Siebel System Requirements and Supported Platforms

Version 8.0, Rev. Y

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Contents

Chapter 9: Supported Software and Ancillary Programs

Chapter 10: Supported Upgrade Paths

Chapter 11: Product and Feature Availability Updates

1 Introduction

This guide contains the definitive list of system requirements and supported platforms for Release 8.0. This chapter includes the following topics:

- Important Changes in the Current Revision
- Oracle's Siebel Documentation
- Oracle Welcomes Your Comments

Important Changes in the Current Revision

Table 1 documents important changes made in each revision of the document.

Table 1.   Revision History

Revision	Chapter	Section	Change
Y	7	Supported Relational Database Management Systems	In Table 13 on page 39, revised information about SNAC version support for Microsoft SQL Server 2008.
Y	9	Supported Software	In Table 12 on page 71, added support for Microsoft Office 2010.
Y	6	Supported Web Servers	In Table 12 on page 36, added support ed operating systems for HTTP Server 11g, clarified the Siebel versions that support Oracle HTTP Server 10g and Oracle HTTP Server 11g, and revised the bit information in the note in to row for Microsoft IIS 7.5.
Y	-	Throughout guide	Removed references to a desupported Siebel product.
Y	8	Language Support for Siebel CRM Desktop	Edited paragraph about Siebel CRM Desktop language support to indicate support for Arabic and Hebrew as of Siebel 8.0.0.13.
Y	6	Requirements for High Interactivity Clients (Employee Applications)	Revised the note about ActiveX above Table 6 on page 25.

Oracle's Siebel Documentation

Siebel documentation is available on My Oracle Support (https://support.oracle.com/) and on the documentation area of Oracle Technology Network (OTN) (http://www.oracle.com/technology/documentation/index.html).

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

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We appreciate your feedback.

2 Overview of Supported Environments

This chapter describes Siebel 8 Web client types and supported environments. This chapter also lists the internationalization and localization requirements. Chapter 4, "Hardware and Network Requirements," through Chapter 8, "Other Supported Platforms," contains a comprehensive list of hardware and software requirements, as well as supported and ancillary third-party software requirements.

This chapter includes the following topics:

■ Siebel 8 Web Client Types

■ Categorization of Siebel 8 Applications

■ Application Operating Modes

Siebel 8 Web Client Types

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

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

■ **Siebel Developer Web Client.** Siebel Developer Web Client is a highly interactive client delivered through Microsoft Internet Explorer to connect directly to a database server. It is intended for limited and restricted use by Siebel developers and Siebel administrators. Developers can use it as a quick and convenient testing platform to validate design and configuration changes, while administrators can perform administrative tasks directly with the database server when the Web server and Siebel Server are not available.

■ **Siebel Web Client.** Siebel Web Client runs in a standard browser from the client personal computer. The browser connects through a Web server to the Siebel Server, which executes business logic and accesses data from the Siebel Database.

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

■ **Siebel 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. For more information about requirements for Siebel Handheld, see "Siebel Handheld for Windows-Powered Devices" on page 55.

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

Categorization of Siebel 8 Applications

The two major groups of Siebel Business Applications are:

■ Applications usually used by internal employees of an enterprise.

These are called employee applications and generally run in High Interactivity mode. Examples are Siebel Call Center and Siebel PRM 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 PRM Partner Portal (a partner application).

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

NOTE: Siebel Microsite Management and Group News are employee applications, but they run in Standard Interactivity mode by default. They are optimized for a screen resolution of 1024x768. Customers deploying these applications in Standard Interactivity mode should follow requirements detailed under "Requirements for Standard Interactivity Clients (Customer and Partner Portal)" on page 29.

Homogeneous and Heterogeneous Server Environments

In homogeneous server environments, Siebel Gateway Name Server, Siebel Servers, and Web servers are all deployed on the same platform. In heterogeneous server environments, Siebel Gateway Name Server, Siebel Servers, and Web servers can be deployed on different supported platforms. Chapter 4, "Hardware and Network Requirements," Chapter 6, "Server Environment Requirements," and Chapter 7, "Supported Database Server Platforms," detail the combinations of database servers, application servers, Web server, and Siebel Gateway Name Server that can be deployed. If specific Siebel Server Components require a specific operating system, these components are listed in "Heterogeneous Component Dependencies" on page 11.

Mixed versions of the same platform are also supported. For example, IBM AIX 4.3.3 is supported with Siebel eBusiness Application version 7.0.4.0 or higher, and IBM AIX 5L is supported with Siebel eBusiness Application version 7.0.4.200 or higher. It is possible to run IBM AIX 4.3.3 on one Siebel Server with Siebel eBusiness Application version 7.0.4.200 and IBM AIX 5L on another Siebel Server, and with Siebel eBusiness Application version 7.0.4.200.

Heterogeneous Component Dependencies

The follow components have specific operating system dependencies at the application server level. Testing of heterogeneous environments should include testing of these components in mixed-heterogeneous environments.

- eDocuments Server

- Communications Server

- Gateway Name Server to all other Servers (install and startup)

- Replication

- Regional nodes on Windows

- Authentication

- Reports Server

- Analytics Server

- CTI Connect

- MQ Adapter

- Marketing Server

- Wireless and Wireless Messaging

- Email Response

- Integration to Microsoft Outlook

- Integration to Microsoft Project

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 that translate into a base set of supported Siebel application features (such as frames, menus, and multi-select). A Siebel application running in *Standard Interactivity* mode assumes the availability of and utilizes these base capabilities only. In general, these base capabilities are sufficient for the levels of interaction required by Siebel customer applications. Base browser functionalities commonly supported by most browsers that support Standard Interactivity are referenced in Table 9 on page 30. For more information about Standard Interactivity mode, see "Requirements for Standard Interactivity Clients (Customer and Partner Portal)" on page 29.

High Interactivity

The Microsoft Internet Explorer browser framework extends the base functionality described above and offers support for additional usability features such as drag and drop for setting column widths and positions, the ability to select rows and fields by clicking anywhere within the element, and selectively updating portions of the page based on data that changes. A Siebel application running in *High Interactivity* mode requires the Microsoft Internet Explorer's advanced capabilities in addition to the base capabilities. For more information about High Interactivity mode, see "Requirements for High Interactivity Clients (Employee Applications)" on page 25.

3 Globalization Requirements

This chapter includes the following topics:

■ Internationalization and Localization

Internationalization and Localization

Siebel Business Applications support internationalization and localization for specific languages based on customer demand. Siebel 8.0 includes localization support for the languages listed in Table 2, where Yes indicates support. Please contact your Oracle representative for updates on supported languages.

Table 2.   Localized Languages for Release 8.0

Language Description	Language Code	Siebel Business Applications	Siebel Handheld Applications[1]	Siebel Wireless Applications	Supported Database Code Pages[2]
Arabic	ARA	Yes	No	No	Unicode
Chinese (Simplified)	CHS	Yes	Yes	No	Unicode
Chinese (Traditional)	CHT	Yes	Yes	No	Unicode
Czech	CSY	Yes	No	No	Unicode
Danish	DAN	Yes	Yes	Yes	CP1252/5248 Unicode
Dutch	NLD	Yes	Yes	Yes	CP1252/5248 Unicode
English	ENU	Yes	Yes	Yes	CP1252/5248 Unicode
Finnish	FIN	Yes	No	No	CP1252/5248 Unicode
French	FRA	Yes	Yes	Yes	CP1252/5248 Unicode
German	DEU	Yes	Yes	Yes	CP1252/5248 Unicode
Hebrew	HEB	Yes	No	No	Unicode

Table 2.   Localized Languages for Release 8.0

Language Description	Language Code	Siebel Business Applications	Siebel Handheld Applications[1]	Siebel Wireless Applications	Supported Database Code Pages[2]
Italian	ITA	Yes	Yes	Yes	CP1252/5248 Unicode
Japanese	JPN	Yes	Yes	Yes	CP932/943 Unicode
Korean	KOR	Yes	No	Yes	Unicode
Portuguese (Brazilian)	PTB	Yes	Yes	Yes	CP1252/5248 Unicode
Portuguese (European)	PTG	Yes	Yes	No	CP1252/5248 Unicode
Spanish	ESN	Yes	Yes	Yes	CP1252/5248 Unicode
Swedish	SVE	Yes	Yes	Yes	CP1252/5248 Unicode
Thai	THA	Yes	No	No	Unicode

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

2. Table 15 on page 43 lists the Traditional Database Code Pages.

Please note the following additional information about language support:

■   English language is available on all supported database code pages.

■   IBM DB2 UDB for OS/390 and z/OS is not supported in any language other than English (ENU) for Siebel Business Applications. For Siebel Industry Applications, IBM DB2 UDB for OS/390 and z/OS is supported for the following languages: English (ENU), French (FRA), German (DEU), Spanish (ESN), Italian (ITA), Japanese (JPN), Dutch (NLD), PTG (Portuguese – European), PTB (Portuguese - Brazilian), and Chinese (Traditional).

■   Siebel client installers do not have Thai (THA), Hebrew (HEB), and Arabic (ARA) versions of the installer user interface. When installing the Thai, Hebrew, and Arabic localized versions of a client product, you must choose another language to use during the install process. For more information about installation, see *Siebel Installation Guide* for the operating system you are using.

See *Siebel Global Deployment Guide* for detailed information about common global deployment terminology, about global deployment scenarios, and about how to plan your global deployment.

4 Hardware and Network Requirements

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

■ Siebel Server Environment Hardware Requirements

■ Server Network Requirements

■ Siebel Client Environment Hardware Requirements

■ Client Network Requirements

NOTE: Requirements described in this chapter should be used only as a guideline; they do not take into consideration various factors that affect scalability and performance. Consult Global Customer Support or your hardware vendor for capacity planning or sizing assistance.

Siebel Server Environment Hardware Requirements

Table 3 lists the minimum hardware requirements for the Siebel Server environment.

Table 3.   Minimum Siebel Server Environment Hardware Requirements

Platform	Siebel Server Environment	Minimum Hardware Required
IBM AIX 5L version 5.3	Siebel Gateway Name 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
	Database Server	As recommended by DB vendor
Microsoft Windows 2003 Standard Edition	Siebel Gateway Name Server	PIII XEON @ 500 MHz with 256 MB memory
Microsoft Windows 2003 Enterprise Edition	Siebel Server	PIII XEON with two processors @ 500MHz with 1 GB memory
Microsoft Windows 2003 Datacenter Edition	Web Server	PIII XEON @ 500 MHz with 512 MB memory
	Database Server	As recommended by DB vendor
Sun Solaris 10	Siebel Gateway Name 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
	Database Server	As recommended by DB vendor
HP-UX 11i v2 for Itanium	Siebel Gateway Name Server	One HP Integrity Server with a single processor @ 1.4 GHz and 256 MB memory
	Siebel Server	One HP Integrity Server with two processors @1.4 GHz and 1 GB memory
	Web Server	One HP Integrity Server with a single processor @ 1.4 GHz and 256 MB memory
	Database Server	As recommended by DB vendor

Table 3. Minimum Siebel Server Environment Hardware Requirements

Platform	Siebel Server Environment	Minimum Hardware Required
Red Hat Enterprise Linux 4	Siebel Gateway Name 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
	Database Server	As recommended by DB vendor
Oracle Enterprise Linux 4	Siebel Gateway Name 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
	Database Server	As recommended by DB vendor
Novell SUSE Linux Enterprise Server 9	Siebel Gateway Name 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
	Database Server	As recommended by DB vendor

NOTE: Siebel environments (except Handheld applications) are supported on Windows XP with the "Multilingual User Interface" (MUI) installed. It should be noted that the MUI environment will display Microsoft help text and errors messages in the base language, English, instead of the localized enabled language, such as Japanese.

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

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

Up to 1 GB of disk space can be required on each application server for installation of Siebel Enterprise Server software. In addition, servers operating Siebel Remote require 15 MB of usable disk space for each mobile user. Oracle recommends 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 disks or fault-tolerant disk arrays for all Siebel Server, file system servers, and database servers.

Hardware or software 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, SAN or comparable configurations.

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

Customers are responsible for insuring that clustering is supported on each respective Siebel Server component. Oracle customers are responsible for making sure that Siebel Server hardware operates with the supported server operating systems and clustering solutions.

See Table 10 on page 31 for a list of supported server operating systems and see Table 12 on page 36 for a list of supported Web servers.

Server Network Requirements

Siebel Enterprise Server machines require:

■ A TCP/IP LAN with a minimum 100Mb/s connection between the database that hosts the Siebel data and the Siebel Servers (this includes all the Siebel associated server components).

■ A TCP/IP LAN or WAN with a minimum 100Mb/s connection between the Siebel Servers and the Web Servers fronting the Siebel application.

■ A TCP/IP LAN or WAN with a minimum 100Mb/s connection between the Web Servers fronting the Siebel application and the Web browsers.

■ For customer applications such as eSales, eService, and so forth, a 56kbps or faster modem is advised. If lower-bandwidth modems are used, the application will be functional, but performance degradation can be expected.

Firewall Proxy/Reverse Proxy Support

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

Siebel File System Requirements

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

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

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

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

Siebel Client Environment Hardware Requirements

Table 4 on page 20 represents the absolute minimum memory requirements under which High Interactivity clients would operate, but would not necessarily provide reasonable performance. Use of third-party software required for some features is not factored in, nor are requirements such as virus protection, local firewalls, and so on.

Table 4 on page 20 also represents the recommended memory requirements for High Interactivity clients that will provide reasonable performance for most customer deployments. If customers increase the number of views to be cached, the memory requirements may increase. Use of third-party software required for some features is not factored in, nor is software not needed by the Siebel application, such as virus protection, local firewalls, and so on. Unless a significant amount of third-party software is used, it is recommended that you follow the memory requirements listed in this table.

NOTE: If you are running Siebel 8.0 applications on Microsoft Windows 2000 client, please read the following important information:

■ Customers must have an extended support agreement with Microsoft, and must be willing to accept the risk that even with an extended support agreement, it may not be possible to resolve all of the issues that customers might experience.

■ Customers should have a plan in place to upgrade to a more recent version of the Microsoft Windows operating system.

■ As stated in Table 4, Siebel Mobile Web Client and Siebel Tools are not supported on Microsoft Windows 2000 client.

Table 4.   Minimum and Recommended Hardware Requirements for High Interactivity Clients

Client Type	CPU and Storage Requirements	Windows 2000		Windows XP	
		Minimum	Recommended (with Third-Party Software)[1]	Minimum	Recommended (with Third-Party Software)[1]
Siebel Web Client- High Interactivity (Employee) Applications	One PII 500 MHz or Celeron 800 MHz class processor, 20 MB of storage	96	192 (224)	160	256 (288)
Siebel Mobile Web Client- High Interactivity (Employee) Applications	One PII 500 MHz or Celeron 800 MHz class processor, 1 GB of storage	Not supported	Not supported	288	352 (384)
Siebel Tools Client	One PII 500 MHz or Celeron 800 MHz class processor, 650 MB of storage	Not supported	Not supported	414	512 (576)

1. Note that the values in parentheses represent the recommended requirements when the use of third-party software is factored in.

Client Network Requirements

■ **Siebel Web Client—Customer Applications** such as Sales, Service, and so on should use a 56kbps modem or better to the web servers fronting the Siebel applications. If lower bandwidth modems are used, the application will be functional, but performance degradation can be expected. This will be the case with any Web site users access.

■ **Siebel Web Client—Employee Applications** should use a LAN or WAN connection to the web servers fronting the Siebel applications. The connection needs to support the HTTP protocol.

■ **Siebel Mobile Web Client—Employee Applications** should use a TCP/IP connection to the Siebel Servers it synchronizes with. The Siebel Server is specified in the configuration (CFG) file local to the Siebel Mobile Web Client.

■ **Siebel Tools Client** should use either a TCP/IP LAN or WAN for the connections to the DBMS hosting the Siebel data and repository. Further, the connection should also have access to the Web servers hosting the Siebel test environment.

5 Client Environment Requirements

This chapter describes the software platform requirements for the Siebel Business Applications clients. Required software included are those products that must be installed separately by the user on the client machine in order to achieve basic Siebel functionality. Siebel applications can be deployed in two modes—in Standard Interactivity (SI) mode or in High Interactivity (HI) mode.

This chapter includes the following topics:

- Deployment Modes for Applications
- Supported Deployment Modes by Application Categorization
- Requirements for High Interactivity Clients (Employee Applications)
- Requirements for Standard Interactivity Clients (Customer and Partner Portal)

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 8 Applications" on page 10.

Deployment Modes for Employee Applications

Siebel employee applications only run in the High Interactivity deployment mode, with the exception of Microsite Management and Group News (formerly known as ERM). See "Categorization of Siebel 8 Applications" on page 10 and "Requirements for High Interactivity Clients (Employee Applications)" on page 25 for more information about the High Interactivity mode and its client requirements.

Deployment Modes for Partner Applications

There are two relevant Siebel partner applications—Siebel Partner Manager and Siebel Partner Portal. Siebel Partner Manager is an employee application that is used by channel and alliance professionals to administer and manage their partner base. Because Siebel Partner Manager is only meant for the employees, it only supports High Interactivity mode. Siebel Partner Portal is an application for partner users. It supports both Standard Interactivity mode and High Interactivity mode. Oracle strongly recommends 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 Sun Java Runtime Environment), then deploying Siebel Partner Portal in High Interactivity may be a viable option. See the appropriate deployment mode section for additional information on client requirements.

There are exceptions to Siebel Partner Portal's support of both Standard Interactivity (SI) mode and High Interactivity (HI) mode for some vertical applications, as shown in Table 5 on page 24.

Deployment Modes for Customer Applications

Siebel customer applications only run in the Standard Interactivity mode. See "Requirements for Standard Interactivity Clients (Customer and Partner Portal)" on page 29 for more information about the Standard Interactivity mode and its client requirements.

Supported Deployment Modes by Application Categorization

Table 5 lists the supported deployment modes by application categorization.

Table 5.   Supported Deployment Modes by Application Categorization

Product Name	Standard Interactivity (SI)	High Interactivity (HI)
Employee Applications (CRM)	No	Yes
Customer Applications	Yes	No
Partner Applications (Partner Manager)	No	Yes
Partner Applications (Partner Portal)*	No	No
Siebel Partner Portal	Yes	Yes
Siebel SIA Partner Portal	Yes	Yes
Siebel Apparel & Footwear Partner Portal	Yes	No
Siebel Consumer Goods Partner Portal	No	Yes
Partner Applications (Partner Portal)*	No	No
Siebel Dealer	No	Yes
Siebel Healthcare Provider Portal	Yes	No
Siebel Service Provider Portal	Yes	No
Siebel Finance Partner Portal	Yes	Yes
Siebel Agent Portal	Yes	No
Partner Applications (Partner Portal)*	No	Yes
Siebel Clinical Partner Portal	Yes	No

Table 5.   Supported Deployment Modes by Application Categorization

Product Name	Standard Interactivity (SI)	High Interactivity (HI)
Siebel Partner Portal for CME**	No	Yes

* High Interactivity deployment requires configuration of browser related settings and software. See the Siebel Bookshelf on the documentation area of Oracle Technology Network (OTN) and My Oracle Support for the latest requirements.

** High Interactivity requires that customers apply documented configurations for Shopping Cart Transfer, Partner Satisfaction, and Partner Commerce. User Registration is not supported in HI. This applies to all industry 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 8 Applications" on page 10.

Table 6 lists the supported Web browser and client operating system combinations for High Interactivity mode deployments, where Yes indicates support. See Table 8 on page 28 for information about supported versions, required minimum patch levels, and other third-party software requirements. Siebel applications work in the supported browsers, including when the browser is an ActiveX control.

NOTE: The Siebel Client environments are supported on Windows XP with Microsoft's "Multilingual User Interface" (MUI) installed. Using MUI will result in certain OS UI elements, such as menus and dialogs, being displayed in the MUI language chosen, while others display in English. This is due to a Microsoft defect.

NOTE: Siebel ActiveX controls are supported for High Interactivity, and work in both 32-bit and 64-bit environments, but only the 32-bit version of Internet Explorer is supported.

Table 6.   Supported Web Browsers for High Interactivity Clients

Client Operating System	Browser[1]		
	Microsoft Internet Explorer 6.0	Microsoft Internet Explorer 7.0[2]	Microsoft Internet Explorer 8.0[3]
Microsoft Windows XP Professional SP3 or above	Yes	Yes	Yes
Microsoft Vista[4]	No	Yes	Yes
Microsoft Windows XP Tablet PC Edition 2005 SP2 or above	Yes	No	No
Microsoft Windows 7 Professional and above[5]	Yes	Yes	Yes

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

2. Note that Microsoft Internet Explorer 7.0 is supported as of the 8.0.0.2 Fix Pack.

3. Note that Microsoft Internet Explorer 8.0 is supported as of the 8.0.0.8 Fix Pack.

4. Note that Microsoft Vista is supported as of the 8.0.0.3 Fix Pack.

5. | Note that Microsoft Windows 7 is supported as of the 8.0.0.9 Fix Pack.

Table 7 lists the third-party software products that must be installed on the various Siebel client machines on which you will run Siebel Developer Web Clients. These products are not provided by Oracle; they must be obtained by the customer.

NOTE: Table 7 includes the latest supported versions of required client software. In some instances, a newer version may be supported in a maintenance release of Siebel Business Applications.

Table 7.   Software Requirements for the Siebel Developer Web Client

Third-Party Product	Prerequisites and Notes	Applicable Release
IBM UDB Runtime Client 8.1	For customers connecting to UDB for OS/390 and System z deployments, the Runtime Client 8.1 should be used in conjunction with a UDB Connect EE server, version 8.1. FixPak 12 or above is a prerequisite for IBM UDB LUW and UDB for OS/390 and System z deployments. The FixPak can be found at: http://www-306-ibm.com/ software/data/db2/udb/support/ downloadv8_linuxx8624kernelk.html#r12.	8.0
IBM UDB Connect PE 8.2	FixPak 12 or above is required for IBM UDB for OS/390 and System z deployments where UDB Runtime Client/ UDB Connect is used. The FixPak can be found at: http://www-306-ibm.com/ software/data/db2/udb/support/ downloadv8_linuxx8624kernelk.html#r12.	8.0
Microsoft Windows XP Professional	Service Pack 2 or above is a prerequisite for customers running Windows XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/windowsxp/downloads/ updates/default.mspx Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/ default.aspx?scid=kb;en-us;Q324720	8.0

Table 7.   Software Requirements for the Siebel Developer Web Client

Third-Party Product	Prerequisites and Notes	Applicable Release
Microsoft Vista		8.0.0.3
Microsoft SNAC (SQL Native Client)	SNAC is a prerequisite for customers connecting to a Microsoft SQL Server 2005 deployment. Microsoft makes it available on their support site: http://support.microsoft.com/default.aspx?scid=kb;EN-US;828396	8.0
Microsoft Internet Explorer 6.0	Internet Explorer 6.0 Service Pack 2 or above is a prerequisite for customers running Microsoft Windows XP Professional. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx Cumulative Security Update for Internet Explorer 6 Service Pack 2 (KB867801) or above is a prerequisite. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&displaylang=en Sun Java Runtime Environment (JRE) 1.5.0 or above is a prerequisite.	8.0
Microsoft Internet Explorer 7.0	N/A	8.0.0.2
Microsoft Internet Explorer 8.0	N/A	8.0.0.8
Microsoft Windows XP Tablet PC Edition 2005	N/A	8.0
Oracle Net Services (shipped with Oracle 10g)	For Oracle 10g deployments, this allows the client and the server to communicate.	8.0

Table 8 includes information about supported versions, required minimum patch levels, and other third-party software requirements for High Interactivity clients.

Table 8.   Software Requirements for High Interactivity Clients

Third-Party Product	Prerequisites and Notes	Applicable Release
Microsoft Windows XP Professional	Service Pack 2 is a prerequisite for customers running Windows XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/windowsxp/downloads/updates/default.mspx. Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720.	8.0
Microsoft Vista	N/A	8.0.0.3
Microsoft Internet Explorer 6.0	Internet Explorer 6.0 Service Pack 2 or above is a prerequisite for customers running Microsoft Windows XP Professional. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx Cumulative Security Update for Internet Explorer 6 Service Pack 1 (KB867801) or above is a prerequisite. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&displaylang=en Sun Java Runtime Environment (JRE) 1.5.0 or above is a prerequisite.	8.0
Microsoft Internet Explorer 7.0	N/A	8.0.0.2
Microsoft Internet Explorer 8.0	N/A	8.0.0.8

Deployment Requirements/Settings

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

Requirements for Siebel Tools

Siebel Tools is supported on the following operating systems:

■ Microsoft Windows XP SP3

■ Microsoft Windows Vista SP2 (32-bit)

■ Microsoft Windows 7 (32-bit)

NOTE: Clients do not run on 64-bit operating systems unless the operating system is run in 32-bit mode.

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 8 Applications" on page 10.

Table 9 lists the supported Web browsers and client operating systems for customer and partner applications, where Yes indicates support.

NOTE: If you are running Siebel 8.0 applications on Microsoft Windows 2000 client, please read the following important information:

■ Customers must have an extended support agreement with Microsoft, and must be willing to accept the risk that even with an extended support agreement, it may not be possible to resolve all of the issues that customers might experience.

■ Customers should have a plan in place to upgrade to a more recent version of the Microsoft Windows operating system.

■ As stated in Table 4 on page 20, Siebel Mobile Web Client and Siebel Tools are not supported on Microsoft Windows 2000 client.

NOTE: For information about the recommended settings for Internet Explorer browsers, see Article 1066053.1 (Article ID) on My Oracle Support.

Table 9.   Supported Web Browsers for Standard Interactivity Clients

Browser	Operating System							
	Microsoft Windows 7[4]	Microsoft Windows XP SP2	Microsoft Vista[1]	Microsoft Windows 2000 with SP 4 or above	Apple Mac OS X 10.4.3 Client	Novell SUSE Linux Desktop 9	Red Hat Linux 4 Desktop Workstation	Oracle Enterprise Linux 4
Microsoft Internet Explorer 6.0	No	Yes	No	Yes	No	No	No	No
Microsoft Internet Explorer 7.0[2]	No	Yes	Yes	No	No	No	No	No
Microsoft Internet Explorer 8.0[3]	No	Yes	Yes	No	No	No	No	No
Safari 2.0.1	No	No	No	No	Yes	No	No	No
Mozilla Firefox 1.5.0.4	No	Yes	No	Yes	Yes	Yes	Yes	Yes

1.   Note that Microsoft Vista is supported as of the 8.0.0.3 Fix Pack.

2.   Note that Microsoft Internet Explorer 7.0 is supported as of the 8.0.0.2 Fix Pack.

3.   Note that Microsoft Internet Explorer 8.0 is supported as of the 8.0.0.8 Fix Pack.

4.| Note that Microsoft Windows 7 is supported as of the 8.0.0.9 Fix Pack.

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, English, instead of the localized enabled language, such as Japanese. This is due to a Microsoft defect.

6 Server Environment Requirements

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

- Supported Siebel Enterprise Server Operating Systems
- Cluster Technology Support
- Virtual Machine Environments
- Supported Web Servers
- Supported Application Servers

Supported Siebel Enterprise Server Operating Systems

Table 10 lists the operating systems and 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.

Table 10.   Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level	Siebel Applications Version
IBM AIX 5L version 5.3	Maintenance Level 4 or above. IBM makes this maintenance level available at: http://www-933.ibm.com/support/fixcentral/ C++ Runtime version 7.0.0.1 or above is required	8.0
Microsoft Windows 2003 Standard Edition (32-bit) Microsoft Windows 2003 Enterprise Edition (32-bit) Microsoft Windows 2003 Datacenter Edition (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	8.0

Table 10.   Software Requirements for Siebel Enterprise Server

Operating System Supplier and Product	Patch Level	Siebel Applications Version
Sun Solaris 10 (SPARC Compatible)	Solaris Update 1 or above 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.	8.0
HP-UX 11i v2 for Itanium	Gold Base Patches for HP-UX 11i v2, B.11.23 September 2004 patch bundle or above. Gold Applications Patches for HP-UX 11i v2, B.11.23 September 2004 patch bundle PHSS_31855 A.05.61 PHSS_32765 PHSS_31851 PHSS_31853 PHCO_30254 PHCO_30255 PHCO_30256 HP makes these patches available at: http://itrc.hp.com	8.0
Red Hat Enterprise Linux 4 (32-bit)	Update 2 or above is available at http://www.redhat.com.	8.0.0.3 or above
Novell SUSE Linux Enterprise Server 9 (32-bit)	SP2 or above is available at http://download.novell.com.	8.0
Oracle Enterprise Linux 4 Kernel level 2.6.9-42.0.0.0.1 (32-bit)	Update 2 or above is available at http://edelivery.oracle.com/.	8.0

Software Requirements for Siebel Enterprise Server— Binary Compatibility Support

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

Table 11 lists the software requirements for Binary Compatibility support for Siebel Enterprise Servers.

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

Operating System and Product	Patch Level	Siebel Applications Version
Microsoft Windows 2008 Standard Edition (32-bit) Microsoft Windows 2008 Enterprise Edition (32-bit) Microsoft Windows 2008 Datacenter Edition (32-bit)	SP 1 or above. Microsoft makes Service Packs available at http://technet.microsoft.com/en-us/windowsserver/2008/default.aspx.	8.0.0.3 or above
Microsoft Windows 2008 R2 Standard Edition (64-bit) Microsoft Windows 2008 R2 Enterprise Edition (64-bit) Microsoft Windows 2008 R2 Datacenter Edition (64-bit)	Base level or above. Microsoft makes Service Packs available at http://technet.microsoft.com/en-us/windowsserver/2008/default.aspx.	8.0.0.12 or above
Red Hat Enterprise Linux 5 kernel level 2.6.18-53el5 (32-bit)	Update 4 or above is available at: http://www.redhat.com. The following RPMs are required: ■ libstdc++-3.4.6-3.1 ■ compat-libstdc++-33-3.2.3-47.3 ■ libgcc-3.4.6-3.1	8.0.0.11 or above

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

Operating System and Product	Patch Level	Siebel Applications Version
Red Hat Enterprise Linux 5.4 kernel level 2.6.18-164.0.0.0.1.el5 (64-bit)	Update 4 or above is available at: http://www.redhat.com. The following RPMs are required: ■ libstdc++-3.4.6-3.1 ■ compat-libstdc++-33-3.2.3-47.3 ■ libgcc-3.4.6-3.1	8.0.0.11 or above
HP-UX v3 Itanium	HPUX11i-BOE B.11.31.0903 HP-UX Base Operating Environment Apache 3.0.3 HP makes these patches available at: http://itrc.hp.com	8.0.0.7 or above
IBM AIX 6L version 6.1	TL Level 6 with SP2 or above. IBM makes this maintenance level available at: https://techsupport.services.ibm.com/server/aix.fdc?toggle=DNDML C++ Runtime version 7.0.0.1 or above is required	8.0.0.12
Novell SUSE Enterprise Server 10 2.6.16.60-0.21 or later (32-bit)	Update 1 or above is available at: http://download.novell.com. The following RPMs are required: ■ libstdc++-3.4.6-3.1 ■ compat-libstdc++-33-3.2.3-47.3 ■ libgcc-3.4.6-3.1	8.0.0.3

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

Operating System and Product	Patch Level	Siebel Applications Version
Oracle Enterprise Linux 5 kernel level 2.6.18-53el5 (32-bit)	Update 4 or above is available at: http://edelivery.oracle.com/. The following RPMs are required[1]: ■ libstdc++-4.1.2-50 ■ compat-libstdc++-33-3.2.3-61 ■ libgcc-34.1.2-50	8.0.0.11
Oracle Enterprise Linux 5.4 kernel level 2.6.18-164.0.0.0.1el5 (64-bit)	Update 4 or above is available at: http://edelivery.oracle.com/. The following RPMs are required[1]: ■ libstdc++-4.1.2-50 ■ compat-libstdc++-33-3.2.3-61 ■ libgcc-34.1.2-50	8.0.0.11

Cluster Technology Support

High availability solutions—such as clustering—are recommended on critical components. Oracle's Global Customer Support will accept service requests from supported customers on clustered environments under the following support program:

■ Oracle customers must ensure that clustering is supported on each respective Siebel Server component. See *Siebel Deployment Planning Guide* for more information.

■ Oracle customers must also ensure that the server hardware operates with the supported server operating systems and clustering solutions.

■ Cluster vendors are responsible for ensuring that the clustering solution is transparent to the Siebel application. Any cluster-specific issues should be raised with the cluster vendor.

■ Global Customer Support will not duplicate a customer's environment by using a specific clustering product, but will investigate the reported behavior on a platform specified in this guide. Global Customer Support reserves the right to ask customers for a reproduction on a system without Clustering if it has reason to believe the reported behavior is caused by the Clustering itself. In this case, the customer should work with the Cluster provider.

■ Oracle is not under any obligation to make changes to Siebel products in order to accommodate specific Clustering platforms. Under this program, Clustering products are expected to be transparent to the application.

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

Clustering is critical for high availability of the Siebel Gateway Name Server, Siebel Remote Servers, the Siebel Database Server, Siebel File System, and certain other Siebel components. Clustering is also recommended for any application server that is not load-balanced. For more detailed information about clustering with Siebel products, see *Siebel Deployment Planning Guide*.

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 guide. 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 this 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.

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

Supported Web Servers

The supported Web servers are specified in Table 12.

CAUTION: Web servers must be run in 32-bit mode.

Table 12.   Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level
Microsoft IIS 6.0 or above	Microsoft Windows 2003 with Service Pack SP1 or above (32-bit)
Microsoft IIS 7.0	Microsoft Windows Server 2008 with SP1 or above (32-bit)

Table 12.   Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level
Microsoft IIS 7.5 (32-bit) using IIS 6.0 compatibility mode **NOTE:** This is supported as of Siebel 8.0.0.12.	Microsoft Windows Server 2008 R2 with SP1 or above (64-bit) **NOTE:** Microsoft Windows Server 2008 R2 is in 64-bit mode, but Microsoft IIS 7.5 32-bit mode must be used.
Oracle iPlanet Web Server 6.1 (SPARC-based), SP4 or above **NOTE:** This product was formerly known as Sun Java System Web Server.	Sun Solaris 10 GA release with SP6 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
Oracle iPlanet Web Server 7.0 (SPARC-based), SP4 or above (32-bit) **NOTE:** This product was formerly known as Sun Java System Web Server.	Sun Solaris 10 GA release with SP6 or above running on UltraSPARC processors or SPARC64™ processors compatible with the V9 plus instruction set. Only 32-bit is supported.
IBM HTTP Server 7.0 or above **NOTE:** This is only supported for Siebel 8.0.0.12 and above. It is not supported for Siebel 8.0.0.1 through Siebel 8.0.0.11.	IBM AIX 5L version 5.3 IBM AIX 6L version 6.1
IBM HTTP Server v2.0.47.1 or above **NOTE:** This is not supported for use with Siebel 8.0.0.12 Fix Pack and above, but is supported for Siebel Fix Pack versions prior to 8.0.0.12.	IBM AIX 5L v5.3 and C++ Runtime version 7.0.0.1 or above . IBM AIX 6L v6.1 and C++ Runtime version 7.0.0.1 or above. Red Hat Enterprise Server 4 Novell SUSE Linux Enterprise Server 9
HP Web Server v2.16 32-bit (Apache Web Server v.2.0.58.00) or above[1]	HP-UX 11i v2 for Itanium HP-UX 11i v3 for Itanium

Table 12.   Supported Web Servers

Web Server Supplier and Product	Operating System and Patch Level
Oracle HTTP Server 10.1.3.0.0 (Apache Web Server v2.x) or above[1] **NOTE:** This is supported for Siebel 8.0.0.1 through Siebel 8.0.0.12. It is not supported for Siebel 8.0.0.13.	Red Hat Enterprise Server 4 Update 2 (32-bit) Red Hat Enterprise Server 5 (32-bit) Red Hat Enterprise Server 5.4 (64-bit) Oracle Enterprise Linux 5.1 (32-bit) Oracle Enterprise Linux 5.4 (64-bit) Novell SUSE Linux Enterprise Server 9 (32-bit) Novell SUSE Linux Enterprise Server 10 (64-bit)
Oracle HTTP Server 11g (Based on Apache Web Server v2.2 or above) **NOTE:** This is supported for Siebel 8.0.0.13 only. It is not supported for Siebel 8.0.0.1 through Siebel 8.0.0.12.	Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Server 5.4 (64-bit)

1. To obtain Apache Web Server v2.x, you must download the Oracle Application Server 10.1.3 companion CD from <http://download.oracle.com/otn/linux/ias/1013/as_linux_x86_companion_cd_101300_disk1.cpio>.

Supported Application Servers

Oracle supports integration using the Siebel EAI JMS Transport with any JMS provider that conforms to the JMS 1.02b or 1.1 standards. The Siebel JMS Transport provides support for basic integration with both Queues and Topics with message types that are specified in *Transports and Interfaces: Siebel Enterprise Application Integration* on the *Siebel Bookshelf*. Oracle does not support any vendor extensions to the JMS standard except where specified enhanced functionality is released and documented as part of a Siebel Fix Pack. The Siebel JMS Transport provides basic JMS 1.02b functionality as described in *Transports and Interfaces: Siebel Enterprise Application Integration*, but the Siebel JMS Transport does not provide access to more advanced capabilities detailed in the JMS 1.1 standard or for any functionality that is not described in Siebel Bookshelf.

7 Supported Database Server Platforms

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

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

Supported Relational Database Management Systems

The Siebel Database Server supports the relational database management systems listed in Table 13.

NOTE: Siebel clients and servers should be the same version and build.

Table 13.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software
Microsoft SQL Server 2005, compatibility level setting of 90	2005 with SP2 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive and Accent or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 supported platforms.	Microsoft SNAC (SQL Native Connectivity) Native Client
Microsoft SQL Server 2005, Enterprise Edition	2005 with SP2 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive and Accent or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 supported platforms.	Microsoft SNAC (SQL Native Connectivity) Native Client
Microsoft SQL Server 2008 RTM or above	2008 (32-bit and 64-bit) RTM or above Service Pack	UCS-2 1252	Binary or Dictionary with Case Insensitive and Accent or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 or Microsoft Windows Server 2008 supported platforms. Microsoft SNAC (SQL Native Connectivity)	Microsoft SQL Native Connectivity (SNAC) v9.x. Compatibility mode must be set to 90 when configuring the database.

Table 13.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software
Microsoft SQL Server 2008, Enterprise Edition	2008 (32-bit and 64-bit) RTM or above Service Pack	UCS-2 1252	Binary or Dictionary with Case Insensitive and Accent or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 or Microsoft Windows Server 2008 supported platforms.	Microsoft SQL Native Connectivity (SNAC) v9.x. Compatibility mode must be set to 90 when configuring the database.
Microsoft SQL Server 2008 R2	2008 R2 or above	UCS-2 1252	Binary or Dictionary with Case Insensitive and Accent or Dictionary with Case Sensitive	Available on all Microsoft Windows Server 2003 or Microsoft Windows Server 2008 supported platforms.	Microsoft SQL Native Connectivity (SNAC) **NOTE:** There are no restrictions on the SNAC version as long as you are using Siebel 8.0.0.13.
IBM Universal Database (UDB) Enterprise Server Edition	8[2]	UCS-2 1252, 943	Identity (System) SQL_CS_UCA_NO SQL_CS_UCA_LTH	Available on all IBM UDB LUW supported platforms.	IBM UDB Runtime Client and UDB Connect version 8 with FixPak 12 or above.[3]
IBM DB2 UDB for z/OS	8 + RML	5348, 943, 1140 EBCDIC Unicode	ASCII	IBM UDB for z/OS and OS/390 v8 (with Required Maintenance Level as specified by APAR ii13985)	IBM UDB Runtime Client 8.1 and UDB Connect PE 8.1 with FixPak 12 or above.[3] IBM DB2 Runtime Client and DB2 9.5 Connect with FixPak 5 or above. IBM DB2 Runtime Client and DB2 9.7 Connect with FixPak 1 or above.

Table 13.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software
IBM DB2 for z/OS	v9	5348, 943 1140 EBCDIC Unicode	ASCII EDCBIC	All operating systems supported by IBM UDB for z/OS v9 (with Required Maintenance Level)	IBM DB2 9.1 Runtime Client and DB2 9.1 Connect with FixPak 4 or above IBM DB2 9.5 Runtime Client and DB2 9.5 Connect with FixPak 5 or above IBM DB2 9.7 Runtime Client and DB2 9.7 Connect with FixPak 1 or above
IBM DB2 for LUW Enterprise Edition	V9.1 with FixPak 4 or above	UCS-2 1252, 943	Identity (System) SQL_CS_UCA_NO SQL_CS_UCA_LTH	Available on all IBM DB2 LUW supported platforms.	IBM UDB Runtime Client and UDB Connect version 9 with FixPak 4 or above
IBM DB2 for LUW[5]	V9.7 with FixPak 1 or above	UCS-2 1252, 943	Identity (System) SQL_CS_UCA_NO SQL_CS_UCA_LTH	Available on all IBM DB2 LUW supported platforms.	IBM DB2 LUW v9.7 Runtime Client and DB2 LUW v9.7 Connect with FixPak 1 or above
Oracle 10g Enterprise/ Standard Server	10.2.0.4 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8, JA16SJISTILDE		Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 5.0
Oracle 11g Enterprise/ Standard Server	11.1.0.6 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8, JA16SJISTILDE		Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 5.0
Oracle 11g R2 Enterprise/ Standard Server[4]	11.2.0.1.0 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8	Binary or Dictionary[7]	Available on all Oracle supported platforms except IBM z/OS.	Oracle 10g client and Data Direct ODBC Driver 5.0

Table 13.   Supported Relational Database Management Systems

Vendor and Product	Version	Code Page[1]	Sort Order	Supported Operating System	Connectivity Software
1. Referred to as "character set" for MS SQL and Oracle servers, "code set" for IBM UDB LUW, and "CCSID" for IBM UDB on OS/390 and System z series.					
2. If you are installing an IBM UDB Unicode database, use UTF-8 as the codeset and retain the hyphen. You must enter UTF-8 although the codeset support is for UCS-2. This is because when you specify UTF-8 for the VARCHAR field, the VARGRAPHIC field is set to UCS-2 automatically. Therefore, UCS-2 is not specified in this parameter.					
3. To download this FixPak, go to http://www-306.ibm.com/software/data/db2/udb/support/downloadv8_linuxx8624kernel.html#r12.					
4. Oracle 11g R2 is supported as of the Siebel 8.0.0.9 Fix Pack.					
5. IBM DB2 for LUW v9.7 is supported as of the Siebel 8.0.0.9 Fix Pack.					

Note that dictionary sort orders (collation sequences) are not supported for use in the following circumstances:

■   During an upgrade from one Siebel version to another. All databases being upgraded must use a binary sort order (called Identity in UDB).

■   When using Siebel Tools. Development databases where Siebel Tools is being used must use a binary sort order (called Identity in UDB).

Support for Oracle Real Applications Clusters (RAC)

Table 14 lists information for Oracle RAC.

Table 14.   Support for Oracle RAC

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

Supported Code Pages for Legacy System Integration

Siebel Business Applications integration with legacy systems also supports integration of legacy data based on the Microsoft SQL Server Character Sets, IBM DB2 UDB Code Sets and Oracle Character Sets, listed in Table 15.

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 15.   Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
Chinese (Simplified)	CHS	CP936	936	1386	ZHS16GBK
Chinese (Traditional)	CHT	CP950	950	1370	ZHT16MSWIN950
Czech	CSY	CP1250	1252	5346	EE8MSWIN1250
Danish	DAN	CP1252	1252	1252	WE8MSWIN1252
Dutch	NLD	CP1252	1252	1252	WE8MSWIN1252
English	ENU	CP1252	1252	1252	WE8MSWIN1252
Finnish	FIN	CP1252	1252	1252	WE8MSWIN1252
French	FRA	CP1252	1252	1252	WE8MSWIN1252
German	DEU	CP1252	1252	1252	WE8MSWIN1252
Hebrew	HEB	CP1255	1255	5351	IW8MSWIN1255
Italian	ITA	CP1252	1252	1252	WE8MSWIN1252
Japanese	JPN	CP932	932	943	JA16SJIS
Korean	KOR	CP949	949	1363	KO16MSWIN949
Portuguese (Brazilian)	PTB	CP1252	1252	1252	WE8MSWIN1252
Portuguese (European)	PTG	CP1252	1252	1252	WE8MSWIN1252
Spanish	ESN	CP1252	1252	1252	WE8MSWIN1252
Swedish	SVE	CP1252	1252	1252	WE8MSWIN1252

8 Other Supported Platforms

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

■ Siebel Communications Server

■ Virtual CTI Driver

■ Siebel CRM Desktop

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

■ Siebel Reports

■ Siebel Field Service

■ Siebel Handheld for Windows-Powered Devices

■ Siebel Email Marketing

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

■ Siebel Offline Client for Life Sciences

■ Siebel Search: Oracle Secure Enterprise Search

■ Siebel Search: FAST

■ Siebel Smart Answer

■ Spell Checking

■ Siebel Server Sync for Microsoft Exchange Server (SSSE)

■ Siebel Wireless

Siebel Communications Server

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

Communications channels supported for Siebel Business Applications include voice, email, 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:

■ Send Email (outbound email)

■ Send Fax (outbound fax)

■ Send Wireless Message (outbound wireless message)

■ Siebel eMarketing (outbound email, fax)

■ Communication requests (outbound email, fax, page, wireless message)

■ Siebel Workflow (outbound email, fax, page, outbound wireless message)

■ Siebel Email Response (inbound and outbound email)

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 or email channels:

■ Siebel CTI

■ Siebel CTI Connect

■ Siebel Email Response

Siebel Communications Server—Supported Email Servers

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

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

Table 16 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 16.

Table 16.   Supported Email Servers for Siebel Communications Server

Email Server
Sun Java System Messaging Server
Lotus Domino
Microsoft Exchange

Table 16.   Supported Email Servers for Siebel Communications Server

Email Server
Novell GroupWise Server
Sendmail Advanced Messaging Server

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 17 lists email servers that are supported for use with Siebel Email Manager, and which MAPI service provider must be present on the Siebel Server machine in order to interface with each email server.

NOTE: Use a supported email server to interface with Siebel Email Manager; otherwise, Global Customer 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 17.   Supported Email Servers for Siebel Email Manager

Email Server	Email Manager Interface on Microsoft Windows: Extended MAPI
Sun Java System 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 Business Applications rely on the UNIX mail command. You need to verify that the mail command is working on the Siebel Server machine before you set up Siebel Email Manager.

Siebel Communications Server—Supported Fax Servers

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

For supported software versions for fax servers, see Chapter 9, "Supported Software and Ancillary Programs."

For 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 Envox CTI middleware modules) runs on Microsoft Windows 2003 Servers. (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 2003 Servers.

For a list of other CTI solutions validated by Siebel Alliances, visit the Siebel Alliances Web site.

Siebel Business Applications support the single-site combinations of CTI middleware, telephony links, and switches listed in Table 18.

Table 18.   Supported Single-Site CTI Middleware, Telephony Link, and Switch Combinations

Middleware Vendor	Middleware Server	Telephony Link	Telephony Switch
Oracle	Siebel CTI Connect using: ■ Envox Call Processing Software ■ Envox Call Information Manager	Lan Gateway, 6.03	Avaya Definity G3
		Avaya AES	Avaya Definity G3
		MeridianLink, 5C	Nortel Meridian
		Symposium, 5.0	Nortel Meridian
		CallBridge 4.1, KV 12	Siemens Hicom 300E

Siebel Business Applications and Siebel CTI Connect support the multisite combinations of telephony switches and dialing plans listed in Table 19.

Table 19.   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
	Nortel Meridian	Prefix dialing
Nortel Meridian	Nortel Meridian	Prefix dialing
		Network ACD
		UDP

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

Virtual CTI Driver

The Virtual CTI Driver is provided with Siebel applications version 8.0.0.5 or higher and supports CTI connectivity to Oracle Contact Center Anywhere. Table 20 lists the requirements for Oracle Contact Center Anywhere.

Table 20.   Virtual Driver for Oracle Contact Center Anywhere

Vendor	Siebel Version	Operating System	Oracle Contact Center Anywhere Version
Oracle	8.0.0.5 or above	Microsoft Windows 2003	8.1.3

Siebel CRM Desktop

The following section contains information about supported operating systems, Microsoft Office versions, and Outlook profiles for Siebel CRM Desktop.

Supported Operating Systems for Siebel CRM Desktop

Siebel CRM Desktop supports the following operating systems:

■ Microsoft Windows XP SP3 and higher (32-bit)

■ Microsoft Windows Vista SP1 and higher (32-bit and 64-bit)

■ Microsoft Windows 7 (32-bit and 64-bit)

Supported Microsoft Office Versions for Siebel CRM Desktop

Siebel CRM Desktop supports the following Microsoft Office versions:

■ Microsoft Office 2003 SP3 and higher

■ Microsoft Office 2007 SP2 and higher

■ Microsoft Office 2010 (32-bit) and higher

Supported Outlook Profiles for Siebel CRM Desktop

Siebel CRM Desktop supports the following Outlook Profiles:

■ A profile with a single Microsoft Exchange Server email account configured in cached mode or a profile with a single POP3/SMTP Internet email account.

■ A default mail delivery location is required for the platform for Outlook activity processing. The location can be either a Microsoft Exchange mailbox or a POP mail account using a .pst file. Note that the location cannot be changed at a later time.

■ CRM Desktop can only be installed into one Outlook Profile per Windows user.

■ Depending on what data file is set as the default mail delivery location in the Outlook profile selected for Siebel CRM Desktop installation, it can be either an .ost file or a .pst file.

Language Support for Siebel CRM Desktop

The following section describes language support for Siebel CRM Desktop.

Support for Data

Data in any language may be entered, displayed, and queried for, provided that the underlying character set supports it, and provided that the fonts to display those characters have been installed on your machine. The Siebel transaction database should be configured with the database character set as Unicode for maximum language coverage.

Support for the User Interface (UI)

The Siebel CRM Desktop client can be configured to use any of the Siebel application language packs. Note right-to-left languages, such as Arabic and Hebrew, are supported as of the Siebel 8.0.0.13 Fix Pack.

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

Siebel Data Bean

Table 21 lists supported JVM/JRE version that are supported with Siebel Java Data Bean.

Table 21.   Supported JVM/JRE Version for Siebel Java Data Bean

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.5.0 or above
Solaris	Sun	
AIX	IBM	
HP-UX 11i v2 for Itanium	HP	
Red Hat Linux	Sun	
Novell SUSE Linux	Sun	
Oracle Enterprise Linux 4	Sun	

Siebel Resource Adapter (Managed)

Table 22 lists supported J2EE Application Servers for Siebel Resource Adapter (Managed).

Table 22.   Supported J2EE Application Servers

Product
IBM WebSphere Application Server 6.1
BEA WebLogic 9.2
Oracle Application Server (OC4J v.10.1.3)

Siebel Resource Adapter (Non-Managed)

Table 23 lists JVM/JRE version that are supported with Siebel Resource Adapter (Non-Managed).

Table 23.   Supported JVM/JRE version for Siebel Resource Adapter (Non-Managed)

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.5.0 or above
Solaris	Sun	
AIX	IBM	
HP-UX 11i v2 for Itanium	HP	
Red Hat Linux	Sun	
Novell SUSE Linux	Sun	
Oracle Enterprise Linux 4	Sun	

Supported Java Messaging Servers

Table 24 lists the supported Java Messaging Servers.

Table 24.   Supported Java Messaging Servers

Application Server	Platform
Oracle Application Server (OC4J v10.1.3)	Windows 32
	HP-IPF (64-bit)
	Solaris 10 (64-bit)
	AIX 5.3 (64-bit)
	Red Hat Linux (32-bit X86)
	Novell SUSE Linux (32-bit X86)
	Oracle Enterprise Linux 4 (32-bit)
IBM WebSphere MQ v5.3, 6.0	Windows 32
	HP-IPF (64-bit)
	Solaris 10 (64-bit)
	AIX 5.3 (64-bit)
	Red Hat Linux (32-bit X86)
	Oracle Enterprise Linux 4 (32-bit)

Table 24.   Supported Java Messaging Servers

Application Server	Platform
IBM WebSphere Application Server 6.1	Windows 32
	HP-IPF (64-bit)
	Solaris 10 (64-bit)
	AIX 5.3 (64-bit)
	Red Hat Linux (32-bit X86)
	Oracle Enterprise Linux 4 (32-bit)
BEA WebLogic 9.2	Windows 32
	HP-IPF (64-bit)
	Solaris 10 (64-bit)
	Red Hat Linux (32-bit X86)
	Oracle Enterprise Linux 4 (32-bit)
Tibco EMS 4.2	Windows 32
	HP-IPF (64-bit)
	Solaris 10 (64-bit)
	AIX 5.3 (64-bit)
	Red Hat Linux (32-bit X86)
	Oracle Enterprise Linux 4 (32-bit)

Supported JVM/JRE Versions for Java Business Services

Table 25 lists JVM/JRE versions that are supported with Java Business Services.

Table 25.   Supported JVM/JRE versions for Java Business Services

Operating System	JVM/JRE Provider	JVM/JRE Version
Windows	Sun	1.5.0 or above
Solaris	Sun	
AIX	IBM	
HP-UX 11i v2 for Itanium	HP	
Red Hat Linux	Sun	
Novell SUSE Linux	Sun	
Oracle Enterprise Linux 4	Sun	

Siebel Reports

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

Siebel Field Service

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

Barcodes

The barcode types supported by Siebel Field Service are listed and described in Table 26.

Table 26.   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 27.

Table 27.   Fonts for Printing Code 39 Barcodes

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

Siebel Handheld for Windows-Powered Devices

This section documents additional system requirements for Siebel Handheld for Windows-Powered Devices. For more information, see Siebel Bookshelf documentation for Siebel Handheld products.

Windows Mobile 5 Devices that can be used for running Siebel Handheld applications should meet the criteria listed in Table 28.

For information about supported languages for Siebel Handheld applications, see Table 2 on page 13. For information about Windows Mobile 6.x (WM6.x) Support for Siebel handheld applications, see My Oracle Support document ID 603101.1.

Table 28.   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) ■ Squarescreens (240X240) ■ Landscape mode (240X360)
Microsoft Windows Mobile 5 Pocket PC Phone Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA[1]	■ Portrait mode (360X240) ■ Squarescreens (240X240) ■ Landscape mode (240X360)
Microsoft Windows Mobile 6 Professional Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA[1]	■ Portrait mode (360X240) ■ Squarescreens (240X240) ■ Landscape mode (240X360)

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

The above criteria represent the absolute minimum memory and hardware requirements under which Siebel Handheld clients would operate. It also represents the recommended memory and hardware requirements for Siebel Handheld clients that will provide reasonable performance for most customer deployments. If customers increase the number of views to be cached, the memory requirements may increase. Use of third-party software required for some features is not factored, nor is software not needed by Oracle, such as virus protection, VPN/Device Management client, Email push client and so on. Unless a significant amount of third-party software is used, it is recommended that you follow the recommended hardware requirements provided above when selecting a device.

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

■   Devices certified by Oracle are the list of devices that are specifically certified by Oracle.

■   Known to work devices are devices that are known to be working either at customer sites, through vendor testing, or through other testing mechanisms.

Table 29 lists the supported devices.

Table 29.   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.

Table 29.   Supported Handheld Devices

Device Maker	Model	Device Status	Support Comments and Exceptions
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

Table 30 lists the supported printers for Windows-powered devices.

Table 30.   Supported Printers

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

Synchronization

Companion Sync (CS)

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

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

Companion Synchronization (CS) supports the client operating systems listed in Table 31.

Table 31.   Supported Client Operating Systems for Companion Synchronization

Siebel Application	Operating System
Siebel Sales Handheld (Business Applications), Siebel Pharma Handheld Sales Handheld, Siebel Sales Handheld (Siebel Industry Applications)	Microsoft Windows XP SP2
	Microsoft Windows XP Tablet PC Edition 2005

NOTE: The Siebel Client environments (except Handheld) are supported on 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.

Direct Server Sync (DSS)

Direct Server Sync (DSS) allows users to synchronize the Siebel Handheld application and database directly with the Siebel application running on the server through any supported network connection. A Siebel Handheld user can connect to a central system to exchange data and keep synchronized using a dialup modem or network card. For DSS users, the Siebel Handheld for Windows-Powered synchronization components must be installed and activated on the Siebel Server. The supported server operating systems and web servers are listed in Table 32.

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. 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 32.

Table 32.   Supported Server Operating Systems for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Patch Level
Microsoft Windows 2003 Server/Enterprise Server/Datacenter Server (32-bit)	Requires Service Pack 2

Siebel Email Marketing

This section documents system requirements for Siebel Email Marketing.

Supported Server Operating Systems for Siebel Email Marketing Server

Table 33 lists the supported operating systems for Siebel Email Marketing Server.

Table 33.   Operating Systems Supported by Siebel Email Marketing Server

Siebel Server	Email Marketing Server	JVM[1]
IBM AIX 5L v5.3	IBM AIX 5L v5.2	JDK 1.4/JDK 1.5
Microsoft Windows 2003 Standard Edition (32-bit)	Microsoft Windows 2000 Server/Enterprise Server	JDK 1.4/JDK 1.5
Microsoft Windows 2003 Enterprise Edition (32-bit)	Microsoft Windows 2003 Server Enterprise Edition	JDK 1.4/JDK 1.5
Microsoft Windows 2003 Datacenter Edition (32-bit)	Microsoft Windows 2003 Server Datacenter Edition	JDK 1.4/JDK 1.5
Sun Solaris 10 (SPARC Compatible)	Sun Solaris 8 (32-bit) Sun Solaris 9 (32-bit)	JDK 1.4/JDK 1.5

Table 33.　Operating Systems Supported by Siebel Email Marketing Server

Siebel Server	Email Marketing Server	JVM[1]
HP-UX 11i v2 for Itanium	HP-UX 11i (11.11)	JDK 1.4/JDK 1.5
Red Hat Enterprise Linux 4.0 (32-bit)	Red Hat Enterprise Linux 4.0	JDK 1.4/JDK 1.5
Novell SUSE Linux Enterprise Server 9.0 (32-bit)	Novell SUSE Linux 9.0	JDK 1.4/JDK 1.5
Oracle Enterprise Linux 4 Kernel Level 2.6.9-42.0.0.0.1 (32-bit)	Oracle Enterprise Linux 4.0	JDK 1.4/JDK 1.5

1. JDK is supported for EMS Build 2012 and lower, and JDK 1.5 is supported for EMS Build 2013 and higher.

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

LDAP directories can run on a different server than the Siebel Server or the Web server. The LDAP servers listed in are supported with full password management and error messaging functionality.

Other directory servers are supported if they meet the following conditions:

■ They comply with the LDAP 3.0 standard

■ Password handling is not required (password expiry and other password-messaging features)

Examples of LDAP 3.0 integrations would be customers who are implementing SSO via Oracle Access Manager or similar third-party products. Vendors who provide directory server products that support the LDAP 3.0 standard include Oracle, IBM, Microsoft, and Novell.

NOTE: Oracle Access Manager 11.1.1.5.0 is supported with Siebel applications version 8.0, but the system administration screens are not available through the GUI when single-sign on is enabled. The system administration screens are only available through the command line.

Active Directory typically runs on a different server than the Siebel Server or the Web server. Siebel applications support any version of Active Directory that is compliant with the Siebel Server Windows platform, such as Active Directories available on Microsoft Windows.

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

Siebel Offline Client for Life Sciences

Siebel Offline Client for Life Sciences, which includes mobile Customer Relationship Management (CRM) capabilities, supports sales representatives in the field by allowing them to plan and execute sales calls, drop product samples, obtain associated signatures, and deliver electronic presentations.

Siebel Offline Client for Life Sciences Release 1.6 supports Siebel CRM Version 8.0. Table 1 lists the required software that must be installed for Siebel Offline Client for Life Sciences:

Table 1.   Software Requirements for Siebel Offline Client for Life Sciences

Software	Notes
Adobe AIR 2.6	Required to install and run Siebel Offline Client for Life Sciences. **NOTE:** Siebel Offline Client for Life Sciences requires the installation of Adobe AIR 2.6 for Microsoft Windows. Adobe AIR is a run-time environment for operating systems. It enables developers to combine certain Web technologies to deploy rich internet applications (RIAs) on the desktop. For more information on Adobe AIR and how to download and install Adobe AIR on your computer, see the following Adobe AIR Web site: http://www.adobe.com/products/air/ For information about operating system requirements, see the Adobe AIR system requirements at the following Web site: http://www.adobe.com/products/air/systemreqs/
Adobe Flex SDK 3.4.1	Required to build a configured Siebel Offline Client for Life Sciences application. For more information, see *Configuration Guide for Siebel Offline Client for Life Sciences*.
Adobe Flex 3.4 Data Visualization Components	
Adobe AIR SDK 2.6	
Perl	Required to build a configured Siebel Offline Client for Life Sciences application using build scripts. For more information, see the Perl Programming Language Web site: http://www.perl.org/
Adobe Flash Builder 4 Professional	Only required for additional configuration in Flex-based projects. For more information, see *Configuration Guide for Siebel Offline Client for Life Sciences*.

The recommended systems requirements for Siebel Offline Client for Life Sciences are:

■ On Microsoft Windows

   ■ Intel® Pentium® III processor (Pentium 4 recommended)

   ■ Microsoft® Windows® XP Home, Professional, or Tablet PC Edition with Service Pack 2 or 3, Windows Vista® Home Premium, Business, Ultimate, or Enterprise with Service Pack 1, or Windows 7

   ■ 512MB of RAM (1Gigabyte recommended)

■ Adobe AIR 2.6

   ■ Installation of Adobe AIR 2.6 on client machines

   ■ For more information about Adobe AIR and how to download and install Adobe AIR on your computer, go to following Web site: http://www.adobe.com/products/air/.

Siebel Search: Oracle Secure Enterprise Search

Oracle Secure Enterprise Search (Oracle SES) is the preferred search tool for Siebel 8.0 applications. Table 2 lists the supported operating systems and platform information.

Table 2.   Oracle Secure Enterprise Search

Siebel Business Applications Version	Oracle SES Version	Oracle SES Platform	Siebel Platform
8.0.0.7	Release 10.1.8, patch 4 or higher	Microsoft Windows 2003 SP1	Microsoft Windows 2003 SP1

To download Oracle SES and to view the complete Oracle SES documentation set on Oracle Technology Network (OTN), see http://www.oracle.com/technology/products/oses/index.html.

NOTE: If you do not already have an OTN user name and password, you must register online. Registration is free and can be done at http://www.oracle.com/technology/membership.

For documentation about Oracle SES integration with Siebel applications, see the *Siebel Bookshelf*, available on Oracle Technology Network (OTN) at http://www.oracle.com/technology/documentation/index.html.

For certification information about Oracle SES, see http://certify.oraclecorp.com.

Siebel Search: FAST

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

NOTE: All of the information in this section applies to the FAST search product available with Siebel Business Applications.

Supported Databases for Siebel Search

Table 3 lists the databases that are supported for Siebel Search.

Table 3.   Supported Databases for Siebel Search

Vendor and Product	Version	Supported Operating System	Connectivity Software
Microsoft SQL Server 2005	2005	Available on all Microsoft Windows Server 2003 supported platforms.	Microsoft SNAC (SQL Native Connectivity) Native Client
IBM Universal Database (UDB) Enterprise Server Edition	8	Available on all IBM DB2 UDB LUW supported platforms.	IBM DB2 Runtime Client and DB2 Connect version 8, minimum FixPak 12s
Oracle 10g Enterprise Server	10.2.0.1	Available on all Oracle supported platforms.	Oracle 10g client and Data Direct ODBC Driver 5.0

Supported Languages for Siebel Search

The Siebel Search feature and Siebel Advanced Search option are supported for the languages listed in Table 4. An "X" indicates support.

Table 4.   Languages Supported by Siebel Search

Language Description	Language Code
Afrikaans	af
Albanian	sq
Arabic	ar
Armenian	hy
Azeri	az
Bangla	bn

Table 4.   Languages Supported by Siebel Search

Language Description	Language Code
Basque	eu
Bosnian	bs
Breton	br
Bulgarian	bg
Byelorussian	be
Catalan	ca
Chinese (Simplified)	zh-simplified
Chinese (Traditional)	zh-traditional
Croatian	hr
Czech	cs
Danish	da
Dutch	nl
English (United States)	en
Esperanto	eo
Estonian	et
Faeroese	fo
Farsi	fa
Filipino	tl
Finnish	fi
French (Standard)	fr
Frisian	fy
Galician	gl
Georgian	ka
German	de
Greek	el
Greenlandic	kl
Hausa	ha
Hebrew	he
Hindi	hi
Hungarian	hu
Indonesian	id

Table 4.   Languages Supported by Siebel Search

Language Description	Language Code
Icelandic	is
Irish (Gaelic)	ga
Italian	it
Japanese	ja
Kazakh	kk
Kirghiz	ky
Korean	ko
Kurdish	ku
Latin	la
Latvian	lv
Letzeburgesch	lb
Lithuanian	lt
Macedonian	mk
Malay	ms
Maltese	mt
Maori	mi
Mongolian	mn
Norwegian (Bokmaal)	nb
Norwegian (Nynorsk)	nn
Polish	pl
Portuguese (Portugal)	pt
Rhaeto (Romance)	rm
Romanian	ro
Russian	ru
Sami (Northern)	se
Serbian	sr
Slovak	sk
Slovenian	sl
Spanish (Modern)	es
Swahili	sw
Swedish	sv

Table 4.   Languages Supported by Siebel Search

Language Description	Language Code
Tamil	ta
Thai	th
Turkish	tr
Ukranian	uk
Urdu	ur
Uzbek	uz
Vietnamese	vi
Welsh	cy
Yiddish	yi
Zulu	zu

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 5.

Table 5.   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 (943 on DB2)
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 6. If an asterisk (*) precedes the language name, it is also supported for categorization.

Table 6.   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
*German	DEU	1252/UTF-16
Italian	ITA	1252/UTF-16
Japanese	JPN	932/UTF-16 (943 on DB2)
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.

There are two types of supported languages:

■ Languages recognized by the language identifier feature, LangIDer. The language identifier only determines the language in which the incoming email text is written. Smart Answer uses a file containing this list to validate the result from the language identifier.

■ Languages used by the Smart Answer Manager categorization engine to categorize incoming messages or texts for agents. The list of categorization languages is not stored in a business component or in the Siebel File System. The folders in the NLP directory contain a subfolder for each Smart Answer language name.

NOTE: Review the Banter documentation before you perform any prerequisite tasks or set up Smart Answer.

Unicode Support

Smart Answer can categorize texts contained in Unicode formats. Version 5.0 of the Relationship Modeling Engine (RME) API, which supports Unicode, is included with Smart Answer. If you want to create KB files to use with Smart Answer, you must install the Unicode version of Banter Workbench 5.5s. For more information about how to install Banter Workbench 5.5s, see the Banter Workbench third-party documentation.

Spell Checking

This section documents additional requirements for Spell Checking. For more information, see *Siebel Email Response Administration Guide* and *Siebel 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 7.

Table 7.   Supported Languages for Spell Checking

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

Siebel Server Sync for Microsoft Exchange Server (SSSE)

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

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

Table 8 lists the supported email programs for the SSSE Outlook Add-In and the SSSE Embedded Outlook Calendar.

Table 8.   Supported Email Programs for SSSE

Email Program
Microsoft Outlook 2002
Microsoft Outlook 2003
Microsoft Outlook 2007

Table 9 lists the supported email servers for SSSE.

Table 9.   Supported Email Servers for SSSE

Email Server
Microsoft Exchange Server 2003 with SP2 or higher
Microsoft Exchange Server 2007 with SP1 or higher

Table 10 lists the supported server operating systems for SSSE. Note that any machine that hosts a PIMSI Engine Server Component, PIMSI Dispatcher Server Component, or an Exchange Connector must use one of these operating systems.

Table 10.   Supported Server Operating Systems for SSSE

Server Operating System
Microsoft Windows 2003
Microsoft Windows 2008

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

Table 11.   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 the 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 8.x, the default markup language is HTML.

■ 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.

9 Supported Software and Ancillary Programs

This chapter provides a comprehensive listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Business Applications. The third-party software and respective versions contained herein supersede any other documentation that may be available.

This chapter includes the following topics:

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

Supported Software

Siebel Business Applications support the third-party software products listed in Table 12. These products must be obtained directly from the vendors that sell them.

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Activestate PERL	5.6 or higher	Siebel Management Server/ Diagnostic Console	Diagnostic console for configuration of the Siebel Management Server.	8.0
Adobe Acrobat Reader	4.0 and above	Siebel Reports Server	Used for viewing portable document format (PDF) documents.	8.0
Adobe Acrobat Reader	4.0 and above	Siebel Bookshelf	Used for viewing portable document format (PDF) documents.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Adobe Form Server	6.0		For use with Adobe Forms Integration.	8.0
BEA WebLogic	9.2	Siebel Business Applications	J2EE application server.	8.0
Captaris Right Fax	9.0	Siebel Business Applications (Siebel Communications Server [Send Fax command, outbound communication requests using fax channel])	Enterprise fax server that provides fax capability for Siebel application users.	8.0
Cybersource Developer Kit (CDK) for C/Perl	3.4 (Windows, AIX, HP), 3.4.7 (Solaris)	Siebel Sales, Siebel Orders, Siebel Quotes, Siebel Order Management	Used for credit card processing.	8.0
Department of Defense (Advanced Distributed Learning initiative)	1.2	Siebel Employee Relationship Management	Standard for Web-based course management.	8.0
Dun & Bradstreet Content Service	N/A	Siebel Content Services	For content on public and private company profiles.	8.0
Dun & Bradstreet Worldbase	N/A	Siebel Dun & Bradstreet Integration Solution	For content on public and private company profiles.	8.0
HP-UX Java Runtime Environment (JRE)	1.4.2 and above	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
IBM 32-bit SDK for AIX, Java 2 Technology Edition	1.4	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	8.0
IBM Directory Server	5.1, 5.2	Siebel Business Applications (LDAP Security Adapter)	LDAP support.	8.0
IBM WebSphere Application Server	6.1	Siebel Business Applications	J2EE application server.	8.0
IBM WebSphere Application Server Edge Components	5.1	Siebel Business Applications	Proxy server.	8.0
IBM WebSphere MQ	5.3 CSD09	Siebel Business Applications (MQ Series Adapter)	Provides middleware messaging and connectivity.	8.0
IBM Lotus Domino	5.x series and 6.x series	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email server that provides email functionality for Siebel application users.	8.0
IBM Lotus Notes	5.x series and 6.0.x series	Siebel Business Applications (Send Email command)	Allows users to send email from Siebel applications.	8.0
Lexis-Nexis Content Service	N/A	Siebel Content Services	Newswire content with over 100 sources from national and regional newspapers and business magazines.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Microsoft Active Directory	2000 (5.0), 2003	Siebel Business Applications (LDAP or ADSI security adapter)	Active Directory Server.	8.0
Microsoft Active Directory Services Client	2000 (5.0), 2003	Siebel Business Applications (ADSI Security Adapter)	Active Directory Client.	8.0
Microsoft ActiveSync	4.0	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.	8.0
Microsoft SNAC (SQL Native Client)	2.8	Siebel Business Applications	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	8.0
Microsoft Exchange Server	2003	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email Server that provides email functionality for Siebel application users.	8.0
Microsoft Exchange Server	2007	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email Server that provides email functionality for Siebel application users.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Microsoft Internet Security and Acceleration Server (ISA)	ISA Server 2004	Siebel Business Applications	Proxy server.	8.0
Microsoft Message Queuing (MSMQ)	Version 3.0	Siebel Business Applications (MSMQ Adapter)	Provides an asynchronous means of connecting Siebel applications with other MSMQ-enabled applications for guaranteed delivery.	8.0
Microsoft Office	2007	Siebel Business Applications	Integrated suite of Microsoft applications.	8.0.0.6
Microsoft Office	2010	Siebel Business Applications	Integrated suite of Microsoft applications.	8.0.0.13
Microsoft Outlook	2002 + SP1, 2003	Siebel Business Applications (Send Email command)	Allows users to send email from Siebel applications.	8.0
Microsoft Outlook	2010	Siebel Business Applications	Allows users to send email from Siebel applications.	8.0.0.13
Microsoft PowerPoint	2003	Siebel Business Applications	Allows end users to integrate data between Siebel Business Applications and Microsoft PowerPoint.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Microsoft PowerPoint	2010	Siebel Business Applications	Allows end users to integrate data between Siebel Business Applications and Microsoft PowerPoint.	8.0.0.13
Microsoft Project	2000 + SP2, 2002 + SP1, 2003	Siebel Business Applications	Allows end users to synchronize project data between Siebel Business Applications and Microsoft Project.	8.0
Microsoft Project	2010	Siebel Business Applications	Allows end users to synchronize project data between Siebel Business Applications and Microsoft Project.	8.0.0.13
Microsoft Word	2003	Siebel Business Applications	Allows servers to generate proposals and correspondence in Microsoft Word directly from Siebel Business Applications.	8.0
Microsoft Word	2010	Siebel Business Applications	Allows servers to generate correspondence in Microsoft Word directly from Siebel applications.	8.0.0.13

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Novell GroupWise Client	6.0.1, 6.5	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Allows users to synchronize contact and calendar information with Siebel Business Applications.	8.0
Novell GroupWise Server	6.5	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	8.0
Novell NDS eDirectory	8.7	Siebel Business Applications (LDAP Security Adapter)	Provides LDAP support (LDAP Security Adapter).	8.0
Oasis Committee XLIFF (XML Localization Interchange File)	1.0 and 1.1	Siebel Tools	Utility used to export and import strings into the repository.	8.0
Open Group Application Response Management (ARM) Standard	2.0	Siebel Business Applications	Enables measurement of application availability, performance, usage, and transaction response time.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Oracle Access Manager	11.1.1.5.0	Siebel Business Applications	Provides a range of identity administration and security functions, including Web Single Sign-On, user self-service and self-registration, workflow functionality, auditing and access reporting, policy management, dynamic group management, and delegated administration.	8.0
Oracle Applications	11.5.3	Siebel Connector for Oracle Applications	ERP application that consists of a collection of Financial, Human Resource, Manufacturing and Supply Chain Management modules.	8.0
Oracle Configuration Manager	10.3.1	Siebel Business Applications (Siebel Enterprise Server, Siebel Web Server Extensions)	Collects client configuration information and uploads it to the Oracle repository to help customer support representatives address customer issues	8.0.0.8 and above

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Oracle Internet Directory	10.1.4.0.1	Siebel Business Applications	An LDAP-compliant directory service implemented as an application on the Oracle database. Available to customers who are deploying any Oracle product that is LDAP-enabled.	8.0
Oracle Virtual Directory	10.1.4.0.1	Siebel Business Applications	Provides the ability to integrate LDAP-aware applications into directory environments.	8.0
SAP R/3	4.6C, 4.7	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.	8.0
SAP RFC SDK	4.6C	Siebel Connector for SAP R/3	C library that provides RFC access to SAP R/3.	8.0
SatMetrix hashing function that permits secured access to SatMetrix services	9.5	Siebel Business Applications	Displays survey results within Siebel applications.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Sendmail Advanced Message Server	3.0.2	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	8.0
Sun Java 2 Runtime Environment (J2RE), Standard Edition	1.4.1 or above	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	8.0
Sun Java 2 Software Development Kit (J2SDK), Standard Edition	1.4.1_02 or above	Siebel Email Marketing Server	Java software development kits and run-time environments used to develop and support Java applications.	8.0
Sun Java Development Kit (JDK)	1.4.2	Siebel Business Applications (Java Data Bean)	Allows developers to create Java components and applications that communicate with the Siebel Server using the Siebel Java Data Bean.	8.0
Sun Java System Directory Server	5.1 SP1, 5.2 SP1	Siebel Business Applications (LDAP Security Adapter)	Provides LDAP support.	8.0

Table 12.   Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Sun Java System Messaging Server	6.1	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email server, providing email functionality for Siebel application users.	8.0
Taxware International Sales/ Use Tax System	3.4	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel eChannel Partner Portal, Siebel Order Management	Provides sales tax calculation for the United States and Canada.	8.0
Taxware International WORLDTAX System	2.5	Siebel Sales, Siebel Orders, Siebel Quotes, Siebel eChannel Partner Portal, Siebel Order Management	Provides tax calculation for most European and many Asian-Pacific and South American countries.	8.0
zSeries OS		Siebel Application 7.5.x		8.0

Ancillary Programs

The ancillary programs listed in Table 13 are provided with Siebel Business Applications through licensing agreements with the vendors that own them. The use of all ancillary programs is governed by the terms of the Software License and Services Agreement (SLSA) between your company and Oracle.

Instructions for installing ancillary programs are provided in the *Siebel Installation Guide* for the operating system you are using, and in other installation information on the *Siebel Bookshelf*. Your Siebel Business Applications software may include some or all of the ancillary programs listed in Table 13.

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Actuate Active Portal	8.0 SP1	Siebel Reports Server	Distributed. Used for Web access of reports with Reports Server.	8.0
Actuate ActiveX Control	8.0 SP1	Siebel Reports Server	Embedded. Provides reporting capabilities for reports run interactively in the Mobile Web Client	8.0
Actuate e.Report Designer	8.0 SP1	Siebel Tools, Siebel Report Designer	Distributed. Used for developing simple report designs (no programming required).	8.0
Actuate e.Report Designer Professional	8.0 SP1	Siebel Tools, Siebel Report Designer Professional	Distributed. Used for developing report designs	8.0
Actuate iServer	8.0 SP1	Siebel Reports Server	Distributed. Used for report generation with Reports Sever	8.0
Actuate Management Console	8.0 SP1	Siebel Reports Server	Distributed. Used for administering the Reports Server	8.0
Apache Software Foundation Axis	1.2.1	Siebel Installers, Siebel Update Server	Embedded. Invokes Web Services in InstallShield's product Update Service 5.0.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Apache Software Foundation Log4J	1.2	Siebel Email Marketing Server	Embedded. Logging library for Java.	8.0
Apache Software Foundation ORO	2.0.8	Siebel Email Marketing Server	Embedded. Text processing Java classes.	8.0
Apache Software Foundation Tomcat	4.1	Siebel Email Marketing Server	Embedded. Java servlet container.	8.0
Apache Software Foundation Tomcat	v5.0 or higher	Siebel Management Server/ Diagnostic Tool, Siebel Update Server	Embedded. Web container necessary on the Management Server and Siebel Update Server.	8.0
Apache Software Foundation Xalan - C++	1.5	Siebel System Software	Embedded. XSLT stylesheet processing.	8.0
Apache Software Foundation Xerces - C++	2.2	Siebel System Software	Embedded. XML parser.	8.0
Banter Relationship Modeling Engine	5.5	Siebel Smart Answer, MultiChannel Contact Center (Phone, and Email) and Siebel Email Enabled Contact Center (phone and email)	Embedded. Supports auto-response and auto-suggest capabilities.	8.0

Table 13.   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, and Email) and Siebel Email Enabled Contact Center (phone and email)	Distributed. Workbench is a tool that is used to create a knowledge base (KB) for use with Siebel Smart Answer, analyze the KB, and evaluate its performance using reports and graphical diagnostics. It is an administrative tool installed on the client only.	8.0
Basis Technology Rosette Core Library for Unicode	4.0.3	Siebel Business Applications	Embedded. C++ Unicode library used for conversion between codepages and Unicode.	8.0
Codejock Software Xtreme Toolkit Pro	8.70	Siebel Tools	Embedded. Provides multidocument windowing and tabbed document capabilities	8.0
Communication Intelligence Corporation (CIC) Inktools for Windows CE	1.6	Siebel Signature Capture	Embedded. Provides signature capture on the Siebel Handheld device.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Communication Intelligence Corporation (CIC) iSign	3.1	Siebel Signature Capture	Embedded. Provides signature viewing and capture on Tablet PC.	8.0
DataDirect Closed ODBC Driver for Oracle	5.1	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	8.0
DataDirect Connect ODBC Driver Manager	5.1	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	8.0
Ektron eWeb Edit Pro + XML	4.2	Siebel Email Marketing, Web Marketing, Events Manager	Embedded. Browser-based editor for simplified HTML authoring.	8.0
Envox Call Information	3.8	Siebel CTI Connect	Distributed. CTI software providing data attachments for voice calls.	8.0
Envox Call Processing	6.1 + SP1	Siebel CTI Connect	Distributed. CTI middleware software that provides call notification and call control.	8.0
FAST Search & Transfer SearchServer	4.1	Siebel Search, Siebel Advanced Search	Distributed. Required on Siebel Servers and Siebel Developer Web Client.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Field Software Printer CE	2.67	Siebel Handheld applications	Embedded. Packaged into Siebel Handheld Client applications. Allows printing from handheld devices through portable printers.	8.0
Haley Authority Enterprise	5.2b	Siebel Tools, Siebel System Software	Embedded. Provides business rules designer support.	8.0
Haley Rules SP	5.2a	Siebel Tools, Siebel System Software	Embedded. Provides business rules runtime support.	8.0
IBM Tivoli Directory Server	5.2	Siebel Business Applications	Distributed. Siebel integration with LDAP directory to support external user authentication.	8.0
IBM GSK iKeyMan	7.0.3	Siebel Business Applications	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	8.0
IBM GSKit	7.0.3	Siebel Business Applications	Distributed. Utility to generate certificate files for supporting SSL with LDAP.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
IBM International Components for Unicode	5.1	Siebel Business Applications	Embedded. Library used for conversion between codepages and Unicode.	8.0
IBM LDAP (Lightweight Directory Access Protocol) SDK	6.0	Siebel Business Applications	Embedded. Siebel integration with LDAP directory to support external user authentication.	8.0
IBM WebSphere MQe	2.0	Siebel Store-and-Forward Messaging	Distributed. Store-and-Forward technology for Siebel Mobile Solutions.	8.0
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.	8.0
ILOG Dispatcher	3.3	Siebel Scheduling	Embedded. Optimizes the schedule.	8.0
ILOG Scheduler	5.3	Siebel Scheduling	Embedded. Allows booking of appointments.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
ILOG Solver	5.3	Siebel eConfigurator, Configurator (Version 5.3), Siebel eAdvisor Bundle (Version 5.3), Siebel Scheduling (Version 5.1)	Embedded. C++ library for solving combinatorial problems and providing optimal solutions.	8.0
IBM Lotus Notes (Memo 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.	8.0
Macrovision InstallShield MultiPlatform compiled runtime components	5.03 Hotfix T	Siebel Installer	Embedded. Packages Siebel Server components for installation.	8.0
Macrovision Professional + East and West Language Packs	6.3.0	Siebel Installer	Embedded. Packages Siebel client components for installation.	8.0
Mainsoft Visual MainWin	5.0.3	Siebel Server Extensions	Embedded. Facilitates development on both Windows and UNIX platforms using a single codebase.	8.0
Microsoft cabwiz.exe	2.0	Siebel Consumer Goods Handheld, Siebel Pharma Handheld, Siebel Medical Handheld	Embedded. Used to create CAB files during installation.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Microsoft Infopath	2003 Requires JRE version 1.5 or higher	Siebel Application Deployment Manager	Infopath templates are shipped as part of Management Server.	8.0
Microsoft Visual Studio 7.0 Runtime Components	7.0.9466.0	Siebel Installer		8.0
Mystic River Softbridge Basic Language SDK	5.4	Siebel Tools	Embedded. Siebel VB scripting engine	8.0
Nombas ScriptEase Integration Software Developer Kit (portion of)	4.30c	Siebel Tools	Embedded. Siebel eScript scripting language.	8.0
Open Group X Window System	X11 R6	Siebel Web Server Extensions	Embedded. OS libraries used for Siebel Object Manager on UNIX platforms.	8.0
ProtoView Data Table DLL	2.53.200	Siebel System Software	Embedded. Provides interface controls for the client.	8.0
RSA Security BSAFE CERT-C	2.7	Siebel Email Response	Embedded. Encrypts email messages.	8.0
RSA Security BSAFE Crypto-C	6.2	Siebel Business Applications	Embedded. Provides data encryption algorithms.	8.0
RSA Security BSAFE Crypto-J	3.5	Siebel Business Applications	Embedded. Provides data encryption algorithms.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
RSA Security BSAFE SSL-C	2.6	Siebel Business Applications	Embedded. Provides encryption between Web servers and application servers.	8.0
RSA Security BSAFE SSL-J	4.1.6	Siebel Business Applications	Embedded. Provides encryption between the Siebel application server and J2EE application servers.	8.0
SAP RFC SDK compiled header files	4.6B	Siebel Connector for SAP R/3	Embedded. Provides RFC access to SAP R/3.	8.0
Search Software America SSA-NAME3	2.4	Siebel Data Quality Matching Server	Embedded. Duplicate data identification.	8.0
Sun J2SE	v5.0	Siebel Management Server/ Diagnostic Tool	Embedded. J2SE is the framework for the Management Server and Diagnostic Tool.	8.0
Sybase Adaptive Server Anywhere (ASA)	9.0.1	Siebel Remote, Siebel Tools, ADM, Analytics Mobile	Embedded. Database engine used by Siebel Mobile Web Client (using Siebel Remote) and for the demo databases shipped with the Siebel client and with Siebel Tools.	8.0

Table 13.   Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Tetradyne SourceView ActiveX Control	3.03	Siebel Tools	Embedded. Provides color-coded syntax highlighting to the Siebel Script Editor.	8.0
Visual Mining NetCharts Server	4.6	Siebel Business Applications	Distributed. Supports charting capabilities within Siebel applications.	8.0
Wintertree Software Sentry Spelling Checker Engine	5.14.11.0	Siebel Business Applications	Embedded. Provides spell-checking capabilities for Siebel applications.	8.0
Zero G InstallAnywhere Enterprise Edition	5.5	Siebel Email Marketing Server	Embedded. Installer for Siebel Email Marketing Server.	8.0
Zlib Compression Library	1.1.4	Siebel Business Applications	Embedded. Compresses file attachments, Siebel Remote files, and SISNAPI traffic.	8.0

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OpenGroup X Window System v.11.6

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10 Supported Upgrade Paths

This chapter describes the supported upgrade paths to Siebel 8.0. Please note that upgrading to Siebel 8.0 requires an upgrade of all Siebel supported relational database platform software. See Table 13 on page 39 for the list of supported relational databases.

This chapter includes the following topic:

■ Upgrade Paths for Siebel Enterprise Server

NOTE: Direct upgrade paths to Siebel version 8.1.1 SIA are only supported from version 7.x or 8.x Siebel Industry application releases. For more information, see My Oracle Support documents ID 549362 and ID 751172.1.

Upgrade Paths for Siebel Enterprise Server

Table 14 lists the upgrade paths for Siebel Enterprise Server for Siebel Business Applications and Siebel Industry Applications.

Table 14.   Supported Upgrade Paths for Siebel Business Applications and Siebel Industry
             Applications

Siebel Release	Supported Language
Siebel Business Applications	
Siebel 7 (Release 7.0.4)	English, Danish, German, French, Italian, Japanese, Korean, Simplified Chinese, Spanish, Dutch, Hebrew, Portuguese - Brazilian, Swedish
Siebel 7 (Release 7.5.2)	English, French, German, Spanish, Italian, Dutch, Swedish, Danish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew
Siebel 7 (Release 7.5.3)	English, French, German, Spanish, Italian, Dutch, Swedish, Danish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew
Siebel 7 (Release 7.7)	English, French, German, Spanish, Italian, Dutch, Swedish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew, Thai, Arabic

Table 14.   Supported Upgrade Paths for Siebel Business Applications and Siebel Industry
Applications

Siebel Release	Supported Language
Siebel 7 (Release 7.8.2)	English, French, German, Spanish, Italian, Dutch, Swedish, Danish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew, Thai, Arabic
Siebel 8 (Siebel 8.0)	Horizontal to Vertical
Siebel Industry Applications	
Siebel Financial Services (Release 6.2.1)	English **NOTE:** This upgrade path is supported for IBM DB2 UDB for z/OS only.
Siebel Industry Solutions (Release 7.0.4)	English, French, German, Italian, Spanish, Portuguese - Brazilian, Swedish, Japanese
Siebel Financial Services (Release 7.0.4)	English, Danish, French, German, Italian, Spanish, Portuguese - Brazilian, Dutch, Swedish, Japanese, Korean
Siebel Industry Applications (Release 7.5.2)	English, French, Spanish, German, Italian, Danish, Swedish, Japanese, Portuguese - Brazilian, Simplified Chinese, Czech, Korean, Portuguese
Siebel Industry Applications (Release 7.5.3)	English, French, Spanish, German, Dutch, Italian, Danish, Swedish, Japanese, Portuguese - Brazilian, Simplified Chinese, Czech, Korean, Portuguese
Siebel Industry Applications (Release 7.7)	English, French, German, Spanish, Italian, Dutch, Swedish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew, Thai, Arabic
Siebel Industry Applications (Release 7.8.2)	English, French, German, Spanish, Italian, Dutch, Swedish, Danish, Japanese, Portuguese - Brazilian, Portuguese, Simplified Chinese, Traditional Chinese, Czech, Finnish, Korean, Hebrew, Thai, Arabic
Siebel eBusiness v7.5.3 HEB to v8.1.1	Hebrew

11 Product and Feature Availability Updates

Certain Siebel products or features may not be available in specific releases, operating environments or locales. Often, this is due to third-party product limitations. All known limitations are identified in this chapter for the specific product release and operating environment(s). Please note that while an individual feature may not be available in a specific operating environment, the product as a whole will operate as specified.

Siebel 8.0 Product availability exceptions are listed in Table 15 and supersede content in other chapters of this document. Feature availability exceptions are listed in Table 16 on page 99 (for all products) and in Table 17 on page 103 (for Siebel CRM).

Table 15.   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. Please note that only single and multi display multi process code pages are supported.
Siebel CTI Connect	Server OS	Only supported on Windows, due to a third-party software limitation (Envox).
Siebel Business Applications	Release	LoadRunner 8.0 cannot be used in conjunction with the Siebel Correlation Library when load testing Siebel Employee Relationship Management (ERM) application. Please see the release note associated with Change Request # 12-JHN28R for more details and suggested workaround.
Siebel Business Applications (MQ Series Adapter), Siebel Connector for SAP R/3	Release	IBM MQ Series Link for SAP R/3 is no longer supported as of Siebel 8.0.
Siebel CTI	Platform	CTI is not supported on Red Hat Linux or Novell SUSE.

Table 15.   Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
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 Incentive Compensation	Release	These Siebel Incentive Compensation products are neither available for new purchases, nor supported in this release. For customers interested in Compensation products, please refer to the Siebel Incentive Compensation Management product line sold separately.
Siebel Partner Community and Siebel Partner Portal	Browser	Siebel Partner Community and Siebel Partner Portal are not supported on AOL7.
Siebel Partner Relationship Management (PRM) Partner Portal and eSales (Siebel Communication, Media and Energy)	Release	Advanced MACD (Move, Add, Change, Disconnect) 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 5.3 due to third-party product limitation (webMethods).
Siebel Proposals and Presentations	Server OS	Not supported with Siebel Server on UNIX mid-tier platforms due to third party software limitation (Microsoft). Support is available with affected server components running on Windows.
Siebel Reports Server	Language	Actuate report designer and administration tools are available in English only.
Siebel Reports Server	Server OS	Actuate is not supported on Red Hat Linux, HP-UX 11i v2 for Itanium, or Novell SUSE.
Siebel Handheld applications	Release	Direct Server Sync for Siebel Handheld is not supported with Siebel Server on UNIX mid-tier platforms. This limitation does not apply to Companion Sync, which relies on Siebel Remote for synchronization to the server. Siebel Remote is supported on all mid-tier platforms.
Siebel Smart Answer	Platform	Smart Answer is not supported on Red Hat Linux, Novell SUSE, or HP-UX 11i v2 for Itanium.

Table 15. Product Availability Exceptions

Siebel Product	Limitation Type	Availability Issue
Siebel Smart Answer	Release	Due to third party software limitation (Banter), Siebel Smart Answer is not supported with Siebel Server on HP-UX 11i v2 for Itanium or Windows 2003.
Upgrade	Release	Upgrading from the following Siebel releases to Siebel 8.0 is not supported in this release. See related Release Note 12-JA92XR: Business 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, JPN/KOR, FINS 6.2.1 JPN on IBM z/OS

Table 16. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Account Aggregation (Siebel Financial Services)	Release	Account Aggregation functionality is no longer supported as of v7.5.3 and later (Siebel Finance, eBanking, eBrokerage and Financial Services-eCustomer).
ADSI Security Adapter (Siebel Business Applications)	Server OS	Due to third party software limitations (Microsoft), ADSI Security Adapter is not supported with Siebel Server on UNIX mid-tier platforms. LDAP security adapter can be used.
Correspondence	Server OS	Due to third party software limitations (Microsoft Word), Correspondence is not supported with Siebel Server on UNIX mid-tier platforms. Support is available with affected server component running on Windows.
Custom Scripts for iBots (Siebel Delivers)	Platform	iBot triggering of custom scripts is not supported on following platforms: AIX, HP-UX 11i v2 for Itanium, or Solaris. Scripts can however be fired from Windows 2000 machines. This applies to the machine where Siebel Scheduler resides.

Table 16.   Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Credit Card Processing (Siebel eSales, Siebel Orders, Siebel Quotes)	Unicode Processing	Due to third party limitations (CyberSource) please take these steps to encode parameter data. Encode all parameter data in Unicode UTF-8. You may use the Transcode Business Service to convert the data from the format Siebel uses internally, Unicode UTF-16.
Events Execution	Release	Siebel Events Execution / Events Manager and Operations Staff functionality is no longer supported as of v7.5.3 and later.
Email and Calendar (Siebel Email Response and Siebel Calendar)	Server OS	Novell Groupwise is not supported on UNIX mid-tier platforms. Lotus Domino Server is not supported on AIX. This applies to the server where the email products are installed.
Email and Calendar (Siebel Email Response and Siebel Calendar)	Client OS	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 Business Applications)	Client OS	RSA Crypto-J does not support Windows XP.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Server OS	RSA Crypto-J does not support AIX 5L for the Java Data Bean.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Client OS	Customers using the IBM JVM (NT/Win2k and AIX) will not be able to encrypt communications between their Java components and the Siebel Server because the RSA Crypto-J is not supported on the IBM JVM.
FAST Search & Transfer SearchServer	Platform	FAST Search & Transfer SearchServer is not supported on HP-UX 11i v2 for Itanium or Novell SUSE.

Table 16. Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Integration to Microsoft Outlook (Siebel Business Applications – Send Email)	Unicode Processing	For Unicode support with Microsoft Outlook, Siebel Server must be on the same system codepage as the Outlook forms. In Outlook 2000 and Outlook 2002, Unicode is supported only in the body of mail messages. Outlook data — such as Contacts, Tasks, and the To and Subject lines of messages — is limited to characters defined by the current system code page of the end user's operating system. The Outlook 2002 user interface does not implement Unicode but uses languages supported by the current system code page. For example, the English user interface is supported on any system code page.
Integration to Novell Groupwise (Siebel Business Applications – Send Email)	Unicode Processing	Novell GroupWise 6.0 does not support Unicode email messages. Email messages that are sent from Siebel and that contain multibyte Asian characters may not be displayed correctly.
Integration to Taxware for sales tax calculations (Siebel eSales)	Unicode Processing	Taxware provides limited Unicode support. Refer to the *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.
Siebel Management Server	Server OS	Management Server only runs on Microsoft Windows 2003. Requires Perl version 5.6 or later, installed wherever the Management Server is installed.
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.

Table 16.   Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
PDF viewing (Siebel Business Applications)	Language	Adobe Acrobat Reader is not supported in Brazilian Portuguese, Czech, Greek, Arabic or Hebrew. UI menu labels will not appear in Hebrew or Arabic, but PDF files containing Hebrew text can be viewed with the Adobe Acrobat Reader.
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.
Siebel Calendar	Internationalization	Siebel Calendar, which provides Gregorian calendar functionality, is not configurable for any other calendar system, such as the Muslim Hijra calendar, the Japanese Emperor calendar, or the Buddhist Era calendar.
Siebel Web Engine	Release	See Release Notes categories General / Web Framework for specific detailed Web client features and functions that may not be fully supported in this release.
Spell Checking (Siebel Business Applications)	Language	Spell checking is not supported in Japanese, Chinese (Simple and Traditional), Czech, Greek, Arabic, Hebrew or Korean.
Survey Results (Siebel Business Applications)	Unicode processing	Satmetrix does not support double/multi byte encoding on survey reports and they do not support Unicode. Siebel applications use single-byte encoding for the URL that is transmitted to Satmetrix to pull-up a survey report but Satmetrix will not be able to display characters that require double byte encoding.

Table 16.   Feature Availability Exceptions

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Syndicated Data Loading and Routing (Siebel Sales, Siebel Service, Siebel Call Center for Siebel Pharma, Siebel Clinical, and Siebel Medical)	Server OS, Database	Not supported with Siebel Server on UNIX mid-tier platforms. Not supported with Database Server running DB2.
Tax Calculation (Siebel eSales, Siebel Orders, Siebel Quotes)	Server OS	Due to third-party limitations, (Cybersource), Credit Card Processing is not supported on Windows 2003.
Wireless Banking	Release	The Siebel Wireless Banking product is no longer supported as of v7.5.3 and later. (12-GPOKYG).

In addition to Table 16, Table 17 lists additional feature availability exceptions that are applicable to Siebel CRM. Siebel CRM does not support these features. Customers should use Siebel Tools to remove these features from the views or applets they intend to deploy.

Table 17.   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)

Table 17.   Feature Availability Exceptions Applicable to Siebel CRM

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

Table 17.   Feature Availability Exceptions Applicable to Siebel CRM

Feature	Siebel CRM Application	Views/Applets Affected
Auto Allocate, Auto Substitute, and Allocate Below Safety Fields	Call Center, Sales, Service	Product Entry Applet Product Form Applet
Allow Third Party Lister Field	Call Center, Sales, Service	Catalog Admin Catalog Detail Applet
Branch Locator Hyperlink	eService, eCustomer	Contact Us Communication Channel Tiny Applet
Book/Cancel Appointment Buttons	Call Center, Sales, Service	Service Request Activity List Applet
Check Availability Button	eSales, eCustomer	Quote Form Applet – Current (eSales)
Compensable Field/Column	Call Center, Sales, Service	Admin Class Product List Applet Product Entry Applet Product Form Applet Product List Applet
Create Auction Button	Call Center, Sales, Service	Product Form Applet
Configuration File Field	Call Center, Sales, Service	Product Entry Applet Product Form Applet
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 17.   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 17.   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 17.   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