Siebel System Requirements and Supported Platforms

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1 Introduction

This book contains the definitive list of system requirements and supported platforms for Release 7.7. 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 this revision of the document.

Table 1. Revision History

Revision	Chapter	Section	Change
Y	-	Throughout guide	Removed references to Siebel Client Sync.
Y	8	Supported Server Operating Systems for Siebel Email Marketing Server	In Table 39 on page 64, revised the JDK version.

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
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

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We appreciate your feedback.

2 Overview of Supported Environments

About This Chapter

This chapter describes Siebel 7 Web client types and supported environments. The remainder of this document contains more comprehensive hardware and software requirements and third party product support.

Siebel 7 Web Client Types

Users can access Siebel eBusiness 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 eBusiness 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 eBusiness Application Server, which executes business logic and accesses data from the Siebel Database.

- **Siebel Mobile Web Client.** Siebel Mobile Web Client is a portable Microsoft Windows client delivered through a Web browser that is designed for local data access and does not need to be connected to a server. Siebel Mobile Web Client meets the needs of field professionals who do not have continuous access to a network. Siebel Mobile Web Client uses a local database on each mobile machine. Periodically, the client must access the Siebel Remote Server through a dial-up, WAN, or LAN connection to synchronize data changes with the Siebel Database on the database server and Siebel File System. This client requires that you install 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.

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

CAUTION: Siebel Handheld Client and Siebel Wireless Client are not available client deployment options with Siebel eBusiness Applications Mid Market Edition.

Categorization of Siebel 7 Applications

The two major groups of Siebel eBusiness applications are:

■ Applications usually used by internal employees of an enterprise

These are called employee applications and generally run in High Interactivity mode. Examples are Siebel Call Center and Siebel Partner Manager.

■ 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). In prior releases, these were called .COM applications.

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

CAUTION: Siebel Employee Relationship Management is an employee application, but by default, it runs in Standard Interactivity mode. It is optimized for a screen resolution of 1024x768. Customers who deploy Employee Relationship Management in Standard Interactivity mode should follow the requirements detailed in "Requirements for Standard Interactivity Clients (Customer and Partner Portal)" on page 26.

Homogeneous and Heterogeneous Server Environments

In homogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers are all deployed on the same platform. In heterogeneous server environments, Siebel Gateway Server, Siebel Servers, and Web servers can be deployed on different supported platforms. Table 2 defines supported homogeneous and heterogeneous server environments.

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, 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	Applicable Release
IBM DB2 UDB for Windows and UNIX; Oracle 8i and 9i Enterprise Server	Microsoft Windows 2000 and 2003	Any supported Web server listed in Table 16 on page 35	7.7.0 or higher
	IBM AIX 5L and Microsoft Windows 2000, 2003		
	Sun Solaris and Microsoft Windows 2000, 2003		
	HP-UX and Microsoft Windows 2000, 2003		
IBM DB2 Universal Database for z/OS and OS/390	Microsoft Windows 2000 and 2003	Any supported Web server listed in Table 16 on page 35	7.7.0 or higher
	IBM AIX and Microsoft Windows 2000, 2003		
	Sun Solaris and Microsoft Windows 2000, 2003		
Microsoft SQL Server	Microsoft Windows 2000 and 2003	Any supported Web server listed in Table 16 on page 35	7.7.0 or higher

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 (for example, frames, menus, or multi-select). A Siebel application running in standard interactivity mode assumes the availability of and uses 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. Table 11 on page 26 lists browsers that support standard interactivity.

High Interactivity

The Microsoft Internet Explorer browser framework extends the base functionality described in the previous section 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 the Microsoft Internet Explorer's advanced capabilities in addition to the base capabilities.

3

Globalization Requirements

About This Chapter

This chapter lists internationalization and localization requirements.

Internationalization and Localization

Siebel eBusiness Applications support internationalization and localization for specific languages based on customer demand. Siebel 7.7 includes localization support for the languages listed in Table 3, where an "X" indicates support. Please contact your Siebel representative for updates on supported languages.

Table 3.   Localized Languages for Release 7.7

Language Description	Language Code	Siebel eBusiness Applications	Siebel Handheld Applications	Siebel Wireless Applications	Supported Database Code Pages[1]	Applicable Release
Arabic	ARA	X			Unicode	7.7.2.3 or higher[2]
Chinese (Simplified)	CHS	X	X		Unicode	7.7.0 or higher
Chinese (Traditional)	CHT	X	X		Unicode	7.7.2 or higher
Czech	CSY	X	X	X	Unicode	7.7.0 or higher
Danish	DAN	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Dutch	NLD	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
English	ENU	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Finnish	FIN	X[3]			CP1252/5248 Unicode	7.7.0 or higher
French	FRA	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
German	DEU	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Hebrew	HEB	X			Unicode	7.7.2.3 or higher[2]
Italian	ITA	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Japanese	JPN	X	X	X	CP932/943 Unicode	7.7.0 or higher

Table 3. Localized Languages for Release 7.7

Language Description	Language Code	Siebel eBusiness Applications	Siebel Handheld Applications	Siebel Wireless Applications	Supported Database Code Pages[1]	Applicable Release
Korean	KOR	X		X	Unicode	7.7.0 or higher
Portuguese (Brazilian)	PTB	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Portuguese (European)	PTG	X	X		CP1252/5248 Unicode	7.7.0 or higher
Spanish	ESN	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Swedish	SVE	X	X	X	CP1252/5248 Unicode	7.7.0 or higher
Thai	THA	X			Unicode	7.7.0 or higher

1. For more information about code pages, see Table 18 on page 42.

2. Arabic and Hebrew are supported for Release 7.7.2.3 and higher. Please contact your Siebel representative for more detailed information about support for these two languages.

3. Note that Finnish is not provided for Siebel Industry Applications.

Please note the following additional information about language support:

■ English language data can be used with all supported database code pages.

■ Siebel Handheld language support is device-specific. See *"Siebel Handheld for Windows-Powered Devices" on page 57* for information about supported languages.

For more information about common global deployment terminology and 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.*

4 Hardware and Network Requirements

About This Chapter

This chapter describes the hardware and network requirements for the Siebel Server environment and the Siebel Client environment.

These requirements should be used only as a guideline; they do not take into consideration various factors that affect scalability and performance. Consult 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 @ 500HMz
	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

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 eBusiness Applications increases with the number and types of users and Siebel modules deployed.

Up to 1 GB of disk space can be required on each application server for installation of Siebel Enterprise Server software. In addition, servers operating Siebel Remote require 15 MB of usable disk space for each mobile user. Oracle recommends 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, 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 Application Servers, Siebel Web Servers and other Siebel Server components are configured to use hardware or software RAID level 1 configurations.

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

Oracle customers are responsible for making sure that clustering is supported on each Siebel Server component. Oracle customers are also responsible for making sure that Siebel Server hardware is supported to operate with the Siebel-supported server operating systems and clustering solutions. See Table 12 on page 29 for a list of supported server operating systems. See Table 16 on page 35 for a list of supported Web servers.

Siebel Client Environment Hardware Requirements

Table 5 represents the 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 such as virus protection or local firewalls.

Table 5. Minimum Hardware Requirements

Client Type	CPU and Storage Requirements	Memory Requirement (MB)		
		Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client— High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 20 MB of storage	96	96	160
Siebel Mobile Web Client—High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 1 GB of storage	224	224	288
Siebel Tools Client— High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 650 MB of storage	Not Supported	382	414

Table 6 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 such as virus protection or local firewalls. Unless
you are using a significant amount of third-party software, it is recommended that you follow the
memory requirements in this table.

Table 6. Recommended Hardware Requirements

Client Type	CPU and Storage Requirements	Memory Requirement (MB)		
		Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client- High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 20 MB of storage	96	192	256
Siebel Mobile Web Client- High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 1 GB of storage	224	320	352
Siebel Tools Client- High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 650 MB of storage	Not Supported	512	512

Table 7 represents the high interactivity client memory required for the combination of Siebel applications and optional third-party software such as Microsoft Word, Microsoft Outlook, IBM/Lotus Notes, virus protection, and other common software. You should follow the memory recommendations in this table if a significant amount of third-party software is being used.

Table 7. Recommended Hardware Requirements with Optional Third-Party Software

Client Type	CPU and Storage Requirements	Memory Requirement (MB)		
		Windows NT 4.0	Windows 2000	Windows XP
Siebel Web Client-High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 20 MB of storage	192	224	288
Siebel Mobile Web Client-High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 1 GB of storage	352	384	384
Siebel Tools Client-High Interactivity (Employee) Applications	One PIII 500 MHz or Celeron 800 MHz class processor, 650 MB of storage	Not Supported	576	576

Server Network Requirements

Connections to Siebel Enterprise Server machines have the following requirements. Contact Siebel Expert Services for information that is more specific to individual implementations.

■ A TCP/IP LAN with a minimum 100Mbps connection between the database hosting the Siebel data and the Siebel Servers, including all of the Siebel-associated server components.

■ TCP/IP LAN or WAN with a minimum 100Mbps connection between the Siebel Servers and Web Servers fronting the Siebel Application.

Firewall Proxy/Reverse Proxy Support

Firewall proxies and reverse proxies implemented in conjunction with Siebel applications are supported with HTTP 1.0 or 1.1 protocol. Special deployment considerations should be made when using proxies that support HTTP 1.0. See *Siebel Installation Guide* for the operating system you are using for details about installing the Siebel Web Server Extension.

Siebel File System Requirements

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

Client Network Requirements

Siebel High Interactivity (HI) Client, Siebel Standard Interactivity (SI) Client, and Siebel Tools Client have the following requirements. Contact Siebel Expert Services for information that is more specific to individual implementations.

■ Siebel Web Client (SI) 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.

■ Siebel Web Client (HI) 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 (HI) should use a TCP/IP connection to the Siebel Server used to synchronize. 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. The connection should also have access to the Web servers that host the Siebel test environment.

5 Client Environment Requirements

About This Chapter

This chapter describes the software platform requirements for Siebel eBusiness Applications clients. Required software is software that must be installed separately by the user on the client machine in order to achieve basic Siebel functionality. Siebel applications can be deployed in two modes—standard interactivity mode or high interactivity mode.

Deployment Modes for Applications

This section lists supported deployment modes for employee, partner, and customer applications. For a definition of each application, see "Categorization of Siebel 7 Applications" on page 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 23 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 mode may be a viable option. See the appropriate deployment mode section for addition information on client requirements.

There are exceptions to Siebel Partner Portal's support of both standard interactivity (SI) mode and high interactivity (HI) mode for some vertical applications as shown in Table 9 on page 23.

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 26 for more information about the standard interactivity mode and its client requirements.

Supported Deployment Modes by Application Categorization

Table 8 lists the supported deployment modes by application categorization.

Table 8. Supported Deployment Modes by Application Categorization

Product Name	SI	HI
Employee Applications (CRM)		X
Employee Applications (ERM)	Default	Optional[1]
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)[2]		
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)[2]		X
Siebel Clinical Partner Portal	X	
Siebel Partner Portal for CME[3]		X

1. For information on operating Siebel ERM in High Interactivity, please see the ERM documentation on the Siebel Bookshelf.

2. High Interactivity deployment requires configuration of browser related settings and software. See the Siebel Bookshelf r and Siebel SupportWeb for the latest requirements.

3. 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.

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 9 lists the supported Web browser and client operating system combinations for high interactivity mode deployments, where an "X" indicates support. See Table 10 on page 24 for supported versions, required minimum patch levels, and other third-party software requirements.

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 9. Supported Web Browsers for High Interactivity Clients

Client Type	Internet Explorer 6.0	Internet Explorer 7.0[1]	Internet Explorer 8.0[3]
Microsoft Windows XP Professional with Service Pack 1 or above	X	X	
Microsoft Windows XP Tablet PC Edition 2005 with Service Pack 2[2]	X		
Microsoft Vista with SP1 or above		X	X

1. Microsoft Internet Explorer 7.0 is supported as of version 7.7.2.9.

2. The minimum device resolution for using Signature Capture is 1024x768.

3. Microsoft Internet Explorer 8.0 is supported as of version 7.7.2.12.

Table 10 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 10 includes the supported versions of required client software. In some instances, a newer version may be supported in a maintenance release. See the "Applicable Release" column to determine whether a particular environment is supported in your release.

Table 10. Software Requirements for High Interactivity (HI) Clients

Third Party Product	Prerequisite and Notes	Applicable Release
Microsoft Windows XP Professional	Service Pack 1 is a prerequisite for customers running Windows XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/windowsxp/p ro/downloads/servicepacks/sp1/default.asp Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720	7.7.0
Microsoft Windows XP Professional	Service Pack 1 or above is a prerequisite for customers running Windows XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/windowsxp/p ro/downloads/servicepacks/sp1/default.asp Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720	7.7.2 or higher
Microsoft Windows XP Professional	Microsoft QFE Q814995 or above is a prerequisite for customers running Windows XP Professional. **NOTE:** QFE Q814995 is only applicable for Siebel Mobile Web Client and Siebel Tools Client. Microsoft makes this patch and related information available through their support organization or the following download location: http://support.microsoft.com/default.aspx?scid=kb;EN-US;q814995	7.7.0 or higher
Microsoft Windows XP Tablet PC Edition 2005[1]	Service Pack 2 or above is a prerequisite for customers running Windows XP Tablet PC Edition 2005. Note that SP2 is included in Microsoft Windows XP Tablet PC Edition 2005. Microsoft makes service packs available at: http://www.microsoft.com/windowsxp/sp2/default.mspx	7.7.2.2[2]

Table 10. Software Requirements for High Interactivity (HI) Clients

Third Party Product	Prerequisite and Notes	Applicable Release
IBM DB2 Runtime Client 7.2	FixPak 10 or above is a prerequisite for IBM DB2 UDB and DB2 for z/OS and OS/390 deployments. For DB2 for OS/390 and z/OS deployments, the Runtime Client 7.2 should be used in conjunction with a DB2 Connect EE server, version 7.2.	7.7.0 or higher
IBM DB2 Connect PE 7.2	FixPak 10 or above is a prerequisite for IBM DB2 for OS/390 and z/OS deployments where the DB2 Runtime Client and DB2 Connect EE 7.2 combination is not used.	7.7.0 or higher
IBM DB2 Runtime Client 8.1	FixPak 5 or above is a prerequisite for IBM DB2 UDB and DB2 for z/OS and OS/390 deployments. For DB2 for OS/390 and z/OS deployments, the Runtime Client 8.1 should be used in conjunction with a DB2 Connect EE server, version 8.1.	7.7.0 or higher
IBM DB2 Connect PE 8.1	FixPak 5 or above is required for IBM DB2 UDB for z/OS and OS/390 deployments where the DB2 Runtime Client and DB2 Connect EE 8.1 combination is not used.	7.7.0 or higher
Oracle Net 8 Client 8.1.7.4.x	Customers running Siebel applications with Oracle 8i database client or server on Solaris are required to download and apply the following patches from Oracle: 1416998 and 1390304. Customers running Oracle 8.1.7.4 and using EIM will also require 2161512. Specify only the patch number when searching for patches on Oracle's Metalink.	7.7.0 or higher
Oracle Net Service (shipped with Oracle 9.2.0.4 and above within the Oracle 9.2.0.x series)		7.7.0 or higher
Microsoft Internet Explorer 7.0		7.7.2.9 or higher

Table 10. Software Requirements for High Interactivity (HI) Clients

Third Party Product	Prerequisite and Notes	Applicable Release
Microsoft Internet Explorer 8.0		7.7.2.12 or higher

1. The minimum device resolution for using Signature Capture is 1024x768.

2. In order to use Signature Capture functionality (with Siebel Life Sciences), you must apply the appropriate Siebel Quick Fix (QF). For more information about which QF to apply, contact Siebel Technical Support.

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 a product release are documented on Siebel SupportWeb (http://ebusiness.siebel.com/supportweb/) under the installation area.

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 11 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 (for example, Japanese). This is due to a Microsoft defect.

Table 11. Supported Web Browsers for Standard Interactivity Clients

Client Operating System	Internet Explorer 6.0	Internet Explorer 7.0[1]	Internet Explorer 8.0[2]
Microsoft Windows XP SP3	X	X	

1. Microsoft Internet Explorer 7.0 is supported as of version 7.7.2.9.

2. Microsoft Internet Explorer 8.0 is supported as of version 7.7.2.12.

6 Server Environment Requirements

About This Chapter

This chapter describes the software platform requirements for Siebel Enterprise Server and for the Web server.

Supported Siebel Enterprise Server Operating Systems

Siebel Enterprise Server supports the operating systems specified in Table 12.

NOTE: Table 12 includes platforms that may not be supported in the base release. In some instances, a newer platform many 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 12. Operating Systems Supported by Siebel Enterprise Server

Server Operating System	Applicable Release
IBM AIX 5L v5.1, v5.2	7.7.0 or higher
Microsoft Windows 2000 Server/Advanced/Datacenter Server Microsoft Windows 2003 Standard/Enterprise/Datacenter Server	7.7.0 or higher
Sun Solaris 8, 9	7.7.0 or higher
HP-UX 11.11 (11i)	7.7.0 or higher

NOTE: See Table 2 on page 11 for supported server and database combinations, because all server operating systems are not supported with every database combination.

Table 13 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 13 includes the supported versions of required server software. In some instances, a newer version may be supported in a maintenance release. See the "Applicable Release" column to determine whether a particular environment is supported in your release.

NOTE: Siebel applications are developed as 32-bit executables. They run on the operating systems defined in Table 13, but always run in 32-bit mode.

Table 13. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level	Applicable Release
IBM AIX 5L v5.1	Maintenance Level 5 or above. IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDML C++ Runtime version 6.0.0.13 or above is required. APAR IY65138 is required.	7.7.0 or higher
IBM AIX 5L v5.2	Maintenance Level 2 or above. IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNLDML C++ Runtime version 6.0.0.13 or above is required. APAR IY65761 is required.	7.7.0 or higher
Microsoft Windows 2000 Server/Advanced/ Datacenter Server	Service Pack 3 or above. Microsoft makes Service Packs available at: http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;320853	7.7.0 or higher

Table 13. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level	Applicable Release
Microsoft Windows 2003 Standard Server (32-bit)/ Enterprise Server (32-bit)/ Datacenter Server (32-bit)	Service Pack SP1 or above, including R2. 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	7.7.0 or higher
Sun Solaris 8 (32-bit and 64-bit)	Recommended Patch Cluster DATE: May/31/04 (kernel at level 117350-02 or above). Must include C++ Run time patch level 108434-16 and Linker Patch level 109147-28 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. For Solaris patch downloads, see http://wwws.sun.com/software/download/inter_ecom.html.	7.7.0 or higher

Table 13. Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level	Applicable Release
Sun Solaris 9 (32-bit and 64-bit)	Recommended Patch Cluster DATE: May/31/04 (kernel at level 117171-02 or above). Must include C++ Run time patch level 111711-10 and Linker Patch level 112963-12 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. For Solaris patch downloads, see http://www.sun.com/software/download/inter_ecom.html.	7.7.0 or higher
HP-UX 11.11 (11i)	For customers deploying HP-UX, the following base-level patches or above are required: B.11.11.0312.4 Gold Base Patches for HP-UX 11i v1, December 2003 Gold Applications Patches for HP-UX 11i v1, December 2003 PHSS_28880 PHSS_30049 PHKL_28384 PHNE_28476 PHKL_28238 PHKL_28122 PHKL_25995 PHKL_25842 PHKL_29911 HP makes these patches available at: itrc.hp.com	7.7.0 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 14 lists the software requirements for Binary Compatibility support for Siebel Enterprise Servers.

Table 14. 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	7.7.2.5 or above
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.	7.7.2.5 or above

Cluster Solutions for Siebel Enterprise

Table 15 specifies the supported cluster solutions.

Table 15. Cluster Solutions for Siebel Enterprise

Vendor	Software	File System	I/O Optimization	HBA Driver	Supported Operating System	High Availability Environment Supported
HP	MC Service Guard vA.11.15		Not required	See HP-UX 11.11 documentation	HPUX 11i	MC / Service Guard Cluster A.11.15. Send email to tech-alliance.siebel@hp.com to request scripts (agents)
IBM	HACMP/ES v5.2	N/A	N/A	N/A	AIX 5L v5.1 and v5.2	Customers should contact IBM at mailto:ibmsebcc@us.ibm.com for more information about deploying IBM HACMP/ES v5.2 with Siebel 7.7.
Microsoft	Microsoft Clustering Service (Windows 2000)		Not required	See Windows 2000 documentation	Microsoft Windows 2000 Advanced/ Datacenter Server	Clustering Service Cluster Administrator Microsoft clustering for Siebel Gateway Microsoft clustering for Siebel Server
Microsoft	Microsoft Clustering Service (Windows 2003)		Not required	See Windows 2003 documentation	Microsoft Windows 2003 Advanced/ Datacenter server	Clustering Service Cluster Administrator Microsoft clustering for Siebel Gateway Microsoft clustering for Siebel Server
Sun Microsystems	Sun Cluster 3.1 (for Solaris 8 and 9)		Not required	See Solaris documentation	Solaris 8 and 9	Sun Cluster 3.1 4/04 Clustering agents can be obtained from Sun via CD or from http://www.sun.com/software/cluster/get.html
Veritas	Veritas Storage Foundations HA 4.0		Not required	See Veritas documentation	Solaris 9 Windows 2003	Clustering Agents can be obtained from Veritas/ Symantec via CD/DVD.

Supported Web Servers

The supported Web servers are specified in Table 16.

NOTE: Table 16 includes supported Web servers. In some instances, a newer version may be supported in a maintenance release. See the "Applicable Release" column to determine whether a particular environment is supported in your release.

Table 16.   Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level	Applicable Release
Microsoft IIS 5.0	Microsoft Windows 2000 with Service Pack 3 or above running on X86 only.	7.7.0 or higher
Microsoft IIS 6.0	Microsoft Windows 2003 or above running on X86 only.	7.7.0 or higher
Sun ONE Web Server Enterprise Edition 6, with Service Pack 5 or above	Solaris 8: Recommended Patch Cluster DATE: May/31/04 (kernel at level 117350-02 or above). Must include C++ Run time patch level 108434-16 and Linker Patch level 109147-28 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. Solaris 9: Recommended Patch Cluster DATE: May/31/04 (kernel at level 117171-02 or above). Must include C++ Run time patch level 111711-10 and Linker Patch level 112963-12 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. For Solaris patch downloads, see http://wwws.sun.com/software/download/inter_ecom.html.	7.7.0 or higher

Table 16. Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level	Applicable Release
Sun ONE Web Server Enterprise Edition 6.1 with Service Pack 4 or above	Solaris 8: Recommended Patch Cluster DATE: May/31/04 (kernel at level 117350-02 or above). Must include C++ Run time patch level 108434-16 and Linker Patch level 109147-28 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set.	7.7.0 or higher
	Solaris 9: Recommended Patch Cluster DATE: May/31/04 (kernel at level 117171-02 or above). Must include C++ Run time patch level 111711-10 and Linker Patch level 112963-12 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set.	
	For Solaris patch downloads, see http://wwws.sun.com/software/download/inter_ecom.html.	

Table 16. Supported Web Servers

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 v5.1 with Maintenance Level 5 or above and C++ Runtime version 6.0.0.13 or above are required. Servers running AIX 5L v5.2 with Maintenance Level 2 or above and C++ Runtime version 6.0.0.13 or above are required.	7.7.0 or higher
HP Web Server Suite 2.0.3 or above (which includes HP Apache Web Server 2.0.49.00 or above)	HP-UX 11.11 (11i): For customers deploying HP-UX, the following patches are required: B.11.11.0312.4 Gold Base Patches for HP-UX 11i v1, December 2003 Gold Applications Patches for HP-UX 11i v1, December 2003 PHSS_28880 PHSS_30049 PHKL_28384 PHNE_28476 PHKL_28238 PHKL_28122 PHKL_25995 PHKL_25842 PHKL_29911 HP makes these patches available at itrc.hp.com	7.7.0 or higher

Supported Application Servers

Table XX lists the supported application servers.

Table 17. Supported Application Servers

Application Server and Product
Weblogic Server 10.3
Fusion Middleware 11g (WLS)
Websphere MQ 6.0[1]

1. Websphere MQ 6.0 is supported as of the Siebel 7.7.2.8 Fix Pack. Support was provided by ACR 349B.

7 **Supported Database Server Platforms**

About This Chapter

This chapter describes the software platform requirements for Siebel Database Server, as well as the database connectivity and management software that must be installed on each application server within Siebel Enterprise Server. Integration with relational database management systems is supported based on customer demand.

Supported Relational Database Management Systems

Integration with relational database management systems is supported based on customer demand. The Siebel Database Server supports the relational database management systems listed in Table 18.

NOTE: Table 18 includes supported relational database management systems. In some instances, a newer version may be supported in a maintenance release. See the "Applicable Release" column to determine whether a particular environment is supported in your release.

Table 18. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software	Applicable Release
Microsoft SQL Server 2000	2000 with Service Pack 3a or above	UCS-2	Binary or Dictionary with Case & Accent Insensitive or Dictionary with Case & Accent Sensitive	Available on all supported Microsoft Windows platforms.	Microsoft Data Access Components (MDAC) 2.8	7.7.0 or higher
		1252		Server 2000 Service Pack 3 or 3a is a prerequisite for Siebel 7 Database Servers running on SQL Server 2000.		7.7.0 or higher
				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 the performance fixes 815056 and 815593, referenced in Microsoft Knowledge Base Article 815056:		
				http:// support.microsoft.com/ ?id=815056		
				and in Microsoft Knowledge Base Article 815593:		
				http:// support.microsoft.com/ ?id=815593		

Table 18. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software	Applicable Release
Microsoft SQL Server 2000 Enterprise Edition (64-bit)	2000	UCS-2	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	7.7.0 or higher
		1252				
Microsoft SQL Server 2005, compatibility level setting of 80 or 90	2005, RTM or above service pack	UCS-2	Binary or Dictionary with CAse Insensitive or Dictionary with Case Sensitive	Supported on all Windows platforms	Microsoft Data Access Components (MDAC) 2.8 and Microsoft SQL Native Connectivity (SNAC)	7.7.2.7 or higher
		1252				
IBM DB2 Universal Database (UDB) Enterprise Edition/ Workgroup Edition for Microsoft Windows and UNIX and Linux on IA-32	7.2, with FixPak 10 or above[3]	UCS-2	Identity	Available on all IBM DB2 UDB supported platforms, except non-IA-32 based Linux.	IBM DB2 Runtime Client 7.2	7.7.0 or higher
		1252, 943	Identity/ System			7.7.0 or higher
IBM DB2 Universal Database (UDB) Enterprise Edition/ Workgroup Edition for Microsoft Windows and UNIX and Linux on IA-32	8.1, with FixPak 5 or above[2,3]	UCS-2	Identity	Available on all IBM DB2 UDB supported platforms, except non-IA-32 based Linux.	IBM DB2 Runtime Client 8.1	7.7.0 or higher
		1252, 943	Identity/ System			7.7.0 or higher

Table 18.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software	Applicable Release
IBM DB2 Universal Database (UDB) Enterprise Edition/ Workgroup Edition for Microsoft Windows and UNIX and Linux on IA-32	V9.1 with FixPak 4 or above	UCS-2	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	7.7.0 or higher
		1252, 943	Identity/ System			
IBM DB2 Universal Database (UDB) for z/OS and OS/390	v 7 + RML or above[4]	5348 943	ASCII	IBM DB2 UDB for z/OS and OS/390 v7 (with Required Maintenance Level (RML) as specified by APAR ii13487)	IBM DB2 Runtime Client and DB2 Connect v8.1 or IBM DB2 Runtime Client and DB2 Connect 7.2	7.7.0 or higher
IBM DB2 Universal Database (UDB) for OS/390 and z/OS	v7 + RML or above[4]	1140	EBCDIC	IBM DB2 UDB for z/OS and OS/390 v7 (with Required Maintenance Level (RML) as specified by APAR ii13487)	IBM DB2 Runtime Client and DB2 Connect v8.1 or IBM DB2 Runtime Client and DB2 Connect 7.2	7.7.0 or higher
IBM DB2 Universal Database (UDB) for z/OS	V8 + RML with FixPak 8 or above[3]	5348, 943	ASCII	All operating systems supported by IBM DB2 UDB for z/OS v8 (with Required Maintenance Level (RML) as specified by IBM APAR ii13985	IBM DB2 Runtime Client and DB2 Connect v8.2	7.7

Table 18.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software	Applicable Release
IBM DB2 Universal Database (UDB) for z/OS	v8 + RML with FixPak 8 or above[3]	1140	EBCDIC	All operating systems supported by IBM DB2 UDB for z/OS v8 (with Required Maintenance Level (RML) as specified by IBM APAR ii13985	IBM DB2 Runtime Client and DB2 Connect v8.2	7.7
Oracle 8i Enterprise Server	8.1.7.4 + p1744093 or above for Unix 8.1.7.4.6 or above for Windows	WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except the IBM z/OS operating system	Oracle Net8 Client 8.1.7.4 + p1744093 for Unix, 8.1.7.4.6 for Windows Data Direct ODBC Driver 4.1	7.7.0 or higher
Oracle 9i Enterprise Server	9.2.0.4 or above and within the 9.2.0.x series	AL32UTF8[5] WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except the IBM z/OS operating system	Oracle Net Service (shipped with Oracle 9.2.0.4 and above)	7.7.0 or higher
					Data Direct ODBC Driver 4.1	7.7.0 or higher
Oracle 10g Enterprise/ Standard Server	10.1.0.4 or above, including 10gR2.	AL32UTF8[5] WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except the IBM z/OS operating system	Oracle Net Service (shipped with Oracle 10.1.0.4 and above)	7.7.2.5 or higher
					Data Direct ODBC Driver 4.2	

Table 18. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software	Applicable Release
Oracle 11g Enterprise/ Standard Server	11.1.0.6 or above	AL32UTF8[5] WE8MSWIN1252, JA16SJIS	Binary or Dictionary	Available on all Oracle supported platforms, except the IBM z/OS operating system	Oracle Net Service (shipped with Oracle 10.1.0.4 and above) Data Direct ODBC Driver 4.2	7.7.2.5 or higher

1. Code page 5348 is equivalent to code page 1252 with the addition of the Euro symbol.

2. 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.

3. Contact IBM for information about how to obtain FixPaks.

4. If you are running IBM DB2 UDB for OS/390 and z/OS with DB2 Connect v8.1, apply FixPak 5 or higher. If you are running IBM DB2 UDB for OS/390 and z/OS with DB2 Connect v7.2, apply FixPak 10 or higher. For information about how to obtain FixPaks, contact IBM.

5. Note that while both AL32UTF and UTF8 were supported for Siebel applications version 7.5 and prior, only AL32UTF8 is supported in Siebel 7.7

NOTE: All Development Databases must use Binary (called Identity in DB2 UDB) sort order. If Dictionary sort order is used in Development Databases, SRF compilation errors will be encountered.

Support for Oracle Real Applications Clusters (RAC)

Table 19 lists information for Oracle RAC. Note that Oracle RAC is certified on Release 7.7.2.0 or above.

Table 19. Support for Oracle RAC

Oracle Server Version	Certified Oracle Version	Siebel Remote Enabled	Siebel Remote Disabled	Applicable Release
Oracle 9i Enterprise/ Standard Server	9.2.0.4 or above	Active/Passive	Active/Active Active/Passive	7.7.2.0 or higher

Table 19. Support for Oracle RAC

Oracle Server Version	Certified Oracle Version	Siebel Remote Enabled	Siebel Remote Disabled	Applicable Release
Oracle 10g Enterprise/Standard Server	10.1.0.4 or above, including 10gR2	Active/Active Active/Passive	Active/Active Active/Passive	7.7.2.5 or higher
Oracle 11g Enterprise/Standard Server	11.1.0.6 or above	Active/Active Active/Passive	Active/Active Active/Passive	7.7.2.5 or higher

Supported Code Pages for Legacy System Integration

Siebel eBusiness 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 20.

NOTE: For Siebel 7.5 and later, these code pages are not supported as the default code pages of a Siebel production database. They are supported only during the temporary upgrade from an existing code page using a pre-7.5 Siebel software version.

Table 20. 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	DUE	CP1252	1252	1252	WE8MSWIN1252
Hebrew	HEB	CP1255	1255	1255	IW8MSWIN12555

Table 20. 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	KO16MSIN949
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**

About This Chapter

This chapter describes additional detailed hardware and software requirements for specific Siebel eBusiness Applications.

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 eBusiness Applications.

Communications channels supported for Siebel eBusiness 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 Marketing (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 Collaboration

Siebel Communications Server-Supported Email Servers

This section identifies supported email servers for Siebel Communications Server.

You must use a supported email server to interface with the Siebel Communications Server or Siebel Technical Support may not be able to fully support your deployment.

Table 21 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 21.

Table 21.   Supported Email Servers for Siebel Communications Server

Email Server
Sun ONE Messaging Server
Lotus Domino
Microsoft Exchange
Sendmail Advanced Messaging Server

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

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

Siebel Email Manager—Supported Email Servers

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

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

Microsoft Windows Platforms

Table 22 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 or 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 22.   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
Lotus Domino	Using "Internet Email" service provider
Microsoft Exchange	Using "Microsoft Exchange" service provider

UNIX Platforms

For Siebel Email Manager, Oracle does not explicitly support specific email servers on UNIX platforms. Instead, Siebel eBusiness 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, please visit the Siebel Alliances Web site at http://www.siebel.com/partners/.

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

Siebel Communications Server-CTI Middleware and Switches

Siebel CTI Connect server (based on Dialogic CTI middleware modules) runs on Microsoft Windows 2000 Server/Advanced Server and 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 Server/Advanced Server or Windows 2003 Server/Enterprise Server.

For a list of other CTI solutions validated by Siebel Alliances, please visit the Siebel Alliances Web site at http://www.siebel.com/partners/dir/directory.shtm.

Siebel eBusiness Applications support the single-site combinations of CTI middleware, telephony links, and switches listed in Table 23.

Table 23.   Supported Single-Site CTI Middleware, Telephony Link, and Switch Combinations

Middleware Vendor	Middleware Server	Telephony Link	Telephony Switch
Oracle	Siebel CTI Connect using: Intel NetMerge Call Processing Software Intel NetMerge Call Information Manager	Lan Gateway, 6.03	Avaya Definity G3
Oracle	Siebel CTI Connect using: Intel NetMerge Call Processing Software Intel NetMerge Call Information Manager	Definity G3 MAPD, Version 8.2	Avaya Definity G3
Oracle	Siebel CTI Connect using: Intel NetMerge Call Processing Software Intel NetMerge Call Information Manager	MeridianLink, 5C	Nortel Meridian

Table 23.   Supported Single-Site CTI Middleware, Telephony Link, and Switch Combinations

Middleware Vendor	Middleware Server	Telephony Link	Telephony Switch
Oracle	Siebel CTI Connect using: Intel NetMerge Call Processing Software Intel NetMerge Call Information Manager	Symposium, 4.0	Nortel Meridian
Oracle	Siebel CTI Connect using: Intel NetMerge Call Processing Software Intel NetMerge Call Information Manager	CallBridge 4.1, KV 12	Siemens Hicom 300E

Siebel eBusiness Applications Siebel CTI Connect support the multisite combinations of telephony switches and dialing plans listed in Table 24.

Table 24.   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 supports CTI connectivity to Oracle Contact Center Anywhere. Table 25 lists the requirements for Oracle Contact Center Anywhere.

Table 25.   Virtual CTI Driver for Oracle Contact Center Anywhere

Vendor	Siebel Version	Operating System	Call Center Anywhere Version
Oracle	7.7.2.10 or above	Microsoft Windows 2003	8.1.3

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

Siebel Data Bean

Table 26 lists the JVM/JRE versions that are supported with Siebel Java Data Bean.

Table 26.   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 27 lists supported J2EE Application Servers for Siebel Resource Adaptor (Managed).

Table 27.   Supported J2EE Application Servers

Product
IBM WebSphere 5.0 (1.4 JVM)
BEA WebLogic 8.1

Siebel Resource Adaptor (Non-Managed)

Table 28 lists the JVM/JRE versions that are supported with Siebel Resource Adaptor (Non-Managed)

Table 28.   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 29 lists the supported Java Messaging Servers and respective JVM/JRE versions.

Table 29.   Supported Java Messaging Servers and Respective JVM/JRE Versions

Operating System	IBM WebSphere MQ v5.3[1]		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
Solaris	Sun	1.4.1_02	Sun	1.4.1_02
AIX	IBM	1.4.1	IBM	Not Supported
HP-UX	HP	1.4.1.01	HP	1.4.1.01

1. Note that only 32-bit is supported for IBM WebSphere MQ.

Supported JVM/JRE Versions for Java Business Services

Table 30 lists the JVM/JRE versions that are supported with Java Business Services.

Table 30.   Supported JVM/JRE versions for Java Business Services

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.4.1_02 (CSD04) or above
Solaris	Sun	1.4.1_02 or above

Table 30.   Supported JVM/JRE versions for Java Business Services

Operating System	JVM/JRE Provider	JVM/JRE Version
AIX	IBM	1.4.1 (CSD04) 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 eCommunity.

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

NOTE: Siebel Distance Learning will no longer be offered as a Siebel product in Siebel 7.7. Those customers who own Siebel Distance Learning will continue to be supported by Oracle. For upgrades and other requests, customers need to contact the third-party vendor, Pixion.

Hardware Requirements for Siebel Distance Learning

Table 31 lists the minimum hardware requirements for Siebel Distance Learning server and client environments.

Table 31.   Minimum Hardware Requirements for Siebel Distance Learning

Server and Client	Hardware Required
Server: Microsoft Windows 2000/2003 Server	PIII XEON @ 400 MHz or more, depending on number of meetings and connections
	256 MB free memory plus 200 KB per user
	80 MB of disk space plus additional space for meeting information, attachments, and recorded files
Client: Microsoft Windows 98, Windows Millennium Edition, Windows NT Workstation 4.0, Windows 2000, or Windows XP	PIII XEON @ 300 MHz or more, depending on the presentation requirements
	64 MB free memory, more when presenting large screens
	Any full duplex sound card and microphone (only required for using Distance Learning audio)

Network Requirements

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

Siebel Field Service

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

Barcodes

The barcode types supported by Siebel Field Service are listed and described in Table 32.

Table 32.   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 33.

Table 33.   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 characters below the barcode
39 HITLHR.TTF	BC 39 HI TALL HR	BC 39 HI TALL with characters 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 34. For information about supported languages for Siebel Handheld applications, see Table 3 on page 13.

Table 34.   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]	■ 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]	■ 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 34.   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]	■ 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.
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]	■ 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 34.   Hardware Requirements for Siebel Handheld Applications

Operating System and Version	Memory Requirements	Processor	Display Resolution	Display Mode
Microsoft Windows Mobile 6 Professional Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA[1]	■ 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.

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 35 lists the supported devices.

Table 35.   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

The current release supports the synchronization described in this topic.

Companion Sync (CS)

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

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 device.

Companion Synchronization (CS) supports the client operating systems listed in Table 36.

Table 36.   Supported Client Operating Systems for Companion Synchronization

Siebel Application	Operating System
Siebel Sales Handheld (eBusiness Applications), Siebel Sales Handheld (Siebel Industry Applications), Siebel Pharma Handheld, Siebel Medical Handheld	Microsoft; Windows NT Workstation 4.0 with Service Pack 6a; Windows 2000 with Service Pack 3; Windows XP with Service Pack 1

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 dial-up 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 37 and Table 38.

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 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 37 and Table 38.

Table 37.   Supported Server Operating Systems for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Patch Level
Microsoft Windows 2000 Server/Advanced Server/Datacenter	Service Pack 3. Microsoft makes this Service Pack available at: http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;320853
Microsoft Windows 2003 Standard/Enterprise/Datacenter Server	

Table 38.   Supported Web Servers for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Operating System and Patch Level
Microsoft IIS 5.0	Microsoft Windows 2000 Server/Advanced Server
Microsoft IIS 6.0	Microsoft Windows 2003 Server/Enterprise Server

Siebel Email Marketing System Requirements

This section documents system requirements for Siebel Email Marketing.

Supported Server Operating Systems for Siebel Email Marketing Server

Table 39 lists the supported operating systems for Siebel Email Marketing Server.

Table 39.   Operating Systems Supported by Siebel Email Marketing Server

Siebel Server	Email Marketing Server	JVM
IBM AIX 5L v5.1	IBM AIX 5L v5.1	JDK 1.4
IBM AIX 5L v5.2	IBM AIX 5L v5.2	JDK 1.4
Microsoft Windows 2000 Server/Advanced Server/ Datacenter Server	Microsoft Windows 2000 Server/Advanced Server/ Datacenter	JDK 1.4
Microsoft Windows 2003 Standard/Enterprise Server/ Datacenter	Microsoft Windows 2003 Server/Enterprise Server/ Datacenter	JDK 1.4
Sun Solaris 8 (32-bit)	Sun Solaris 8 (32-bit)	JDK 1.4
Sun Solaris 9 (32-bit)	Sun Solaris 9 (32-bit)	JDK 1.4
HP-UX 11.11 (11i)	HP-UX 11.11 (11i)	JDK 1.4

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

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

■   IBM Tivoli Directory Server

■   Sun Java System Directory Server

■   Novell eDirectory

■   Microsoft Active Directory for Windows (ADSI Adapter)

For supported software versions of the email servers, see Chapter 9, "Supported Software and Ancillary Programs."

Siebel Reports

Siebel Reports supports the Web servers listed in Table 40.

Table 40.   Web Servers Supported by Siebel Reports

	Siebel Reports (Active Portal Release 7) OS			
Web Server and Patch Level	**Windows 2000/2003** **(Sun JRE 1.4.1 or higher)**	**AIX 5L** **(IBM JVM 1.4.0 or higher)**	**Solaris 8/9** **(Sun JRE 1.4.0 or higher)**	**HP-UX 11i** **(HP JRE 1.4.2 or higher)**
Apache Tomcat 5.0 or higher	X	X	X	X
Sun ONE Web Server 6.0 SP5			X	
Websphere Application Server 5.0 (IHS 2.0.42.2 or higher)		X		
BEA WebLogic 8.1	X			X

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 41. An "X" indicates support.

Table 41.   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		
Chinese (Traditional)	CHT	UTF-8, UTF-16	X		
Czech	CSY	UTF-8, UTF-16	X		
Danish	DAN	1252, UTF-8, UTF-16	X	X	X
Dutch	NLD	1252, UTF-8, UTF-16	X	X	X
English (United States)	ENU	1252, UTF-8, UTF-16	X	X	X
Finnish	FIN	1252, UTF-8, UTF-16	X	X	
French (Standard)	FRA	1252, UTF-8, UTF-16	X	X	X
German	DEU	1252, UTF-8, UTF-16	X	X	X
Greek	ELL	UTF-8, UTF-16	X		
Hebrew	HEB	UTF-8, UTF-16	X		
Hungarian	HUN	UTF-8, UTF-16	X		
Italian	ITA	1252, UTF-8, UTF-16	X	X	X
Japanese	JPN	UTF-8, UTF-16	X		
Korean	KOR	UTF-8, UTF-16	X		
Norwegian	NOR	1252, UTF-8, UTF-16	X		
Polish	PLK	UTF-8, UTF-16	X		
Portuguese (Brazil)	PTB	UTF-8, UTF-16	X	X	

Table 41.   Languages Supported by Siebel Search

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

Supported Document Types

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, 2003

■ 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 42.

Table 42.   Supported Languages for Siebel Smart Answer

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

Language Identifier

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

The supported languages for LangIDer are listed in Table 43. If an asterisk (*) precedes the language name, it is also supported for categorization.

Table 43.   Supported Languages for LangIDer

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

Table 43.   Supported Languages for LangIDer

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

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

Siebel Spell Checking

This section documents additional requirements for Siebel Spell Checking. For more information, see *Configuring Siebel eBusiness Applications*, *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 44.

Table 44.   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

Table 44.   Supported Languages for Spell Checking

Language Description	Code Page
Norwegian Bokmål dialect	1252/UTF-16
Portuguese (Iberian and Brazilian)	1252/UTF-16
Spanish (including European, Mexican and South American vocabulary)	1252/UTF-16
Swedish	1252/UTF-16

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

Table 45.   Supported Email Programs for SSSE

Email Program
Microsoft Outlook 2002
Microsoft Outlook 2003
Microsoft Outlook 2007

Table 46 lists the supported email servers for SSSE

Table 46.   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 (with Oracle's Siebel Fix Pack 7.7.2.11 installed)

Table 47 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 47.   Supported Server Operating Systems for SSSE

Server Operating System
Microsoft Windows 2000 SP 3
Microsoft Windows 2003 SP1 or higher
Microsoft Windows 2008

Table 48 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 48.   Microsoft Exchange System Management (ESM) for SSSE

Siebel Server Operating System	Microsoft Exchange Server Version	Microsoft ESM Version
Windows 2000 SP 3	Microsoft Exchange 2000	Microsoft Exchange 2000 ESM
Microsoft Windows 2003 SP1 or higher	Microsoft Exchange 2000 or Microsoft Exchange 2003	Microsoft Exchange 2003 ESM
Microsoft Windows 2003 SP1 or higher	Microsoft Exchange 2007 (with Siebel Fix Pack 7.7.2.11 installed)	Microsoft Exchange 2007 ESM

Table 49 lists the supported languages for SSSE.

Table 49.   Supported Languages for SSSE

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

Table 49.   Supported Languages for SSSE

Language
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 50.

Table 50.   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 51 lists the supported J2EE Application servers for Siebel Transact Server. An "X" indicates support.

Table 51.   Supported J2EE Application Server for Siebel Transact Server

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

Siebel Wireless

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

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

Table 52.　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.

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.

Supported Middleware

The following middleware is supported in Siebel 7.7.X.

Table 53.   Supported Middleware in Release 7.7.X

Weblogic Server 10.3	Fusion Middleware 11g (WLS)	Fusion Middleware 10g (OC4J)	Websphere MQ 6.0	Websphere MQ 7.0	Tibco 4.3.0	Websphere Application Server 6.1	Websphere Application Server 7.0
Yes	Yes	No	Yes	No	No	No	No

9 Supported Software and Ancillary Programs

About This Chapter

This chapter provides a listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel eBusiness Applications.

Microsoft Service Pack, Hotfix, and QFE Support

Microsoft often provides new service packs, hot fixes, QFE's, and patches to address known security issues or defects.

In general, Oracle assumes that new Microsoft hot fixes and service packs maintain backward compatibility to older versions of these same files as required by Oracle. Based on that fact, Oracle assumes low risk with implementing these security hot fixes and service packs. However, it is recommended that customers perform functional and performance testing prior to deploying these patches in a production environment. This statement applies to the following Microsoft products:

- Windows operating systems
- SQL Server
- Internet Explorer
- Microsoft Office

Oracle recognizes that many customers use the Windows Updates mechanism to maintain critical patches for their systems. Oracle is supportive of that requirement and assists customers and Microsoft in addressing any regressions that may be encountered.

Review guide for a list of minimum requirements for your specific Siebel version. Updates to Siebel third-party requirements may occur at any time and are documented regularly in this guide.

Supported Software

Siebel eBusiness Applications support the third-party software products listed in Table 54. These products must be obtained directly from the vendors that sell them.

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
A Satmetrix hashing function that permits secured access to Satmetrix services	N/A	Siebel eBusiness Applications	Displays survey results within Siebel applications.	7.7.0 or higher
ACORD XML, Insurance and Surety Services Business Message Specification ©2001 ACORD. All Rights Reserved. Used with permission of ACORD.	1.0	Siebel Insurance	Provides integration between Siebel Financial Services eBusiness Applications and other systems, which can read, parse and do the operations specified in the ACORD Property and Surety Business Specification document.	7.7.0 or higher
Adobe Acrobat Reader	4.0.X and higher	Siebel Reports Server, Siebel eReports Server	Used for viewing portable document format (PDF) documents.	7.7.0 or higher
AMS ACAPS Enterprise	7.0	Siebel Credit Origination	AMS loan origination ACAPS back-office system.	7.7.0 or higher
Aviation Industry Computer-Based Training Committee AICC Standard	AGR 010	Siebel Employee Relationship Management	Standard for Web-based course management.	7.7.0 or higher
BEA WebLogic	8.1	Siebel eBusiness Applications	J2EE Application Server.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Captaris RightFax	8.5	Siebel eBusiness Applications (Siebel Communications Server (Send Fax command, outbound communication requests using fax channel))	Enterprise fax server providing faxing functionality for Siebel application users.	7.7.0 or higher
CyberSource Developer kit (CDK) for C/Perl	3.4 (Windows, AIX, HP), 3.4.7 (Solaris)	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel Order Management	Credit card processing.	7.7.0 or higher
Department of Defense (Advanced Distributed Learning initiative) SCORM Standard	1.2	Siebel Employee Relationship Management	Standard for Web-based course management.	7.7.0 or higher
Dun & Bradstreet Worldbase	N/A	Siebel Dun & Bradstreet Integration Solution	Database of public and private company profiles.	7.7.0 or higher
Firstlogic Corp. DTR-IQ (DataRight IQ) Library	7.00a	Siebel Data Quality Universal Connector	Name cleansing.	7.7.0 or higher
Firstlogic Corp. Global Data Quality Connector for Siebel eBusiness Applications	1.60c	Siebel Data Quality Universal Connector	Provides integration between the Siebel Data Quality Universal Connector and various Firstlogic products.	7.7.0 or higher
Firstlogic Corp. IACE Library	7.10 Rev 2	Siebel Data Quality Universal Connector	Address cleansing.	7.7.0 or higher
Firstlogic Corp. MCD (Match/ Consolidate) Library	7.10c	Siebel Data Quality Universal Connector	Duplicate data identification.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
HP-UX Java Runtime Environment (JRE)	1.4.2	Siebel Email Marketing Server, Siebel Email Marketing Server—Standalone	JAVA software development kits and run-time environments used to develop and support java applications.	7.7.0 or higher
IBM 32-bit SDK for AIX, Java 2 Technology Edition	1.4	Siebel Email Marketing Server, Siebel Email Marketing Server—Standalone	JAVA software development kits and run-time environments used to develop and support java applications.	7.7.0 or higher
IBM Tivoli Directory Server	5.1	Siebel eBusiness Applications (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).	7.7.0 or higher
IBM IAA-XML Message Architecture for Insurance Application Architecture	V5 v1r0	Siebel IAA-XML Connector	Supports XML data exchange with applications implementing IBM's IAA data model.	7.7.0 or higher
IBM MQ Series Application Messaging Interface	1.2.4 (Solaris)	Siebel eBusiness Applications (MQ Series Adapter)	Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.7.0 or higher
IBM MQ Series Link for SAP R/3	1.2	Siebel eBusiness 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.	7.7.0 or higher
IBM SecureWay Directory	4.1	Siebel eBusiness Applications (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).	7.7.0 or higher
IBM Websphere Application Server	5.0	Siebel eBusiness Applications	J2EE Application Server.	7.7.0 or higher
IBM WebSphere Application Server Edge Components	5.0	Siebel eBusiness Applications	Proxy Server.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM WebSphere MQ	6	Siebel eBusiness Applications (MQ Series Adapter)	Provides middleware messaging and connectivity.	7.7.2.7, 7.8.2.8
IFX XML, Interactive Financial Exchange Business Message Specification	1.1.0	Siebel Finance, Siebel Insurance	Allows communication between Siebel applications and external, IFX-based applications.	7.7.0 or higher
Inprise Visibroker for C++	5.2	Siebel eBusiness Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.7.0 or higher
Iona Orbix C++	Orbix Corba Components of E2A v6	Siebel eBusiness Applications (CORBA Object Manager)	Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.7.0 or higher
Lotus Domino	5.x series and 6.x series	Siebel eBusiness 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.	7.7.0 or higher
Lotus Notes	5.x series and 6.0.x series	Siebel eBusiness Applications (SEND EMAIL command)	Allows users to send email from Siebel applications.	7.7.0 or higher
Microsoft Active Directory[1]	5.0, 2000, 2003	Siebel eBusiness Applications (ADSI Security Adapter)	Active Directory Server	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Active Directory Services Client[2]	5.0, 2000, 2003	Siebel eBusiness Applications (ADSI Security Adapter)	Active Directory Client	7.7.0 or higher
Microsoft ActiveSync	3.7 or 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.	7.7.0 or higher
Microsoft BizTalk Server	2000, 2002	Siebel eBusiness Applications	Allows XML documents to be exchanged with trading partners through Microsoft's BizTalk Server.	7.7.0 or higher
Microsoft Data Access Components (MDAC)	2.8	Siebel eBusiness Applications	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	7.7.0 or higher
Microsoft Exchange	2000	Siebel eBusiness 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.	7.7.0 or higher
Microsoft Internet Security and Acceleration Server (ISA)	2000	Siebel eBusiness Applications	Proxy Server.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Message Queuing (MSMQ)	3.0	Siebel eBusiness Applications (MSMQ Adapter)	Provides an asynchronous means of connecting Siebel applications with other MSMQ-enabled applications for guaranteed delivery.	7.7.0 or higher
Microsoft OLE DB Provider	2.0	Siebel eBusiness Applications (OLE DB Provider)	Gain access to data stored Siebel eBusiness Applications through ad hoc queries, third-party business analysis tools or Web applications.	7.7.0 or higher
Microsoft Outlook	2002 + SP1, 2003	Siebel eBusiness Applications (SEND EMAIL command)	Allows users to send email from Siebel applications.	7.7.0 or higher
Microsoft PowerPoint	2000+ SP2, 2002 + SP1	Siebel Proposals and Presentations	Allows end users to integrate data between Siebel eBusiness Applications and Microsoft PowerPoint.	7.7.0 or higher
Microsoft PowerPoint	2003	Siebel Proposals and Presentations	Allows end users to integrate data between Siebel eBusiness Applications and Microsoft PowerPoint.	7.7.2 or higher
Microsoft Project	2000+ SP2, 2002 + SP1	Siebel Professional Services Automation	Allows end users to synchronize project data between Siebel eBusiness Applications and Microsoft Project.	7.7.0 or higher
Microsoft Project	2003	Siebel Professional Services Automation	Allows end users to synchronize project data between Siebel eBusiness Applications and Microsoft Project.	7.7.2 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Word	2000+ SP2, 2002 + SP1	Siebel Proposals and Presentations	Allows server to generate proposals and correspondence in Microsoft Word directly from Siebel eBusiness Applications.	7.7.0 or higher
Microsoft Word	2000+ SP2, 2002 + SP1 2003	Siebel Proposals and Presentations	Allows server to generate proposals and correspondence in Microsoft Word directly from Siebel eBusiness Applications.	7.7.2 or higher
Novell eDirectory	8.6, 8.7	Siebel eBusiness Applications (LDAP Security Adapter)	LDAP Support (LDAP Security Adapter).	7.7.0 or higher
Oasis Committee XLIFF (XML Localization Interchange File Format)	1.0 and 1.1	Siebel Tools	Utility used to export and import strings into the repository.	7.7.0 or higher
Oracle Applications	10.7, 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.	7.7.0 or higher
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.	7.7.0 or higher
SAP RFC SDK	4.6C	Siebel Connector for SAP R/3	C library providing RFC access to SAP R/3.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Sendmail Advanced Message Server	3.0.2	Siebel eBusiness 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.	7.7.0 or higher
Sun Java 2 Runtime Environment (J2RE), Standard Edition	1.4.1_02 or above	Siebel Email Marketing Server, Siebel Email Marketing Server—Standalone	JAVA software development kits and run-time environments used to develop and support java applications.	7.7.0 or higher
Sun Java 2 Software Development Kit (J2SDK), Standard Edition	1.4.1_02 or above	Siebel Email Marketing Server, Siebel Email Marketing Server—Standalone	JAVA software development kits and run-time environments used to develop and support java applications.	7.7.0 or higher
Sun Java 2 Software Development Kit (J2SDK), Standard Edition	1.4.1_02 or above	Siebel eBusiness Applications (Java Data Bean)	Allows developers to create Java components and applications that communicate with the Siebel Server using the Siebel Java Data Bean.	7.7.0 or higher
Sun Java System Directory Server	5.1 SP1, 5.2 SP1	Siebel eBusiness Applications (LDAP Security Adapter)	LDAP Directory Server.	7.7.0 or higher

Table 54. Supported Software

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Sun ONE Messaging Server	5.1	Siebel eBusiness 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.	7.7.0 or higher
Taxware International Sales/Use Tax System	3.4	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel Partner Portal, Siebel Order Management	Provides sales tax calculation for the United States and Canada.	7.7.0 or higher
Taxware International WORLDTAX System	2.5	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel Partner Portal, Siebel Order Management	Provides tax calculation for most European and many Asian-Pacific and South American countries.	7.7.0 or higher
The Open Group Application Response Measurement (ARM) Standard	N/A	Siebel eBusiness Applications	Enables measurement of application availability, performance, usage, and transaction response time.	7.7.0 or higher
Vitria VCML XML Standard	1.1	Siebel Healthcare	Supports VCML healthcare transaction specifications.	7.7.0 or higher

1. This is supported with login/password authentication for Solaris implementations in a mixed platform environment beginning with 7.7.1. No Active Directory account or password policies may be enforced in this configuration.

Ancillary Programs

The ancillary programs listed in Table 55 on page 89 are provided with Siebel eBusiness 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 your platform and in other installation information in the Siebel documentation set.

Your Siebel eBusiness Applications software may include some or all of the ancillary programs listed in Table 55.

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
A Satmetrix hashing function that permits secured access to Satmetrix services	N/A	Siebel eBusiness Applications	Embedded. Connects to survey results between Siebel and SatMetrix.	7.7.0 or higher
ACORD XML, Insurance and Surety Services Business Message Specification ©2001 ACORD. All Rights Reserved. Used with permission of ACORD.	1.0	Siebel Insurance	Provides integration between Siebel Financial Services eBusiness Applications and other systems, which can read, parse and do the operations specified in the ACORD Property and Surety Business Specification document.	7.7.0 or higher
Actuate Active Portal	7.0 SP2	Siebel Reports Server	Distributed. Used for Web access of reports with Reports Server.	7.7.0 or 7.7.1
Actuate Active Portal	7.0 SP2 Fix 4	Siebel Reports Server	Distributed. Used for Web access of reports with Reports Server.	7.7.2
Actuate Active Portal	7.0 SP2 Fix 9	Siebel Reports Server	Distributed. Used for Web access of reports with Reports Server.	7.7.2.1 or higher
Actuate ActiveX Control	7.0 SP2	Siebel Reports Server	Embedded. Provides reporting capabilities for reports run interactively in the Mobile Web Client.	7.7.0 or higher
Actuate e.Report Designer	7.0 SP2	Siebel Tools, Siebel Report Designer	Distributed. Used for developing simple report designs (no programming required).	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Actuate e.Report Designer Professional	7.0 SP2	Siebel Tools, Siebel Report Designer Professional	Distributed. Used for developing report designs.	7.7.0 or higher
Actuate iServer and Management Console	7.0 SP2	Siebel Reports Server	Distributed. Used for report generation with Reports Server.	7.7.0 or 7.7.1
Actuate iServer and Management Console	7.0 SP2 Fix 4	Siebel Reports Server	Distributed. Used for report generation with Reports Server.	7.7.2
Actuate iServer and Management Console	7.0 SP2 Fix 9	Siebel Reports Server	Distributed. Used for report generation with Reports Server.	7.7.2.1 or higher
Actuate Viewer	7.0 SP2	Siebel Reports Server	Distributed. Used for finding, viewing, and printing report documents.	7.7.0 or higher
Apache Software Foundation Jakarta TagLibs	1.2	Siebel Email Marketing Server— Standalone	Embedded. JSP Standard Tag Library.	7.7.0 or higher
Apache Software Foundation Log4J	1.2	Siebel Email Marketing Server, Siebel Email Marketing Server— Standalone	Embedded. Logging library for Java.	7.7.0 or higher
Apache Software Foundation ORO	2.0.8	Siebel Email Marketing Server, Siebel Email Marketing Server— Standalone	Embedded. Text processing Java classes.	7.7.0 or higher
Apache Software Foundation Tomcat	4.1	Siebel Email Marketing Server, Siebel Email Marketing Server— Standalone	Embedded. Java servlet container.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Apache Software Foundation Xalan - C++	1.5	Siebel System Software	Embedded. XSLT stylesheet processing.	7.7.0 or higher
Apache Software Foundation Xerces - C++	2.2	Siebel System Software	Embedded. XML Parser.	7.7.0 or higher
Apache Software Foundation Xerces2 Java Parser	2.4.0	Siebel Email Marketing Server—Standalone	Embedded. XML Parser for various subsystems.	7.7.0 or higher
Apache Software Foundation XML-RPC	2.0	Siebel Email Marketing Server—Standalone	Embedded. Language-neutral RPC communication between Siebel Email Marketing Server—Stand Alone and Email Marketing Network.	7.7.0 or higher
Aviation Industry Computer-Based Training Committee AICC Standard	AGR 010	Siebel Employee Relationship Management	Embedded. Standard for Web-based course management.	7.7.0 or higher
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.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Banter Workbench	5.5s	Siebel Smart Answer, MultiChannel Contact Center (Phone, Web, and Email) and Siebel Email Enabled Contact Center (phone and email)	Distributed. Workbench is a tool used to create a knowledge base (KB) for use with Siebel Smart Answer, analyze the KB, and evaluate its performance using reports and graphical diagnostics. It is an administrative tool installed on the client only.	7.7.0 or higher
Basis Technology Rosette Core Library for Unicode	3.0.7	Siebel eBusiness Applications	Embedded. C++ Unicode library used for conversion between codepage and Unicode.	7.7.0 or higher
Communication Intelligence Corporation (CIC) Inktools for Windows	2.63	Siebel Signature Capture	Embedded. Provides signature viewing capabilities on the Siebel Web client.	7.7.0 or higher
Communication Intelligence Corporation (CIC) Inktools for Windows CE	1.6	Siebel Signature Capture	Embedded. Provides signature capture on the Siebel Handheld device.	7.7.0 or higher
DataDirect Closed ODBC Driver for Oracle © 2004 DataDirect Technologies Corp.	4.1	Siebel eBusiness Applications	Embedded. Provides Oracle Database connectivity.	7.7.0 or higher
DataDirect Connect ODBC Driver Manager © 2004 DataDirect Technologies Corp.	4.1	Siebel eBusiness Applications	Embedded. Provides Oracle Database connectivity.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Department of Defense (Advanced Distributed Learning initiative) SCORM Standard	1.2	Siebel Employee Relationship Management	Embedded. Standard for Web-based course management.	7.7.0 or higher
Dun & Bradstreet Content Service	N/A	Siebel Content Services	Content. Database of public and private company profiles.	7.7.0 or higher
Exolab Castor (Apache License)	0.9.5	Siebel Email Marketing Server—Standalone	Embedded. XML marshalling and de-marshalling, Java object to RDBMS persistence.	7.7.0 or higher
Field Software PrinterCE	2.65	Siebel Consumer Goods Handheld, Siebel Pharma Handheld, Siebel Medical Handheld	Embedded. Packaged into Siebel Handheld Client applications and enables printing from device through portable printers.	7.7.0 or higher
Fontware Code 39 barcode fonts	PC-Compatible True Type (Microsoft Windows)	Siebel Field Service, Siebel Barcode	Embedded. Fontware Code 39 barcode fonts in TrueType format for Windows. Provides barcode printing support through Actuate.	7.7.0 or higher
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.	7.7.0 or higher
Hummingbird SearchServer	5.3.6	Siebel Search, Siebel Advanced Search	Distributed. Required on Siebel servers, Siebel Mobile Web Client, and Siebel Dedicated Web Client.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM Directory Server component of the Tivoli Access Manager for eBusiness	5.1	Siebel eBusiness Applications (LDAP Security Adapter)	Embedded. Siebel integration with LDAP directory to support external user authentication. Features not supported: Force Change password on first login, Password Expiry Warning, Change password on Password Expiry	7.7.0 or higher
IBM GSK iKeyMan	6.0.4, 6.0.5 (AIX)	Siebel eBusiness Applications (LDAP Security Adapter)	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	7.7.0 or higher
IBM GSKit	6.0.4, 6.0.5 (AIX)	Siebel eBusiness Applications (LDAP Security Adapter)	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	7.7.0 or higher
IBM IAA-XML Message Architecture for Insurance Application Architecture	V5 v1r0	Siebel IAA-XML Connector	Embedded. Supports XML data exchange with applications implementing IBM's IAA data model.	7.7.0 or higher
IBM International Components for Unicode	2.4	Siebel eBusiness Applications	Embedded. Library used for conversion between codepage and Unicode.	7.7.0 or higher
IBM LDAP (Lightweight Directory Access Protocol) SDK	5.1	Siebel eBusiness Applications (LDAP Security Adapter)	Embedded (Siebel LDAP Security Adapter). Distributed (for installation on Siebel Server to support LDAP authentication). Siebel integration with LDAP directory to support external user authentication.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM MQ Series Application Messaging Interface (AMI) compiled header files	1.2.4 (Solaris)	Siebel eBusiness Applications (MQ Series Adapter)	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.7.0 or higher
IBM MQ Series Link for SAP R/3 compiled header files	1.2	Siebel eBusiness Applications (MQ Series Adapter), Siebel Connector for SAP R/3	Embedded. Allows customers to define integration solutions using IBM MQ Series server on the Siebel Enterprise Server.	7.7.0 or higher
IBM MQe	2.0	Siebel Messaging & Queuing	Distributed. Store-and-Forward technology for wireless.	7.7.0 or higher
IBM WebSphere MQ compiled header files	5.3 + CSD04	Siebel eBusiness Applications (MQ Series Adapter)	Embedded. Provides middleware messaging and connectivity.	7.7.0 or higher
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.	7.7.0 or higher
ILOG Dispatcher	3.3	Siebel Scheduling	Embedded. An add-on module to ILOG Solver that allows users to optimize vehicle routing and personnel dispatching.	7.7.0 or higher
ILOG Scheduler	5.3	Siebel Scheduling	Embedded. An add-on module to ILOG Solver that allows users to model resources, activities, and temporal constraints.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ILOG Solver	5.3	Siebel eConfigurator, Configurator, Siebel eAdvisor Bundle, Siebel Scheduling	Embedded. C++ library for solving combinatorial problems and providing optimal solutions.	7.7.0 or higher
I-net software SERO	2.03	Siebel Email Marketing Server—Standalone	Distributed. Drivers used to connect to Oracle databases.	7.7.0 or higher
I-net software SPRINTA 2000	5.02	Siebel Email Marketing Server—Standalone	Distributed. Drivers used to connect to SQL Server databases.	7.7.0 or higher
Inprise Visibroker for C++ compiled header files	5.2	Siebel eBusiness Applications (CORBA Object Manager)	Embedded. Supports integration with Inprise Visibroker for C++.	7.7.0 or higher
InstallShield MultiPlatform compiled runtime components	5.0 SP1	Siebel Installer	Embedded. Packages Siebel server components for installation.	7.7.0 or higher
InstallShield Professional+East and West Language Packs	6.3.0	Siebel Installer	Embedded. Packages Siebel client components for installation.	7.7.0 or higher
Intel NetMerge Call Information Manager	3.5 + SP1	Siebel CTI Connect	Distributed. CTI software that provides data attachments for voice calls.	7.7.0 or higher
Intel NetMerge Call Processing Software	6.0	Siebel CTI Connect	Distributed. CTI middleware software that provides call notification and call control.	7.7.0 or higher
Iona Orbix C++ Compiled Header Files	Orbix Corba Components of E2A v6	Siebel eBusiness Applications (CORBA Object Manager)	Embedded. Allows users to write CORBA client applications to communicate to the Siebel CORBA Object Manager.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Lexis-Nexis Content Service	N/A	Siebel Content Services	Content. Newswire content with over 100 sources from national and regional newspapers and business magazines.	7.7.0 or higher
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.	7.7.0 or higher
Mainsoft Visual MainWin	5.0.2	Siebel Server Extensions for Unix	Embedded. Facilitates development on both Windows and Unix platforms using a single code-base.	7.7.0 or higher
Market Guide Content Service	N/A	Siebel Content Services	Content. Database of public company profiles.	7.7.0 or higher
Microsoft cabwiz.exe	2.0.0.7292	Siebel Consumer Goods Handheld, Siebel Pharma Handheld, Siebel Medical Handheld	Embedded. Used to create cab files during installation.	7.7.0 or higher
Microsoft HTTPSVR Sample code	N/A	Not supported in this release	Embedded. HTTP Server.	7.7.0 or higher
Microsoft SQL Server CE	2.0	Siebel Handheld applications	Embedded. RDBMS for handheld applications.	7.7.0 or higher
Microsoft Visual Studio 7.0 Runtime Components	7.0.9466.0	Siebel Installer	Embedded.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Miller Heiman Strategic Selling Methodology Strategic Selling® is a registered Trademark of Miller Heiman, Inc. The "Siebel Strategic Selling" Blue Sheet and materials are a customized version of Miller Heiman, Inc.'s Strategic Selling® methodology, © Miller Heiman, Inc. All rights reserved. Used with permission of Miller Heiman, Inc.	N/A	Siebel Strategic Selling	Embedded. Automatically generates Blue Sheet report to help sales representatives track key opportunities.	7.7.0 or higher
MobileSys MX	1.4	Siebel Wireless Messaging	Distributed. Wireless messaging engine that supports sending wireless messages using protocols such as SMS, TAP, and SMTP to a variety of wireless network operators globally.	7.7.0 or higher
Mystic River Softbridge Basic Language SDK	5.4	Siebel Tools	Embedded. Siebel VB Scripting Engine.	7.7.0 or higher
Nombas ScriptEase Integration Software Developers Kit (portions of)	4.30c	Siebel Tools	Embedded. Siebel eScript scripting language.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ProtoView Data Table DLL	N/A	Siebel System Software	Embedded. Provides interface controls for client.	7.7.0 or higher
Pumatech Intellisync	5.3.1	Siebel Client Sync	Embedded. Allows synchronization of contact and calendar information between Siebel applications and personal information management devices.	7.7.0 or higher
RSA Security BSAFE CERT-C	2.7	Siebel Email Response	Embedded. Encrypts email messages.	7.7.0 or higher
RSA Security BSAFE Crypto-C	6.1.1	Siebel eBusiness Applications	Embedded. Provides data encryption algorithms.	7.7.0 or higher
RSA Security BSAFE Crypto-J	3.4.3	Siebel System Software	Embedded. Provides data encryption algorithms.	7.7.0 or higher
RSA Security BSAFE SSL-C	2.4	Siebel eBusiness Applications	Embedded. Provides encryption between Web servers and application servers.	7.7.0 or higher
RSA Security BSAFE SSL-J	4.1.4	Siebel eBusiness Applications	Embedded. Provides encryption between the Siebel application server and J2EE application servers.	7.7.0 or higher
SAP RFC SDK compiled header files	4.6C	Siebel Connector for SAP R/3	Embedded. Provides RFC access to SAP R/3.	7.7.0 or higher
Search Software America SSA-NAME3	2.1	Siebel Data Quality Matching Server	Distributed. Duplicate Data Identification.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond Alert Agent V. 4.5.3	4.5.3	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond. Limited to two-CPU server, two application connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond C Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond COBOL Copybook Converter V. 4.5.2 (Included with CICS e*Way)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Gate API Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Gate Integrator Core Product and Development Software	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Insight Business Process Manager	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way EAI Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connects Siebel application to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way EIM Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Event-Driven Adapter for Siebel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter for SAP (BAPI V. 4.5,x BDC V. 4.5,x EDI V. 4.5,x)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5 for Portal	4.5	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ADABAS/ Natural	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Apache Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ATG Dynamo	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Batch FTP**	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Bloomberg Portfolio Management	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Blue Martini	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for BroadVision	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CGI Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CICS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Clarify	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for COM/DCOM	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.X for Commerce One Marketsite	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CORBA-VisiBroker Client	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for CORBA-VisiBroker Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for DataChannel	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for DB2 Universal Database	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Dial-Up	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for e-Mail	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for HTTP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for HTTPS (SSL)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for IMS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for iPlanet Application Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for iPlanet Web Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Jacada Enterprise/Access	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for JD Edwards	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for LDAP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Lotus Notes	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MQSeries	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MS IIS	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for MSMQ	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for ODBC	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Oracle	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Oracle Financials	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for PeopleSoft (Batch & Message Agent)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for PeopleSoft (XML/HTTP)	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Remedy	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for S.W.I.F.T ADK	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for SNA	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for SQL Server	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for Sybase	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for TCP/IP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for TCP/IP HL7	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for WAP	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond e*Way Intelligent Adapter V. 4.5.x for WebSphere	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond ETD Library V. 4.5.1 – cXML	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond ETD Library V. 4.5.1 – HL7 (Included with TCP IP HL7 e*Way)	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond ETD Library V. 4.5.1 – UCCnet	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond ETD Library V. 4.5.2 – SWIFT (Included with SWIFT ADK e*Way)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond ETD Library V. 4.5.3 – xCBL	4.5.3	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond HTML Converter V. 4.5.2 (Included with HTTP and HTTP(S) e*Ways)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond IQ Transport V. 4.5.1 (Oracle)	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond IQ Transport V. 4.5.2 (MQSeries)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond IQ Transport V. 4.5.2 (ODBC)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond IQ Transport V. 4.5.2 (Sybase)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond Java Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond MONK Generic e*Way Extension Kit V. 4.5.x	4.5.x	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond Schema Bridge V. 4.5.1	4.5.1	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
SeeBeyond Secure Messaging Extension V. 4.5.2 (Monk)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond Secure Messaging Extension V. 4.5.2 (Java)	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond SNMP Agent V. 4.5.2	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
SeeBeyond XML Toolkit V. 4.5.2	4.5.2	Siebel Call Center and ERM Real Time Integration Solution Powered by SeeBeyond - Limited to 2CPU Server, Two Application Connections	Distributed. Allows Siebel customers to connect Siebel applications to other systems and applications.	7.7.0 or higher
Sybase Adaptive Server Anywhere (ASA)	8.0.2.4505	Siebel Remote, Siebel Tools	Embedded. Database engine used by Siebel Mobile Web Client (using Siebel Remote) and for the demo databases shipped with the Siebel client and Siebel Tools.	7.7.2.2 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Tetradyne SourceView ActiveX Control	3.0.3	Siebel Tools	Embedded. Provides color-coded, syntax highlighting to the Siebel Script Editor.	7.7.0 or higher
The Open Group Application Response Measurement (ARM) Standard	N/A	Siebel eBusiness Applications	Embedded. Enables measurement of application availability, performance, usage, and transaction response time.	7.7.0 or higher
The Open Group X Window System	x11 R6	Siebel Server Extensions for Unix	Distributed. OS libraries used for Siebel Object Manager on Unix platforms.	7.7.0 or higher
The Open Group Application Response Measurement (ARM) Standard	N/A	Siebel eBusiness Applications	Embedded. Enables measurement of application availability, performance, usage, and transaction response time.	7.7.0 or higher
Visual Mining ChartWorks Server	3.7	Siebel eBusiness Applications	Distributed. Supports charting capabilities within Siebel applications.[1]	7.7.0 or higher
webMethods Adapter Development Kit	1.5	Siebel Partner Web Services	Distributed. This is a development kit that allows brand owners to develop their own adapters to other applications.	7.7.0 or higher
webMethods Ariba Supplier OnRamp	1.51	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the brand owner to connect the Integration Server to Ariba.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods B2B Adapter - SAP R/3 Edition	4.01	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to SAP R/3.	7.7.0 or higher
webMethods Baan Adapter	1.5	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the partner to connect the Partner Server to Bann.	7.7.0 or higher
webMethods BroadVision Adapter	1.2	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to Broadvision.	7.7.0 or higher
webMethods Business Integrator Server	4.6	Siebel Partner Web Services	Distributed. An Integration Business Process Flow Designer used to design integration workflows.	7.7.0 or higher
webMethods CommerceOne MarketSite OnRamp	3.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. This adapter allows the brand owner to connect the Integration Server to CommerceOne.	7.7.0 or higher
webMethods Developer, Admin Consoles for Trading Networks and Business Integrator	4.6	Siebel Tools for Partner Web Services	Distributed. Development tool to develop on the WebMethods Integration Server.	7.7.0 or higher
webMethods Integration Server	4.6	Siebel Partner Web Services	Distributed. Allows a brand owner to connect to partner systems.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods J. D. Edwards WorldSoftware Adapter	1.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to JD Edwards.	7.7.0 or higher
webMethods MQSeries Adapter	2.1	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to IBM MQ Series.	7.7.0 or higher
webMethods MSMQ Adapter	1.5	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to MSMQ.	7.7.0 or higher
webMethods Oracle Applications Adapter	2.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to Oracle Applications.	7.7.0 or higher
webMethods Partner Server	4.6	Siebel Partner Web Services, Additional Partner Server Pack	Distributed. A limited license webMethods Integration Server that is deployed at a partner site. The partner server can only communicate back to the brand owner's server.	7.7.0 or higher

Table 55. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
webMethods PeopleSoft (7.5.4, 7.5.7, 7.5.8, 8.0) Adapter	1.0	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Partners will be given one adapter with the Partner Server. This adapter allows the partner to connect the Partner Server to PeopleSoft.	7.7.0 or higher
webMethods RosettaNet Module	4.6	Siebel Partner Web Services, Additional Partner Server Adapter Instance	Distributed. Facilitates the development of RosettaNet interfaces to partner systems.	7.7.0 or higher
webMethods Trading Networks Server	4.6	Siebel Partner Web Services	Distributed. A limited license webMethods Integration Server that is deployed at a partner site. The partner server can only communicate back to the brand owner's server.	7.7.0 or higher
Wintertree Software Sentry Spelling Checker Engine	5.14.11.0	Siebel eBusiness Applications	Embedded. Provides spell checking capabilities for Siebel eBusiness Applications.	7.7.0 or higher
Zlib	1.1.4	Siebel eBusiness Applications	Embedded. Compresses file attachments, Siebel Remote files and SISNAPI traffic.	7.7.0 or higher

1. Chartworks Server v.3.7, a Visual Mining product, is not certified for operation on Windows 2003. Oracle has tested the integration components of Visual Mining on Windows 2003. Oracle will respond to support requests for this platform combination, provided that the customer is using only supported functionality with Siebel applications, and Oracle will attempt to resolve reported issues, but may be limited in its ability to deliver a workaround or fix if a fix to the Visual Mining product is required.

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OpenGroup X Window System v.11.6

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10 Supported Upgrade Paths

About This Chapter

This chapter describes the supported upgrade paths to Oracle's Siebel 7.7.x. Please note that upgrading to Siebel 7.7.x requires an upgrade of all Siebel-supported relational database platform software. See Table 18 on page 42 for a list of supported relational database versions.

Upgrade Paths for Siebel Enterprise Server

Upgrading to the appropriate RDBMS version, as indicated in the table, should be performed before upgrading to Siebel 7.7. For Siebel eBusiness Applications and Siebel Industry Applications, see *Upgrade Guide* for more information.

Table 56 lists the direct upgrade paths for Siebel Enterprise Server for Siebel eBusiness Applications and Siebel Industry Applications.

Table 56.   Supported Direct Upgrade Paths for Siebel eBusiness Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel eBusiness Applications	
Siebel 2000 (Release 6.0.1)	English, Japanese
Siebel 2000 (Release 6.0.2)	English
Siebel 2000 (Release 6.0.3)	Dutch, German, Italian, Spanish, Portuguese - Brazilian, Simplified Chinese
Siebel 2000 (Release 6.0.5)	French
Siebel 2000 (Release 6.2.1)	English, French, German, Spanish
Siebel 2000 (Release 6.2.2)	English
Siebel 2000 (Release 6.3)	English
Siebel 2000 (Release 6.3.1)	English
Siebel 7 (Release 7.0.3)	Danish, Dutch, English, French, German, Italian, Japanese, Portuguese- Brazilian, Spanish, Swedish
Siebel 7 (Release 7.0.4)	Danish, Dutch, English, French, German, Italian, Japanese, Korean, Hebrew, Brazilian Portuguese, Simplified Chinese, Spanish, Swedish

Table 56.   Supported Direct Upgrade Paths for Siebel eBusiness Applications and Siebel Industry Applications

Siebel Release	Supported Languages
Siebel 7 (Release v7.5.2)	English, French, Spanish, German, Italian, Danish, Swedish, Japanese, Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Hebrew, Korean, European Portuguese
Siebel 7 (Release v7.5.3)	
Siebel eBusiness Industry Applications	
Siebel eAutomotive 2000 (Release 6.0.1)	English
Siebel eAutomotive 2000 (Release 6.3)	English
Siebel eAutomotive 2000 (Release 6.3.1)	English
Siebel Communications Media & Energy 2000 (Release 6.0.1)	English, French, Spanish, European Portuguese, Brazilian Portuguese
Siebel Communications Media & Energy 2000 (Release 6.3)	English, German
Siebel Consumer Sector 2000 (Release 6.0.2)	English
Siebel Consumer Sector 2000 (Release 6.0.3)	English, French, German, Italian, Brazilian Portuguese, Spanish
Siebel Consumer Sector 2000 (Release 6.0.4)	English
Siebel Financial Services 2000 (Release 6.0.2)	Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish
Siebel Financial Services 2000 (Release 6.2.1)	English, French, Japanese
Siebel Financial Services 2000 (Release 6.3)	English
Siebel Financial Services (Release 7.0.3)	Dutch, English, French, German, Italian, Spanish
Siebel Financial Services (Release 7.0.4)	Dutch, Danish, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese
Siebel Life Sciences 2000 (Release 6.0.1)	English, French, German, Italian, Japanese, Spanish, Brazilian Portuguese
Siebel Life Sciences 2000 (Release 6.0.2)	English
Siebel Life Sciences 2000 (Release 6.3)	English
Siebel Industry Applications (Release 7.0.3)	English, French, German, Italian, Spanish

Table 56.   Supported Direct Upgrade Paths for Siebel eBusiness Applications and Siebel Industry
             Applications

Siebel Release	Supported Languages
Siebel Industry Applications (Release 7.0.4)	English, French, German, Italian, Japanese, Brazilian, Portuguese, Spanish, Swedish
Siebel Industry Applications (Release 7.5.2)	English, French, Spanish, German, Italian, Danish, Swedish, Japanese, Brazilian Portuguese, Simplified Chinese, Czech, Korean, European Portuguese

For customers on existing versions of Siebel eBusiness Applications that want to upgrade to Siebel
Industry Applications version 7.7, a two step-upgrade is required. Customers must first upgrade to
Siebel eBusiness Applications version 7.7, and then upgrade to the desired product.

11 Product and Platform Availability Updates

Product and Feature Availability

In some cases, Siebel products and features are not available in this release or are not available in certain operating environments, such as databases, Siebel Enterprise Server operating systems, or Siebel international localizations. Many of these limitations are due to third-party product support limitations. Oracle distinguishes between features and products. Products are separately licensed and purchased entities. Features, on the other hand, are incorporated within products and are not purchased separately. When a given feature is not available, the overarching product is generally still available.

Siebel 7.7 Product availability exceptions are listed in Table 57, and supersede content in other chapters of this System Requirements and Supported Platforms document. Feature availability exceptions are listed in Table 58 (for all products) and in Table 59 (for Siebel CRM).

Table 57. 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 multidisplay, multiprocess code pages are supported.
Siebel CTI Connect	Server OS	Only supported on Windows, due to third-party software limitationss (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.
Siebel eBusiness Applications	Release	LoadRunner 7.8 cannot be used in conjunction with the Siebel Correlation Library when load testing the Siebel Employee Relationship Management (ERM) application. See the release note associated with Change Request # 12-JHN28R for more details and a suggested workaround.

Table 57. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel eBusiness 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, Swedish, 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 Email Marketing Server	Language	Due to a third-party software limitations (Sun), Email Marketing Server is not supported with Sun JRE 1.4.2 or Sun JDK 1.4.2 for certain Japanese characters.
Siebel Incentive Compensation	Release	These Siebel Incentive Compensation products are neither available for new purchases, nor supported in this release. Note that Siebel Incentive Compensation Management and Siebel Incentive Compensation Management Advanced Planning and Modeling are not part of Siebel Customer Relationship Management. These products are sold separately.
Siebel Partner Community and Siebel Partner Portal	Browser	Siebel Partner Community and Siebel Partner Portal are not supported on AOL7.

Table 57. 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 Partner Web Services	Server OS	Not supported on Windows 2003 or AIX 5L 5.2 due to third-party product limitations (webMethods).
Siebel Personal Information Manager – Server Integration (PIMSI)	Release	Siebel Personal Information Manager – Server Integration (PIMSI) is not supported in this release.
Siebel Proposals and Presentations	Server OS	Not supported with Siebel Server on UNIX mid-tier platforms due to third-party software limitations (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 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 third-party software limitation (Banter), Siebel Smart Answer is not supported with Siebel Server on HP-UX or Windows 2003.

Table 57. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
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 Wireless Messaging	Platform	Due to third-party software limitations (MobileSys), Siebel Wireless Messaging is not supported with Siebel Server on AIX and HP-UX. Support is available with affected component running on Windows.

Table 58. 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).
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 can use the Transcode Business Service to convert the data from the format Oracle uses internally, Unicode UTF-16.

Table 58. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Custom Scripts for iBots (Siebel Delivers)	Platform	iBot triggering of custom scripts is not supported on the 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.
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 can use the Transcode Business Service to convert the data from the format Oracle uses internally, Unicode UTF-16.
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 as of Siebel 7.7.2.7.
Email and Calendar (Siebel Email Response and Siebel Calendar)	Client OS	Lotus Notes and Lotus Domino Server are not supported on Windows XP.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel eBusiness 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 eBusiness 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 eBusiness 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.

Table 58. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Integration to Microsoft Outlook (Siebel eBusiness 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 it 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 eBusiness Applications – Send Email)	Unicode Processing	As of Siebel 7.7.2.7, Novell GroupWise 6.0 is no longer supported.
Integration to Taxware for sales tax calculations (Siebel eSales)	Unicode Processing	Taxware provides limited Unicode support. Refer to *Siebel eSales Administration Guide* found 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 eBusiness 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 eBusiness Applications)	Language	Adobe Acrobat Reader is not supported in Brazilian Portuguese, Czech, Greek, Arabic or Hebrew. UI menu labels will not appear in Hebrew or Arabic, but PDF files containing Hebrew text can be viewed with the Adobe Acrobat Reader.

Table 58. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Pop Up Windows for Delegated User Administration, Pricing Promotion Selection, and Product Registration Queries of Customer Applications (Siebel eSales, Siebel eCustomer, Siebel eService, 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 that contains non-ASCII characters to Web-based email accounts.
Sending of non-English language pages (Siebel Paging)	Language	Not supported in this release.
Server load-balancing (Siebel eBusiness Applications)	Unicode Processing	Third-party software (Resonate) administration user interfaces (Dispatch Manager and CDAtion) can only process data entry in ASCII characters. Normal operation of Resonate load-balancing is not affected. The user interface is only used for initial setup and ongoing monitoring/startup/stop. Also, Resonate will not recognize any locale data/ Unicode characters in the configuration files and log files.
Siebel Calendar	Language	Siebel Calendar, which provides Gregorian calendar functionality, is not configurable for an Arabic calendar.
Siebel Handheld	Printer support	Some supported printers may not print some character symbols correctly.
Siebel Search and Siebel Advanced Search - Creation of Search Indices	Server OS and Database	Due to third-party software limitations (Hummingbird / Fulcrum), creating search indices is not supported on the following search server–database combinations: AIX 5L - DB2-Unicode, and Solaris - DB2 (Unicode and non-Unicode).

Table 58. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Siebel Search and Siebel Advanced Search	Platform	Due to third-party software limitations (Hummingbird / Fulcrum), Siebel Advanced Search (word-stemming and synonyms) is not supported in Hebrew or Arabic. However, Siebel Search is supported in Hebrew.
Siebel Web Engine	Release	See Release Notes categories General/Web Framework for specific detailed 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 eBusiness Applications)	Language	Spell checking is not supported in Japanese, Chinese (Simple and Traditional), Czech, Greek, Arabic, Hebrew, or Korean.
Siebel Mobile Web Client using a Tablet PC	Platform	Siebel Mobile Web Client using a Tablet PC is not supported in this release.
Signature Capture		Signature Capture is not available for Siebel 7.7 horizontal applications.
Survey Results (Siebel eBusiness Applications)	Unicode processing	Satmetrix does not support double/multibyte encoding on survey reports and they do not support Unicode. Oracle uses 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.
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.

Table 58. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
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 the feature availability exceptions in Table 58, Table 59 lists 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 that they intend to deploy.

Table 59. Feature Availability Exceptions Applicable to Siebel CRM

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

Table 59. Feature Availability Exceptions Applicable to Siebel CRM

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

Table 59. 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	eService, eCustomer	Contact Us Communication Channel Tiny Applet
Book/Cancel Appointment Buttons	Call Center, Sales, Service	Service Request Activity List Applet
Check Availability Button	eSales, eCustomer	Quote Form Applet – Current (eSales)
Compensable Field/Column	Call Center, Sales, Service	Admin Class Product List Applet Product Entry Applet Product Form Applet Product List Applet
Create Auction Button	Call Center, Sales, Service	Product Form Applet
Configuration File Field	Call Center, Sales, Service	Product Entry Applet Product Form Applet
Customize Button	Call Center, Sales, Service, eSales, eCustomer	Asset Mgmt – Asset Detail Applet FS Agreement Item List Applet Order Entry- Line Item List Applet Product Form Applet (eSales) Product List Applet - Add to Cart (eSales) Product Template Item List Applet Product Template Item List Applet 2 Quote Item List Applet

Table 59. Feature Availability Exceptions Applicable to Siebel CRM

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

Table 59. 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	eService, eCustomer	eService Account Quick Links Applet
New User Hyperlink	Partner Portal	Login Applet
Pricing Model Field	Call Center, Sales, Service	Price List Form Applet Price List Form Applet (Hidden) Price List Form Applet - Child Price List Item Form Applet
Siebel Marketing Campaign Field	Call Center, Sales, Service, Partner Portal	Campaign Description Parent Form Applet Campaign Description Parent Form Applet – Admin Campaign List Administration Applet (SCW)
Smart Answer Button	Call Center, Sales, Service, Partner Portal	Service Request Detail Applet

Table 59. 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