebel Wireless contents, most likely you will need to adjust markup language settings.
- Minor discrepancies in UI elements between different browsers are expected. Oracle will not consider these as product defects because these are caused by different implementations of the mobile browsers. If there are major issues that prevents major or critical functionality from being accessed by users, Oracle may treat these issues as enhancement requests. Therefore, it is highly recommended that customers first test out any devices on Siebel Wireless before making any major purchasing decisions. Any UI issues can be easily detected upon initial testing.

Siebel Web UI Dynamic Developer Kit (DDK)

The Siebel 7.8 Web UI Dynamic Developer Kit (DDK) simplifies exposing a subset of Siebel application functionality through a portal or custom Web application. It provides fundamental services for accessing and manipulating data in a service-oriented architecture and generates a set of JSP pages built on top of this service interface that is optimized for UI rendering. The Siebel 7.8 Web UI DDK delivers a dynamically generated J2EE Web package that facilitates rapid development of custom user interfaces or quick integration with custom applications.

Java Requirements

- Axis 1.1
- JSTL 1.0

Supported J2EE Application Servers

- IBM WebSphere Application Server 5.1
- BEA WebLogic 8.1

Virtual Machine Environments

Virtual Machine (VM) vendors may offer compatibility warranties to their customers. Oracle offers the following support program for customers selecting a Virtual Machine implementation environment.

- Oracle's Global Customer Support will accept service requests from customers running Siebel CRM on VM environments as long as the operating system running on the virtual machine meets the requirements specified in this *Siebel System Requirements and Supported Platforms* document. Products other than Siebel CRM, such as Siebel Business Intelligence (Analytics), are not included in this support program.

- Global Customer Support will not duplicate the customer's environment by using a VM product, but will investigate the reported behavior on a platform specified in the SRSP guide. Global Customer Support reserves the right to ask customers for a reproduction on a system without virtual machines if it has reason to believe the reported behavior is caused by the virtual machine itself. In this case, the customer should work with the Virtual Machine provider.
- Oracle is not under any obligation to make changes to Siebel products in order to accommodate the Virtual Machine technology. Under this program, Virtual Machine products are expected to be transparent to the application.
- Oracle does not warrant the operation of the Ancillary Programs on these platforms. The vendors of these Ancillary Programs may not provide support on these platforms.

Should customers decide to use VM technologies with Siebel products, Oracle strongly recommends that customers conduct thorough preproduction tests.

9

Supported Software and Ancillary Programs

This chapter provides a comprehensive 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](#)

The third-party software and respective versions contained herein supersede any other documentation that may be available.

Supported Software

Siebel Business Applications supports the third-party software products listed in [Table 50](#). These products must be obtained directly from the vendors that sell them.

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ACORD XML Insurance and Surety Services Business	1.0	Siebel Insurance	Provides integration between Siebel Financial Services Business Applications and other systems, which can read, parse and do the operations specified in the ACORD Property and Surety Business Specification document.	7.8
Adobe Acrobat Reader	4.0 and higher	Siebel Reports Server	Used for viewing portable document format (PDF) documents.	7.8
Adobe Acrobat Reader	4.0 and higher	Siebel Bookshelf CD-ROM	Used for viewing portable document format (PDF) documents.	7.8
Aviation Industry Computer-Based Training Committee AICC Standard	AGR 010	Siebel Employee Relationship Management	Standard for Web-based course management.	7.8
BEA WebLogic	8.1	Siebel Business Applications	J2EE application server.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Captaris Right Fax	8.7	Siebel Business Applications (Siebel Communications Server [Send Fax command, outbound communication requests using fax channel])	Enterprise fax server that provides functionality for Siebel application users.	7.8
Cybersource Developer Kit (CDK) for C/Perl	3.4 (Windows, AIX, HP), 3.4.7 (Solaris)	Siebel Sales, Siebel Orders, Siebel Quotes, Siebel Order Management	Credit card processing.	7.8
Department of Defense (Advanced Distributed Learning initiative)	1.2	Siebel Employee Relationship Management	Standard for Web-based course management.	7.8
Firstlogic Corp. (Global Data Quality Connector for Siebel Business Applications)	1.60c	Siebel Data Quality Universal Connector	Provides integration between the Siebel Data Quality Universal Connector and various Firstlogic products.	7.8
HP-UX Java Runtime Environment (JRE)	1.4.2	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	7.8
IBM 32-bit SDK for AIX, Java 2 Technology Edition	1.4	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM Directory Server	5.1	Siebel Business Applications (LDAP Security Adapter)	LDAP support.	7.8
IBM IAA-XML Message Architecture for Insurance	IBM Hub: V5 IAA Spec: V1	Siebel IAA-XML Connector	Supports XML data exchange with applications implementing IBM's IAA data model.	7.8
IBM MQ Series Application Messaging	1.2.4	Siebel Business Applications (MQ Series Adapter)	Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.8
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.	7.8
IBM WebSphere Application Server	5.1	Siebel Business Applications	J2EE application server.	7.8
IBM WebSphere Application Server Edge Components	5.1	Siebel Business Applications	Proxy server.	7.8
IBM WebSphere MQ	6	Siebel Business Applications (MQ Series Adapter)	Provides middleware messaging and connectivity.	7.8.2.5, 7.8.2.6

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Inprise Visibroker for C++	6.0	Siebel Business Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.8
Iona Orbix C++	6	Siebel Business Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.8
IBM Lotus Domino	5.x series and 6.x series	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, that provides email functionality for Siebel application users.	7.8
IBM Lotus Notes	5.x series and 6.0.x series	Siebel Business Applications (Send Email command)	Allows users to send email from Siebel applications.	7.8
Microsoft Active Directory	5.0, 2003	Siebel Business Applications (ADSI Security Adapter)	Active Directory Server	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Active Directory Services Client	5.0, 2003	Siebel Business Applications (ADSI Security Adapter)	Active Directory Client	7.8
Microsoft ActiveSync	3.7.1	Siebel Sales Handheld, Siebel Service Handheld, Siebel Pharma Handheld, Siebel Consumer Goods Handheld, Siebel Medical Handheld	Required to establish a synchronization conduit between the handheld device and a PC.	7.8
Microsoft BizTalk Server	Version 2004	Siebel Business Applications	Allows XML documents to be exchanged with trading partners through Microsoft's BizTalk Server.	7.8
Microsoft Data Access Components (MDAC)	2.8	Siebel Business Applications	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Exchange Server	2000, 2003	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.	7.8
Microsoft Internet Security and Acceleration Server (ISA)	ISA Server 2004	Siebel Business Applications	Proxy server	7.8
Microsoft Message Queuing (MSMQ)	Version 3.0 - MSMQ Adapter that ships with BizTalk 2004	Siebel Business Applications (MSMQ Adapter)	Provides an asynchronous means of connecting Siebel applications with other MSMQ-enabled applications for guaranteed delivery.	7.8
Microsoft OLE DB Provider	2.0	Siebel Business Applications (OLE DB Provider)	Allows users to gain access to data stored in Siebel Business applications through ad hoc queries, third-party business analysis tools or Web applications.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Office	2007	Siebel Business Applications	Integrated Suite of Microsoft applications.	7.8.2.12
Microsoft Outlook	2002 + SP1, 2003	Siebel Business Applications (Send Email command)	Allows users to send email from Siebel applications.	7.8
Microsoft Power Point	2000+ SP2, 2002 + SP1 2003	Siebel Proposals and Presentations	Allows end users to integrate data between Siebel Business Applications and Microsoft PowerPoint.	7.8
Microsoft Project	2000 + SP2, 2002 + SP1, 2003	Siebel Professional Services Automation	Allows end users to synchronize project data between Siebel Business Applications and Microsoft Project.	7.8
Microsoft Word	2000+ SP2, 2002 + SP1 2003	Siebel Proposals and Presentations	Allows servers to generate proposals and correspondence in Microsoft Word directly from Siebel Business Applications.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Novell GroupWise Client	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.	7.8
Novell GroupWise Server	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.	7.8
Novell NDS eDirectory	8.6, 8.7	Siebel Business Applications (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter)	7.8
Oasis Committee XLIFF (XML Localization Interchange File)	1.0 and 1.1	Siebel Tools	Utility used to export and import strings into the repository.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Oracle Applications	11.5.3	Siebel Connector for Oracle Applications	ERP application that consists of a collection of Financial, Human Resource, Manufacturing and Supply Chain Management modules.	7.8
SAP R/3	4.6C	Siebel Connector for SAP R/3	SAP Integration Object Wizard, IDOC Adapter, BAPI Adapter and Receiver. Prebuilt dataflows are for SAP R/3 4.6C.	7.8
SAP RFC SDK	4.6C	Siebel Connector for SAP R/3	C library that provides RFC access to SAP R/3.	7.8
SatMetrix hashing function that permits secured access to SatMetrix services	9.2	Siebel Business Applications	Displays survey results within Siebel applications.	7.8
Sendmail Advanced Message Server	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.	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Sun Java 2 Runtime Environment (J2RE), Standard Edition	1.4.1	Siebel Email Marketing Server	JAVA software development kits and run-time environments used to develop and support java applications.	7.8
Sun Java 2 Software Development Kit (J2SDK), Standard Edition	1.4.1_02 or above	Siebel Email Marketing Server	JAVA software development kits and run-time environments used to develop and support java applications.	7.8
Sun Java Development Kit (JDK)	1.4.2	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.	7.8
Sun ONE Directory Server	5.1 SP1, 5.2 SP1	Siebel Business Applications (LDAP Security Adapter)	LDAP Directory Server	7.8

Table 50. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Sun ONE 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.	7.8
Taxware International Sales/ Use Tax System	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.	7.8
Taxware International WORLD TAX System	2.5	Siebel Sales, Siebel Orders, Siebel Quotes, Siebel Channel Partner Portal, Siebel Order Management	Provides tax calculation for most European and many Asian-Pacific and South American countries.	7.8

Ancillary Programs

The ancillary programs listed in [Table 51](#) 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 *Siebel Installation Guide* for the operating system you are using, and in other installation information on the *Siebel Bookshelf*. Your Siebel Business Applications software may include some or all of the ancillary programs listed in [Table 51](#).

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Actuate Active Portal	7.0 SP2 Fix 6	Siebel Reports Server	Distributed. Used for Web access of reports with Reports Server	7.8
Actuate ActiveX Control	7.0 SP2	Siebel Reports Server	Embedded. Provides reporting capabilities for reports run interactively in the Mobile Web Client	7.8
Actuate e.Report Designer	7.0 SP2	Siebel Tools, Siebel Report Designer	Distributed. Used for developing simple report designs (no programming required).	7.8
Actuate e.Report Designer Professional	7.0 SP2	Siebel Tools, Siebel Report Designer Professional	Distributed. Used for developing report designs	7.8
Actuate iServer	7.0 SP2 Fix 6	Siebel Reports Server	Distributed. Used for report generation with Reports Server	7.8
Actuate Management Console	7.0 SP2 Fix 6	Siebel Reports Server	Distributed. Used for administering the Reports Server	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Apache Software Foundation Log4J	1.2	Siebel Email Marketing Server	Embedded. Logging library for Java.	7.8
Apache Software Foundation ORO	2.0.8	Siebel Email Marketing Server	Embedded. Text processing Java classes.	7.8
Apache Software Foundation Tomcat	4.1	Siebel Email Marketing Server	Embedded. Java servlet container.	7.8
Apache Software Foundation Xalan - C++	1.5	Siebel System Software	Embedded. XSLT stylesheet processing.	7.8
Apache Software Foundation Xerces - C++	2.2	Siebel System Software	Embedded. XML parser.	7.8
Aviation Industry	AGR 010	Siebel Employee Relationship Management	Embedded. Standard for Web-based course management.	7.8
Banter Relationship Modeling Engine	5.5	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.	7.8

Table 51. 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 that is 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 administrative tool installed on the client only.	7.8
Basis Technology Rosette Core Library for Unicode	3.0.6	Siebel Business Applications	Embedded. C++ Unicode library used for conversion between codepages and Unicode.	7.8
Communication Intelligence iTools	2.7	Siebel Signature Capture	Embedded. Provides signature viewing capabilities on the Siebel Web client.	7.8
Communication Intelligence Inktools for Windows CE	1.6	Siebel Signature Capture	Embedded. Provides signature capture on the Siebel Handheld device.	7.8
DataDirect Closed ODBC Driver for Oracle	4.2	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
DataDirect Connect ODBC Driver Manager	4.2	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	7.8
Department of Defense (Advanced Distributed Learning initiative) SCORM Standard	1.2	Siebel Employee Relationship Management	Embedded. Standard for Web-based course management.	7.8
Dun & Bradstreet Content Service	N/A	Siebel Content Services	Content. Database of public and private company profiles.	7.8
Dun & Bradstreet Worldbase	N/A	Siebel Dun & Bradstreet Integration Solution	Database of public and private company profiles.	7.8
Ektron eWeb Edit Pro + XML	4.2	Siebel Email Marketing, Web Marketing, Events Manager	Embedded. Browser-based editor for simplified HTML authoring.	7.8
Field Software Printer CE	2.67	Siebel Handheld applications	Embedded. Packaged into Siebel Handheld Client applications. Allows printing from handheld devices through portable printers.	7.8
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.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Fontware Code 39 barcode fonts	PC - Compatible True Type (Microsoft Windows)	Siebel Field Service, Siebel Barcode	Embedded. Fontware 39 barcode fonts in TruType format for Windows. Provides barcode printing support through Actuate.	7.8
Hummingbird SearchServer	5.3.6	Siebel Search, Siebel Advanced Search	Distributed. Required on Siebel Servers, Siebel Mobile Web Client, and Siebel Developer Web Client.	7.8
Hummingbird SearchServer	6.0	Siebel Search, Siebel Advanced Search	Distributed. Required on Siebel Servers, Siebel Mobile Web Client, and Siebel Developer Web Client.	7.8.2.6
IBM Directory Server component	5.1	Siebel Business Applications	Distributed. Siebel integration with LDAP directory to support external user authentication.	7.8
IBM GSK iKeyMan	6.0.4, 6.0.5 (AIX)	Siebel Business Applications	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	7.8
IBM GSKit	6.0.4, 6.0.5 (AIX)	Siebel Business Applications	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM International Component	2.4	Siebel Business Applications	Embedded. Library used for conversion between codepages and Unicode.	7.8
IBM LDAP (Lightweight Directory Access Protocol) SDK	5.1	Siebel Business Applications	Embedded. Siebel integration with LDAP directory to support external user authentication.	7.8
IBM MQ Series Application Messaging Interface (AMI) ¹	1.2.4	Siebel Business Applications	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.8
IBM MQ Series Link for SAP R/3	1.2	Siebel Business Applications	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.8
IBM WebSphere MQ	5.3 CSD07 or higher	Siebel Business Applications	Embedded. Provides middleware messaging and connectivity.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ILOG Configurator	2.3.1	Siebel eConfigurator, Siebel Configurator and Siebel eAdvisor Bundle	Embedded. C++ library based on ILOG Solver that is specially adapted for configuring constrained structured systems.	7.8
ILOG Dispatcher	3.3	Siebel Scheduling	Embedded. Optimizes the schedule.	7.8
ILOG Scheduler	5.3	Siebel Scheduling	Embedded. Allows booking of appointments.	7.8
ILOG Solver	5.3	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.	7.8
Inprise Visibroker for C++ compiled header files	6.0	Siebel Business Applications	Embedded. Supports integration with Inprise Visibroker for C++.	7.8
IBM MQe	2	Siebel Store-and-Forward Messaging	Distributed. Store and Forward technology for Siebel Mobile Solutions.	7.8
Intel NetMerge Call Information	3.5 + SP1	Siebel CTI Connect	Distributed. CTI software providing data attachments for voice calls.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Intel NetMerge Call Processing	6.0	Siebel CTI Connect	Distributed. CTI middleware software that provides call notification and call control.	7.8
Iona C++ Compiled Header Files	6	Siebel Business Applications	Embedded. Allows users to write CORBA client applications to communicate with the Siebel CORBA Object Manager.	7.8
Lexis-Nexis Content Service	N/A	Siebel Content Services	Content. Newswire content with over 100 sources from national and regional newspapers and business magazines.	7.8
IBM Lotus Notes (email form)	5.x series and 6.0.x series	Siebel Send Email	Embedded. Allows users to create email using Lotus forms directly from Siebel applications.	7.8
Macrovision MultiPlatform compiled runtime components	5.03 Hotfix T	Siebel Installer	Embedded. Packages Siebel Server components for installation.	7.8
Macrovision Professional + East and West	6.3.0	Siebel Installer	Embedded. Packages Siebel client components for installation.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Mainsoft Visual MainWin	5.0.2	Siebel Server Extensions	Embedded. Facilitates development on both Windows and Unix platforms using a single codebase.	7.8
Market Guide Content Service	N/A	Siebel Content Services	Content. Database of public company profiles.	7.8
Microsoft cabwiz.exe	2.0	Siebel Consumer Goods Handheld, Siebel Pharma Handheld, Siebel Medical Handheld	Embedded. Used to create cab files during installation.	7.8
Microsoft SQL Server CE	2.0	Siebel Handheld applications	Embedded. RDBMS for handheld applications.	7.8
Microsoft Visual Studio 7.0 Runtime Components	7.0.9466.0	Siebel Installer		7.8
Miller Heiman	N/A	Siebel Strategic Selling	Embedded. Automatically generates Blue Sheet report to help sales representatives track key opportunities.	7.8
Mystic River Softbridge Basic Language SDK	5.4	Siebel Tools	Embedded. Siebel VB scripting engine	7.8
Nombas ScriptEase Integration Software Developer Kit (portion of)	4.30c	Siebel Tools	Embedded. Siebel eScript scripting language.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Open Group X Window System	X11 R6	Siebel Web Server Extensions	Embedded. OS libraries used for Siebel Object Manager on Unix platforms.	7.8
ProtoView Data Table DLL	2.53.200	Siebel System Software	Embedded. Provides interface controls for the client.	7.8
RSA Security BSAFE CERT-C	2.7	Siebel Email Response	Embedded. Encrypts email messages.	7.8
RSA Security BSAFE Crypto-C	6.1.2	Siebel Business Applications	Embedded. Provides data encryption algorithms.	7.8
RSA Security BSAFE Crypto-J	3.4.3	Siebel System Software	Embedded. Provides data encryption algorithms.	7.8
RSA Security BSAFE SSL-C	2.5	Siebel Business Applications	Embedded. Provides encryption between Web servers and application servers.	7.8
RSA Security BSAFE SSL-J	4.1.5	Siebel Business Applications	Embedded. Provides encryption between the Siebel application server and J2EE application servers.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SAP RFC SDK compiled header files	4.6B	Siebel Connector for SAP R/3	Embedded. Provides RFC access to SAP R/3.	7.8
Satmetrix hashing function that permits secured access to Satmetrix services	9.2	Siebel Business Applications	Embedded. Connects to survey results between Siebel and SatMetrix.	7.8
Search Software America SSA-NAME3	2.4	Siebel Data Quality Matching Server	Embedded. Duplicate data identification.	7.8
Sybase Adaptive Server Anywhere (ASA)	8.0.2.4505	Siebel Remote, Siebel Tools, Management Server Framework, Analytics Mobile	Embedded. Database engine used by Siebel Mobile Web Client (using Siebel Remote) and for the demo databases shipped with the Siebel client and with Siebel Tools.	7.8
Tetradyne SourceView ActiveX Control	3.05	Siebel Tools	Embedded. Provides color-coded syntax highlighting to the Siebel Script Editor.	7.8
Visual Mining ChartWorks Server	3.7	Siebel Business Applications	Distributed. Supports charting capabilities within Siebel applications.	7.8

Table 51. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Wintertree Software Sentry Spelling Checker Engine	5.14.11.0	Siebel Business Applications	Embedded. Provides spell-checking capabilities for Siebel applications.	7.8
Zero G InstallAnywhere Enterprise Edition	5.5	Siebel Email Marketing Server	Embedded. Installer for Siebel Email Marketing Server.	7.8
Zlib Compression Library	1.1.4	Siebel Business Applications	Embedded. Compresses file attachments, Siebel Remote files, and SISNAPI traffic.	7.8

1. In accordance with the IBM AMI Support Policy, Oracle will continue to support AMI for both current and previous Siebel releases. However, it is recommended that customers not plan to use AMI with any of their future projects. This is because no new functionality will be added to AMI Transport.

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OpenGroup X Window System v.11.6

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10 Supported Upgrade Paths

This chapter describes the supported upgrade paths to Oracle's Siebel 7.8 and includes the following topic:

- [Upgrade Paths for Siebel Enterprise Server](#)

NOTE: Upgrading to Siebel 7.8 requires an upgrade of all Siebel supported relational database platform software. See [Table 15 on page 38](#) for a list of supported relational database versions.

Upgrade Paths for Siebel Enterprise Server

[Table 52](#) lists the direct upgrade paths for Siebel Enterprise Server for Siebel Business Applications and Siebel Industry Applications.

NOTE: Customers who want to upgrade from Siebel applications prior to Release 7.0.4 should consult *System Requirements and Supported Platforms* to determine their correct upgrade path.

Table 52. Supported Direct Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel Business Applications	
Siebel 7 (Release 7.0.4)	English, Danish, German, French, Italian, Japanese, Korean, Simplified Chinese, Spanish, Dutch, Portuguese - Brazilian
Siebel 7 (Release 7.5.2)	English, French, Spanish, German, Italian, Danish, Japanese, Portuguese - Brazilian
Siebel 7 (Release 7.5.2)	Unicode to Unicode
Siebel 7 (Release 7.5.3)	English, French, Spanish, German, Italian, Danish, Japanese, Portuguese - Brazilian, Simplified Chinese, Czech, Finnish, Korean, Portuguese
Siebel 7 (Release 7.5.3)	Unicode to Unicode
Siebel 7 (Release 7.7)	English, French, German, Spanish, Italian, Dutch
Siebel 7 (Release 7.7)	Unicode to Unicode

Table 52. Supported Direct Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel 7 (Release 7.8)	English, French, German, Spanish, Italian, Dutch, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Czech, Finnish, Korean, Thai
Siebel 7 (Release 7.8)	Unicode to Unicode
Siebel Industry Applications	
Siebel Industry Applications (Release 7.0.4)	English, French, German, Italian, Spanish, Portuguese - Brazilian, Japanese
Siebel Financial Services (Release 7.0.4)	English, Danish, French, German, Spanish, Korean, Japanese
Siebel Industry Applications (Release 7.5.2)	English, French, Spanish, German, Italian, Danish, Japanese
Siebel Industry Applications (Release 7.5.2)	Unicode to Unicode
Siebel Industry Applications (Release 7.5.3)	English, French, Spanish, German, Italian, Danish, Japanese, Portuguese - Brazilian, Czech, Simplified Chinese, Korean, Portuguese
Siebel Industry Applications (Release 7.5.3)	Unicode to Unicode
Siebel Industry Applications (Release 7.7)	English, French, German, Spanish, Italian, Dutch
Siebel Industry Applications (Release 7.7)	Unicode to Unicode

11 Product and Feature Availability Updates

Certain Siebel products or features may not be available in specific releases, operating environments or locales. Often, this is due to third-party product limitations.

All known limitations are identified in this chapter for the specific product release and operating environment(s). Note that while an individual feature may not be available in a specific operating environment, the product as a whole will operate as specified.

Siebel 7.8 Product availability exceptions are listed in [Table 53](#) and supersede content in other chapters of this document. Feature availability exceptions are listed in [Table 54](#) (for all products) and in [Table 55](#) (for Siebel CRM).

Table 53. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
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. Note that only single and multi-display, multi-process code pages are supported.
Siebel CTI Connect	Server OS	Only supported on Windows, due to a third-party software limitation (Intel).
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 eAuction	Release	Siebel eAuction is not supported in this release. No upgrade path from prior releases of eAuction is provided or supported.

Table 53. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Business Applications	Release	LoadRunner 7.8 cannot be used in conjunction with the Siebel Correlation Library when load testing Siebel Employee Relationship Management (ERM) application. See the release note associated with Change Request # 12-JHN28R for more details and a suggested workaround.
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.
Siebel Collaboration	Browser	Siebel Collaboration is only supported on Microsoft Internet Explorer due to third-party software limitations (Pixion).
Siebel Collaboration	Language	Due to third-party software limitations (Pixion), Siebel Collaboration is supported only for the following languages: English, French, German, Spanish, Italian, Danish, Dutch, Japanese and Brazilian Portuguese.
Siebel Collaboration	Server OS/Web Server OS	Siebel Collaboration is only supported on Microsoft IIS Web server due to third-party software limitations. (Pixion)
Siebel Content Services	Language	Market Guide content is supported only in English. Lexus-Nexis content is supported only in English, French, German, Spanish and Italian.
Siebel Enterprise Application Integration MQ Series AMI	Release	Siebel Enterprise Application Integration MQ Series AMI is not supported for Siebel 7.8.2.
Siebel Handheld	Server OS	Siebel Handheld Applications Direct Server Sync (DSS) or Direct Server Sync via Proxy (DSSvP) are not available on all variants of mid-tier UNIX platforms. This limitation does not apply to Companion Sync (CS).
Siebel Partner Community and Siebel Partner Portal	Browser	Siebel Partner Community and Siebel Partner Portal are not supported on AOL7.

Table 53. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Partner Relationship Management (PRM) Partner Portal and eSales (Siebel Communication, Media and Energy)	Release	Advanced MACD Order Management functionality is not supported in PRM Partner Portal and eCustomer (Siebel Communication, Media & Energy).
Siebel Proposals and Presentations	Server OS	Not supported with Siebel Server on UNIX mid-tier platforms due to a 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.
Siebel Reports Server	Platform	Due to a third-party software limitation (Actuate), Siebel Reports Server is not supported with AIX 5.3. Customers who are using Binary Compatibility support of AIX 5.3 should keep the Reports Server on AIX 5.2.
Siebel Handheld applications	Release	Siebel Handheld applications are 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 a third-party software limitation (Banter), Siebel Smart Answer is not supported with Siebel Server on HP-UX or Windows 2003.
Upgrade	Release	Upgrading from the following Siebel releases to Siebel 7.7 is not supported in this release. See related Release Note 12-JA92XR: Cross-Industry Applications: Siebel 6.0.3 DEU/ESN/ITA/PTB/NLD, 6.0.1 ENU, 6.2.1 ENU, 6.2.2 ENU, 6.2.3 ENU, 6.3 ENU, 6.3.1 ENU Industry Applications: Siebel LS 6.3 ENU, FINS 7.0.4 JPN/KOR, FINS 6.2.1 JPN on IBM z/OS
Siebel Universal Customer Master	Platform	Siebel UCM does not support HP-UX on the applications server.
Siebel Wireless Messaging	Platform	Due to a third-party software limitation (MobileSys), Siebel Wireless Messaging is not supported with Siebel Server on AIX and HP-UX. Support available with affected component running on Windows.

Table 54. 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 Finance, eBanking, eBrokerage and Financial Services-eCustomer).
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
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	Due to third-party limitations (CyberSource), take these steps to encode parameter data. 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.
Custom Scripts for iBots (Siebel Delivers)	Platform	iBot triggering of custom scripts is not supported on following platforms: AIX, HP-UX, or Solaris. However, scripts can be fired from Windows 2000 machines. This applies to the machine where Siebel Scheduler resides.
Events Execution	Release	Siebel Events 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. IBM Lotus Domino Server is not supported on AIX. This applies to the server where the email products are installed.
Email and Calendar (Siebel Email Response and Siebel Calendar)	Client OS	IBM Lotus Notes and IBM Lotus Domino Server are not supported on Windows XP.

Table 54. 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)	Client OS	RSA Crypto-J does not support Windows XP.
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.

Table 54. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Integration to Taxware for sales tax calculations (Siebel eSales)	Unicode Processing	Taxware provides limited Unicode support. See <i>Siebel eSales Administration Guide</i> on the Siebel Bookshelf for detailed information regarding Taxware Unicode support.
Knowledge Base creation and evaluation (Siebel Smart Answer)	Client OS	Banter Workbench is not supported on Windows XP.
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 limitations (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, or Czech.
Pop Up Windows for Delegated User Administration, Pricing Promotion Selection, and Product Registration Queries of Customer Applications (Siebel eSales, Siebel eCustomer, Siebel eService, Siebel Partner Portal/Community)	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, use 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.

Table 54. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Server load-balancing (Siebel Business Applications)	Unicode Processing	Third-party software (Resonate) administration user interfaces (Dispatch Manager and CDAction) 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	Internationalization	Siebel Calendar, which provides Gregorian calendar functionality, is not configurable for any other type of calendar, such as Arabic (Hijri), Buddhist, and so on. Labels for the Siebel Calendar user interface cannot be localized into any other language not shipped by Oracle, because they are derived from DLLs provided by Oracle. Note that by using Microsoft Outlook with Siebel Server Sync, appointments made using other calendar types can be converted and synchronized with the Siebel Calendar.
Siebel Search and Siebel Advanced Search - Creation of Search Indices	Server OS and Database	Due to third-party software limitations (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 Web Engine	Release	See Release Notes categories General / Web Framework for specific Web client features and functions which may not be fully supported in this release.
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), Czech, Greek, or Korean.

Table 54. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Survey Results (Siebel Business Applications)	Unicode processing	Satmetrix does not support double/multi-byte encoding on survey reports and they do not 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.
Syndicated Data Loading and Routing (Siebel Sales, Siebel Service, Siebel Call Center for Siebel Pharma, Siebel Clinical, and Siebel Medical)	Server OS, Database	Not supported with Siebel Server on UNIX mid-tier platforms. Not supported with Database Server running DB2.
Tax Calculation (Siebel eSales, Siebel Orders, Siebel Quotes)	Server OS	Due to third-party limitations (Taxware), Credit Card Processing is not supported on Windows 2003.
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 54](#) above, [Table 55](#) 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 55. Feature Availability Exceptions Applicable to Siebel CRM

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

Table 55. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Need Advice Applet	Customer, Sales	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 55. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Allow Third Party Lister Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Branch Locator Hyperlink	Service, Customer	Contact Us Communication Channel Tiny Applet
Book/Cancel Appointment Buttons	Call Center, Sales, Service	Service Request Activity List Applet
Check Availability Button	Sales, Customer	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, Sales, Customer	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 55. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Customizable Field/Column	Call Center, Sales, Service, Sales, Customer	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 55. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM 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	Service, Customer	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 55. Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM 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

