



Siebel System Requirements and Supported Platforms for Self-Service Applications

Version 8.1

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Introduction

This chapter includes the following topics:

- [How This Book Is Organized](#)
- [Siebel Documentation](#)
- [Oracle Welcomes Your Comments](#)

How This Book Is Organized

This book contains the definitive list of system requirements and supported platforms for Oracle's Siebel Self-Service Applications version 8.1 and version 8.1.1.

This guide contains the following chapters:

- [Chapter 1, "Introduction."](#)
- [Chapter 2, "Globalization Requirements,"](#) describes the internationalization and localization requirements.
- [Chapter 3, "Supported Platforms for Siebel Self-Service Applications,"](#) describes the software platform requirements for the Siebel Self-Service Applications clients.
- [Chapter 4, "Supported Software and Ancillary Programs,"](#) provides a comprehensive list of the software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Self-Service Applications.

For further information about Siebel Self-Service Applications, see the following guides, which are available on Oracle Technology Network (OTN) at <http://www.oracle.com/technology/documentation/siebel.html>.

- *Siebel E-Commerce Administration Guide*
- *Siebel E-Support Administration Guide*
- *Siebel Self-Service Application Deployment Guide*
- *Siebel Self-Service Application Developer's Guide*

Siebel Documentation

The Siebel Bookshelf is available on Oracle Technology Network (OTN) and Oracle E-Delivery. It might also be installed locally on your intranet or on a network location.

For information about Siebel CRM Maintenance Releases or Fix Packs, see the appropriate *Siebel Maintenance Release Guide* on Oracle *MetaLink3* at <https://metalink3.oracle.com>.

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

Oracle Welcomes Your Comments

To help us improve our products, we want to know about any corrections or clarifications to this guide that you would find useful. Please include in your message:

- The title and version of the guide (important)
- The name and version number of the Siebel application you are using
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

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Redwood Shores, CA 94065

Siebeldoc_ww@oracle.com

We appreciate your feedback.

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Globalization Requirements

This chapter describes the globalization requirements. It includes the following topic:

- [Internationalization and Localization](#)

Internationalization and Localization

Siebel Self-Service Applications supports internationalization and localization for specific languages, based on customer demand. Siebel Self-Service Applications version 8.1 includes localization support for the languages listed in [Table 1](#). To obtain information about updates to the supported languages, log a Service Request.

NOTE: For a list of supported code pages, see the Supported Database Server Platforms chapter in *Siebel System Requirements and Supported Platforms on Oracle Technology Network (OTN)*. Note that English (ENU) is available on all supported database code pages.

Table 1. Localized Languages for Siebel Self-Service Applications 8.1

Language	Supported
Arabic	Yes
Chinese (Simplified)	Yes
Chinese (Traditional)	Yes
Czech	Yes
Danish	Yes
Dutch	Yes
English	Yes
Finnish	Yes
French	Yes
German	Yes
Hebrew	Yes
Italian	Yes
Japanese	Yes
Korean	Yes
Polish	Yes
Portuguese (Brazilian)	Yes

Table 1. Localized Languages for Siebel Self-Service Applications 8.1

Language	Supported
Portuguese (European)	Yes
Russian	Yes
Spanish	Yes
Swedish	Yes
Thai	Yes
Turkish	Yes

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Supported Platforms for Siebel Self-Service Applications

This chapter describes the hardware and network requirements, client environment requirements, supported web browsers, supported operating systems, supported databases, and supported application servers for Siebel Self-Service Applications.

This chapter includes the following topics:

- [Siebel Self-Service Applications and Siebel Customer Relationship Management Applications](#)
- [Hardware and Network Requirements for Siebel Self-Service Applications](#)
- [Client Environment Requirements for Siebel Self-Service Applications](#)
- [Supported Web Browsers for Siebel Self-Service Applications](#)
- [Supported Siebel Enterprise Server Operating Systems for Siebel Self-Service Applications](#)
- [Supported J2EE Application Servers for Siebel Self-Service Applications](#)
- [Supported Database Server Platforms for Siebel Self-Service Applications](#)

Siebel Self-Service Applications and Siebel Customer Relationship Management Applications

Figure 1 depicts the relationship between Siebel Self-Service Applications and Siebel Customer Relationship Management applications.

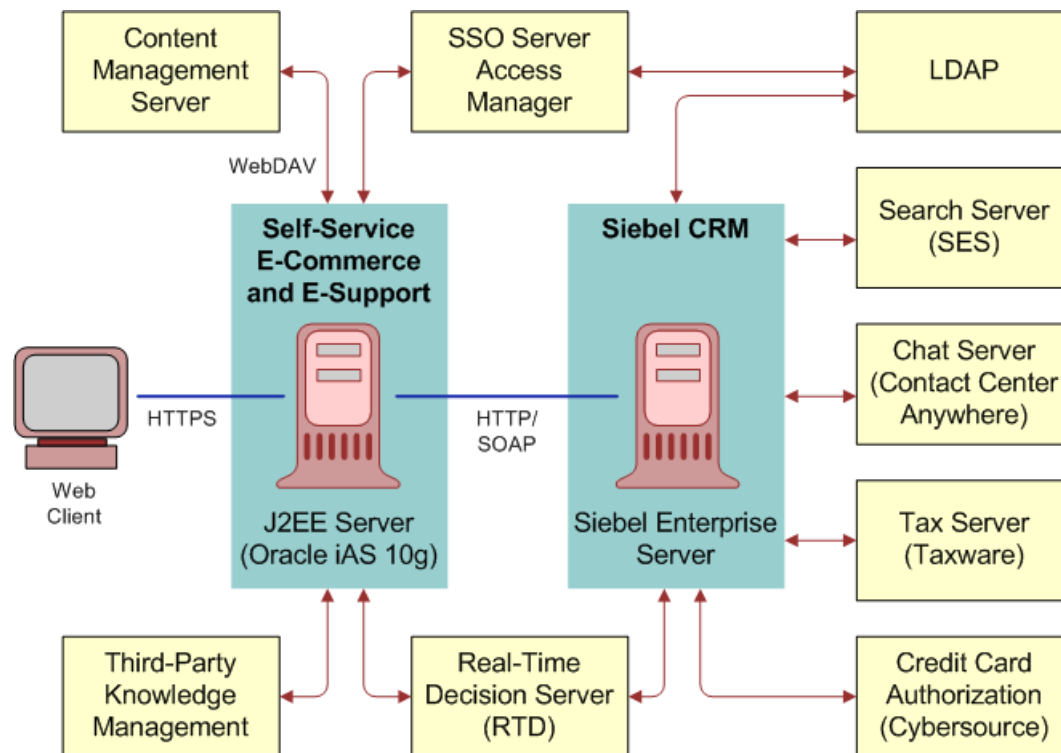


Figure 1. Relationship Between Siebel Self-Service Applications and Siebel Customer Relationship Management Applications

Note the following important information:

- Siebel Self-Service Applications are certified on the Oracle Application Server only. For more information about which databases and operating systems are supported for Siebel CRM, see *Siebel System Requirements and Supported Platforms* on Oracle Technology Network (OTN) at <http://www.oracle.com/technology/documentation/siebel.html>.
- Siebel Self-Service Applications require Siebel Real-Time Decisions Platform version 2.2.1 and Siebel Real-Time Decisions Applications version 2.2.1.
- Siebel Self-Service Applications also require Adobe LiveCycle Enterprise Suite for inbound forms integration. Adobe LiveCycle Enterprise Suite consists of Adobe LiveCycle Forms ES and Adobe LiveCycle Designer ES. For more information, see <http://www.adobe.com>.

Hardware and Network Requirements for Siebel Self-Service Applications

For information about hardware and network requirements for Self-Service Applications, see the Hardware and Network Requirements chapter in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network (OTN).

Client Environment Requirements for Siebel Self-Service Applications

For information about client environment requirements for Self-Service Applications, see the Client Environment Requirements chapter in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network (OTN).

Supported Web Browsers for Siebel Self-Service Applications

Table 2 lists the supported Web browsers and client operating systems for Siebel Self-Service Applications.

Table 2. Supported Web Browsers and Operating Systems for Siebel Self-Service Applications

Web Browser	Operating System				
	Microsoft Windows XP SP3	Microsoft Vista SP1	Apple Mac OS X 10.4.6 Client	Novell SUSE Linux Desktop 9 SP3	Red Hat Linux 4 Desktop Workstation
Microsoft Internet Explorer 6	Yes	No	No	No	No
Microsoft Internet Explorer 7	Yes	Yes	No	No	No
Netscape 8.1	Yes	No	No	No	No
Safari 2.0	No	No	Yes	No	No
Mozilla Firefox 2.0	Yes	Yes	No	Yes	Yes

Supported Siebel Enterprise Server Operating Systems for Siebel Self-Service Applications

For information about supported Siebel Enterprise Server operating systems, see the Server Environment Requirements chapter in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network (OTN).

Supported J2EE Application Servers for Siebel Self-Service Applications

Table 3 lists the supported application server. Because J2EE support is not open-ended, you must verify support for specific functionality (such as for Java Messaging Servers or Web Channel).

Table 3. Supported Application Servers for Siebel Self-Service Applications

J2EE Application Server	Server Operating System	Siebel Self-Service Applications Version
Oracle Application Server 10.1.3.3	Oracle Enterprise Linux 4	8.1
Oracle Application Server 10.1.3.3	Oracle Enterprise Linux 4 Oracle Enterprise Linux 5.1	8.1.1

NOTE: As noted in Table 3, while both Red Hat Enterprise Linux version 4 and version 5.1 are supported for version 8.1.1 of Siebel Self-Service Applications, only version 4 is supported for version 8.1 of Siebel Self-Service Applications.

For more information about Oracle Application Server, see the Oracle Application Server documentation on OTN at <http://www.oracle.com/technology/documentation/appserver.html>.

Supported Database Server Platforms for Siebel Self-Service Applications

Oracle Application Development Framework (ADF) requires a connection to an Oracle database for data passivation. For information about supported relational database management systems that are supported for the Siebel database, and the database connectivity and management software that must be installed on each application server within the Siebel Enterprise Server, see the Supported Database Server Platforms chapter in *Siebel System Requirements and Supported Platforms* on Oracle Technology Network (OTN).

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Supported Software and Ancillary Programs

This chapter provides a comprehensive list of the software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Self-Service Applications. The third-party software and respective versions listed in this chapter supersede any other documentation that might be available. This chapter includes the following topic:

- [Supported Third-Party Software](#)

Supported Third-Party Software

Siebel Self-Service Applications supports the third-party software product listed in [Table 4](#). These products must be obtained directly from the vendors.

Table 4. Supported Software

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
Adobe LiveCycle Enterprise Suite	8.2	Siebel Self-Service Applications	J2EE server that allows for electronic forms, process management, document security, and document generation.	8.1

