



Siebel System Requirements and Supported Platforms

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July 2012

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1

Introduction

This chapter includes the following topics:

- [What's New in This Revision](#)
- [Other Siebel Documentation](#)
- [Oracle Welcomes Your Comments](#)

What's New in This Revision

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

Table 1. What's New in Siebel System Requirements and Supported Platforms, Version 8.2, Rev. E

Topic	Description
"Oracle Policy Automation" on page 40 "Product Availability Exceptions for Siebel CRM Version 8.2" on page 85	Removed rows and sections that referred to a product that is no longer supported.
"Supported Siebel Enterprise Server Operating Systems" on page 26 "Software Requirements for Siebel Enterprise Server—Binary Compatibility Support" on page 27	In Table 6 on page 26 , added support for IBM AIX 7.1, and moved support for Oracle Solaris 11 from Table 6 on page 26 to Table 7 on page 27 , as Oracle Solaris 11 is supported for binary compatibility.

Other Siebel Documentation

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

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

Oracle Welcomes Your Comments

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

- The title and version of the guide (very important)

- The name and version number of the Siebel application you are using
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2

Globalization Requirements

This chapter describes the globalization requirements for Siebel Business Applications. It includes the following topics:

- [Internationalization and Localization](#)
- [Additional Information About Language Support](#)
- [Support of Unicode Standard](#)

Internationalization and Localization

Siebel Business Applications support internationalization and localization for specific languages based on customer demand. Siebel CRM version 8.2.2 includes localization support for the languages listed in [Table 2](#), where the word *Yes* indicates support. To obtain information about updates to the supported languages, log a service request.

Table 2. Localized Languages for Siebel CRM Version 8.2.2

Language	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

Table 2. Localized Languages for Siebel CRM Version 8.2.2

Language	Language Code	Siebel Business Applications	Siebel Handheld Applications ¹	Siebel Wireless Applications	Supported Database Code Pages ²
Hebrew	HEB	Yes	No	No	Unicode
Italian	ITA	Yes	Yes	Yes	CP1252/5248 Unicode
Japanese	JPN	Yes	Yes	Yes	CP932/943 Unicode
Korean	KOR	Yes	No	Yes	Unicode
Polish	POL	Yes	No	No	Unicode
Portuguese (Brazilian)	PTB	Yes	Yes	Yes	CP1252/5248 Unicode
Portuguese (European)	PTG	Yes	Yes	No	CP1252/5248 Unicode
Russian	RUS	Yes	No	No	Unicode
Spanish	ESN	Yes	Yes	Yes	CP1252/5248 Unicode
Swedish	SVE	Yes	Yes	Yes	CP1252/5248 Unicode
Thai	THA	Yes	No	No	Unicode
Turkish	TRK	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 11 on page 33](#) lists the Traditional Database Code Pages.

Additional Information About Language Support

Please note the following additional information about language support:

- English (ENU) is available on all supported database code pages.
- IBM DB2 for OS/390 and z/OS is only supported for English (ENU) for Siebel Business Applications. For Siebel Industry Applications, IBM DB2 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 (for Siebel Mobile or Developer Web Client, Siebel Enterprise Server, Siebel Web Server Extension, and Siebel Tools client) support displaying the installer user interface in the following languages: English (ENU), German (DEU), Spanish (ESN), French (FRA), Italian (ITA), Portuguese - Brazilian (PTB), Korean (KOR), Japanese (JPN), and Traditional Chinese (CHT). If the locale defined in a client's regional settings is not one of these languages, the installer will run in ENU instead. For more information about installing Siebel applications and Siebel Language Packs, see the *Siebel Installation Guide* for the operating system you are using.
- Siebel Client environments are supported on Windows with Microsoft's Multilingual User Interface (MUI) installed.
- Siebel Smart Answer supports the following languages: Dutch, English, French, German, Italian, and Spanish.

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. For more information about supported sort orders, see [Chapter 7, "Other Supported Platforms."](#)

Support of Unicode Standard

Siebel servers and applications support version 3.1 of the Unicode standard, with surrogate pass-through. This means that transaction data can be entered into Siebel applications using characters in any language, and even mixed in a single record, provided that the underlying database server is configured with Unicode as the default character set. Characters introduced in later versions of the Unicode standard will work for data entry, storage, retrieval, and display, but are not guaranteed to be processed or queried correctly.

3

Hardware and Network Requirements

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

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

NOTE: Use the requirements described in this chapter only as a guideline. The requirements do not take into consideration various factors that affect scalability and performance. For help with capacity planning or sizing assistance, create a service request (SR) on My Oracle Support. Alternatively, you can contact Oracle Global Customer Support directly to create a service request or get a status update on your current SR. Support phone numbers are listed on My Oracle Support.

Server Environment Hardware Requirements

Table 3 lists the minimum hardware requirements for the server environment.

Table 3. Minimum Server Environment Hardware Requirements

Platform	Siebel Server Environment	Minimum Hardware Required
All supported operating systems	Siebel Gateway Name Server	As recommended by operating system vendor
	Siebel Server	
	Web Server	As recommended by operating system and Web Server vendor
	Database Server	As recommended by database vendor

Disk Space Requirements

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

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

Up to 1 gigabyte of disk space can be required on each application server to install the 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 deployments of Siebel applications. This is especially important in high-capacity deployments. Oracle recommends using high-performance disks or fault-tolerant disk arrays for all application servers, 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.

About Clustering

High-availability solutions, such as clustering, are also recommended on critical components and may be used in conjunction with the high-availability storage solutions stated in [Disk Space Requirements on page 13](#). Clustering is critical for high availability of the Gateway Name Server, Remote Servers and the Database Server. Clustering is also recommended for any application server that is not load-balanced.

You are responsible for making sure that clustering is supported on each server component, and for making sure that Siebel Server hardware operates with the supported server operating systems and clustering solutions. See [Table 6 on page 26](#) for a list of the supported server operating systems. See [Table 8 on page 29](#) for a list of the supported Web servers. For more information about clustering, see [" " on page 27](#).

Server Network Requirements

Siebel Enterprise Server computers require:

- A TCP/IP LAN with a minimum 100 MB per second connection between the database that hosts the Siebel data and the Siebel Servers (this includes all the associated Siebel Server components).
- A TCP/IP LAN or WAN with a minimum 100 MB per second connection between the Siebel Servers and the Web servers hosting the Siebel application.
- A TCP/IP LAN or WAN with a minimum 100 MB per second connection between the Web Servers hosting the Siebel application and the Web browsers.
- For customer applications, such as Siebel eSales, Siebel eService, and so forth, a modem with a bandwidth of 56 kilobits per second or faster is advised. If lower-bandwidth modems are used, the application will be functional, but performance degradation can be expected.

Firewall Proxy and Reverse Proxy Support

Firewall proxies and reverse proxies implemented in conjunction with Siebel applications are supported with HTTP 1.0 or 1.1 protocol. Special deployment considerations should be made when using proxies that support HTTP 1.0. Oracle strongly recommends using HTTP 1.1 to avoid known errors in HTTP 1.0. For more information, see the topic 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. It can be deployed on any Siebel-supported operating system that supports long filenames. It 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 the Siebel File System, see the *Siebel Installation Guide* for the operating system you are using.

Siebel Client Environment Hardware Requirements

Siebel client minimum memory requirements for each client are bounded by minimum requirements of the operating system on which they run. Increasing the number of views to be cached may increase memory requirements. Meeting the minimum requirements by the vendor of those components will 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. It is recommended that you test Siebel application configurations to make sure that performance is adequate.

Client Network Requirements

The following are the requirements for client networks:

- Siebel Web Client-Customer Applications. For applications such as Siebel eSales, Siebel eService, and so on, use a modem with a bandwidth of 56 kilobits per second or better to the Web servers hosting the Siebel applications. If lower bandwidth modems are used, the application will be functional, but performance degradation can be expected. This lower performance will be the case with any Web site that you access.
- Siebel Web Client-Employee Applications. Use a LAN or WAN connection to the Web servers hosting the Siebel applications. The connection needs to support the HTTP protocol.
- Siebel Mobile Web Client-Employee Applications. Use a TCP/IP connection to the Siebel Server it synchronizes with. The Siebel Server is specified in the configuration (CFG) file local to the Siebel Mobile Web Client.

- Siebel Tools Client. Use either a TCP/IP LAN or WAN for the connections to the database management system (DBMS) hosting the Siebel data and repository. The connection must also have access to the Web servers hosting the Siebel test environment.

4

Client Environment Requirements

This chapter describes the software platform requirements for the Siebel Business Applications clients. The required software includes those products that must be installed separately by the user on the client computer. Siebel Business Applications can be deployed in two modes: in standard-interactivity mode or in high-interactivity mode.

This chapter includes the following topics:

- [Deployment Modes for Siebel Business Applications](#)
- [Supported Deployment Modes by Application Type](#)
- [Client Types for Siebel CRM](#)
- [Requirements for Accessibility Mode](#)
- [Requirements for Web Client-Customer Applications \(Standard-Interactivity Mode\)](#)
- [Requirements for Employee Applications](#)
- [Requirements for Siebel Developer Web Client \(High-Interactivity Mode\)](#)
- [Requirements for Siebel Mobile Web Client \(High-Interactivity Mode\)](#)
- [Requirements for Siebel Tools Client](#)

Deployment Modes for Siebel Business 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 Partner Relationship 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).

Deployment Modes for Employee Applications

Siebel employee applications run only in high-interactivity mode, with the exception of Microsite Management and Group News (formerly known as ERM). See [“Deployment Modes for Siebel Business Applications” on page 17](#) and [“Requirements for Employee Applications” on page 22](#) for more information about high-interactivity mode and its client requirements.

Deployment Modes for Partner Applications

There are two relevant Siebel partner applications:

- **Siebel Partner Manager.** An employee application that is used by channel and alliance professionals to administer and manage their partner base. Because Siebel Partner Manager is meant only for employees, it supports only high-interactivity mode.
- **Siebel Partner Portal.** An application for partner users. It supports both standard-interactivity mode and high-interactivity mode. Oracle strongly recommends that you run Siebel Partner Portal in standard-interactivity mode, because it supports the broadest set of browsers and client operating systems, thereby allowing your entire partner base to access the portal.

However, if a customer has a dedicated (exclusive) partner network, and if a customer can require that their partners use more stringent high-interactivity mode requirements (specific browsers, operating systems, and Java runtime environment), then deploying Siebel Partner Portal in high-interactivity mode may be a viable option. There are exceptions to Siebel Partner Portal's support of both standard-interactivity mode and high-interactivity mode for some Siebel Business Applications, as shown in [Table 4 on page 19](#).

Deployment Modes for Customer Applications

Siebel customer applications run only in standard-interactivity mode. See [“Requirements for Web Client-Customer Applications \(Standard-Interactivity Mode\)” on page 21](#) for more information about standard-interactivity mode and its client requirements.

Supported Deployment Modes by Application Type

[Table 4](#) lists the supported deployment modes for different applications or groups of applications. The word *Yes* indicates support.

Employee applications (high interactivity) are optimized for a screen resolution of 1024 by 768. Customer and partner applications (standard interactivity) are optimized for a screen resolution of 800 by 600, unless otherwise stated.

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 1024 by 768. If you are deploying these applications in standard-interactivity mode, you must follow the requirements in “Requirements for Web Client-Customer Applications (Standard-Interactivity Mode)” on page 21.

Table 4. Supported Deployment Modes by Application

Group of Applications	Standard-Interactivity Mode	High-Interactivity Mode
Employee Applications (CRM)	No	Yes
Customer Applications	Yes	No
Partner Applications (Partner Manager)	No	Yes
Partner Applications (Partner Portal) *		
Siebel Partner Portal	Yes	Yes
Siebel SIA Partner Portal	Yes	Yes
Siebel Apparel and Footwear Partner Portal	Yes	No
Siebel Consumer Goods Partner Portal	No	Yes
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
Siebel Clinical Partner Portal	Yes	No
Siebel Partner Portal for Comm, Media and Energy**	No	Yes
<p>* High Interactivity deployment requires the configuration of browser related settings and software. See <i>Siebel Deployment Planning Guide</i> and <i>Siebel System Administration Guide</i> on the Siebel Bookshelf for the latest requirements.</p> <p>** High Interactivity requires that you apply the documented configurations for Shopping Cart Transfer, Partner Satisfaction, and Partner Commerce. User Registration is not supported in High Interactivity. This limitation applies to all Siebel Industry Applications.</p>		

Client Types for Siebel CRM

You 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 computer, the application functionality available to the user, and the network requirements.

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

- **Siebel Web Client-Customer Applications.** (Standard-Interactivity Mode) 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.

Browsers include a common set of standards and 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 standards based capabilities only. These capabilities provide the interaction required by Siebel customer applications. For more information about standard-interactivity mode and browser support for it, see [“Requirements for Web Client-Customer Applications \(Standard-Interactivity Mode\)” on page 21](#).

- **Siebel Web Client-Employee Applications.** (High-Interactivity Mode) Siebel Web Client runs in Microsoft Internet Explorer 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.

The Siebel high-interactivity client takes advantage of the capabilities of the Microsoft Internet Explorer browser. The high-interactivity mode extends the base functionality described in Standard-Interactivity Mode 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 Employee Applications” on page 22](#).

- **Siebel Mobile Web Client.** (High-Interactivity Mode) 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 have 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 computer. Periodically, the client must access the Siebel Remote Server through a dial-up wide area network (WAN), or local area network (LAN) connection to synchronize data changes with the Siebel Database on the database server and Siebel File System. This client requires the installation of Siebel software on the user's personal computer.
- **Siebel Developer Web Client.** (High Interactivity-Mode) Siebel Developer Web connects directly to a database server. It is intended for limited and restricted use by Siebel developers and Siebel administrators, and it requires an installation on the client computer. Developers can use it as a 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 Dedicated Client is supported for use in development and test environments only.
- **Siebel Tools Client.** Siebel Tools Client is a Microsoft-Windows-based application 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 applications, see [“Siebel Handheld Applications for Windows-Powered Devices” on page 50](#).

- **Siebel Wireless Client.** Siebel Wireless Client runs in a variety of WML and HTML browsers available for mobile devices, such as personal digital assistants (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.

Deployment Requirements and Settings

There are specific application and browser settings and patches required to support the Siebel application. These requirements might change over time, based on the 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 OTN (<http://www.oracle.com/technetwork/indexes/documentation>).

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

Requirements for Accessibility Mode

Siebel applications are supported in accessibility mode only if used with the following client environments:

- Microsoft Windows 7 with Internet Explorer 8 browser
- Microsoft Windows 7 with Firefox 3.6 browser
- Apple Mac OS X 10.6 or later with Safari 5 browser or later

Some of the default keyboard shortcut values configured with Siebel applications are known to conflict with some of the default keyboard shortcut values implemented in Firefox and Safari browsers. You must change either the default keyboard shortcut values configured with Siebel applications or those configured for Firefox and Safari in order to avoid such conflicts.

Screen-reader products have not been certified for Siebel applications, but it is possible to use the following screen readers: Jaws, Window-Eyes, NVDA, and VoiceOver. It is recommended that you always use the latest available version of these products with Siebel applications.

Requirements for Web Client-Customer Applications (Standard-Interactivity Mode)

This topic lists the requirements for supporting customer and partner applications. For a definition of customer and partner applications, see "Groups of Siebel Business Applications" on page 16.

Siebel applications support standards-based browser support. Browsers meeting the standard below are supported:

- Browsers must support HTML 4.01 standard
- Browsers must support CSS level 2.1 (CSS level 3.0 support is recommended and provides enhanced features)
- Browsers must support JavaScript version 1.5

Oracle recommends use of browsers that rank highly on the Acid3 series of standards compliance. For more information about browser compliance with Internet standards, see <http://acid3.acidtests.org>. In rare instances, browsers may not adequately meet the standards defined above. In that case, it is recommended to use a browser that better complies with Internet standards/Acid3. For more information about enabling the full set of modern browsers, see Article ID 1159335.1 on My Oracle Support (<https://support.oracle.com>).

Requirements for Employee Applications

This topic lists the requirements for employee applications. For an explanation of employee applications, see “Deployment Modes for Siebel Business Applications” on page 17.

Table 5 lists the supported Web browser and client operating-system combinations for high-interactivity mode deployments, where the word *Yes* indicates support.

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

Table 5. Web Browsers for High-Interactivity Clients

Client Operating System	Browser		
	Internet Explorer 6.0	Internet Explorer 7.0	Internet Explorer 8.0
Microsoft Windows 7 Professional (32-bit and 64-bit) with currently available Service Pack and above	No	No	Yes
Microsoft Vista with SP2 and above	No	Yes	Yes
Microsoft Windows XP SP3 or above	Yes	Yes	Yes
Microsoft Windows XP Tablet PC Edition 2005 SP2 or above	Yes	Yes	No

Each supported browser requires installation of the Oracle Java Runtime Environment (JRE) version 1.6 or above.

For more information about the high-interactivity client, see *Siebel Deployment Planning Guide* on the *Siebel Bookshelf*.

NOTE: Tabbed browsing is supported with Siebel applications for one active session. Multiple Web pages may be opened using tabbed browsing, but only one tab can have a live connection to a Siebel application at a given time.

Requirements for Siebel Developer Web Client (High-Interactivity Mode)

The Siebel Developer Web Client requires installation of the Siebel product components within the Siebel Mobile Web Client with appropriate configuration choices in the installer. In addition, the environment must support the high-interactivity client requirements detailed in [Table 5 on page 22](#).

The relational database management systems listed in [Table 9 on page 31](#) show the third-party software products that may require installation on the Siebel client computers on which you run Siebel Developer Web Clients. These products are not provided by Oracle; you must obtain these products from the vendor based on your database-connection requirements.

Requirements for Siebel Mobile Web Client (High-Interactivity Mode)

The Siebel Mobile Web Client requires installation of the Siebel product components within the Siebel Mobile Web Client with appropriate configuration choices. In addition, the client environment must support the high-interactivity client requirements detailed in [Table 5 on page 22](#).

Requirements for Siebel Tools Client

The Siebel Tools Client requires installation of the product components within the Siebel Tools Client. In addition, it is recommended that you install a Developer Web Client with Siebel Tools.

The following operating systems are supported for Siebel Tools:

- Microsoft Windows XP
- Microsoft Windows 7 (32-bit)
- Microsoft Windows 7 (64-bit)

5

Server Environment Requirements

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

- [Homogeneous and Heterogeneous Server Environments](#)
- [Supported Siebel Enterprise Server Operating Systems](#)
- [Cluster Technology Support](#)
- [Virtual Machine Environments](#)
- [Supported Web Servers](#)
- [Supported Application Servers](#)

Homogeneous and Heterogeneous Server Environments

In homogeneous server environments, Siebel Gateway Name Server, Siebel Servers, and Web servers are all deployed on computers that are running the same operating system. In heterogeneous server environments, Siebel Gateway Name Server, Siebel Servers, and Web servers can be deployed on different supported platforms. [Chapter 3, “Hardware and Network Requirements,”](#) [Chapter 5, “Server Environment Requirements”](#) (this chapter), and [Chapter 6, “Supported Database Server Platforms”](#) detail the combinations of database servers, application servers, Web server, and the 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 25.](#)

Heterogeneous Component Dependencies

The following components have specific operating-system dependencies at the application-server level. Testing heterogeneous environments must include testing these components in heterogeneous environments:

- Siebel Smart Answer
- eDocuments Server
- Communications Server
- Gateway Name Server to all the other servers (installation and startup)
- Replication

- Regional nodes on Microsoft Windows
- Authentication
- MQ Adapter
- Marketing Server
- Wireless and Wireless Messaging
- Integration to Microsoft Exchange Server
- Siebel Server Sync for Exchange Server (SSSE)

Supported Siebel Enterprise Server Operating Systems

Table 6 lists the 32-bit operating systems and third-party software products that must be installed on the Siebel Servers. These products are not provided by Oracle; you must obtain them directly from the vendor.

NOTE: Only 64-bit is supported for Microsoft Windows.

Table 6. Software Requirements for Siebel Enterprise Server

Operating System and Product	Patch Level	Siebel CRM Applications Version
IBM AIX 6L version 6.1	TL level 6 with SP2 or above. IBM makes this maintenance level available at: http://www.ibm.com/eserver/support/fixes C++ Runtime version 7.0.0.1 or above is required	8.2.2
Microsoft Windows 2008 R2 (64-bit)	Base level or above. Microsoft makes Service Packs available at http://technet.microsoft.com/en-us/windowsserver/2008/default.aspx .	8.2.2
Oracle Solaris 10 (SPARC Compatible)	Solaris 10 GA Release or above running on SPARC T-Series and SPARC Enterprise M-Series processors compatible with the V9 plus instructions set. For Oracle Solaris patch downloads, see oracle.com/support .	8.2.2
Red Hat Enterprise Linux 5.5 kernel level 2.6.18-238.0.0.0.1.el.5.x86_64.rpm (64-bit)	Update 5 or above Patches are available at http://www.redhat.com	8.2.2

Table 6. Software Requirements for Siebel Enterprise Server

Operating System and Product	Patch Level	Siebel CRM Applications Version
Oracle Enterprise Linux 5.5 kernel level kernel-2.6.18-274.el5 (64-bit)	Update 5 or above	8.2.2
Oracle Enterprise Linux 6.1 kernel - uek-2.6.32-100.28.5.el (64-bit)	Update 1 or above	8.2.2

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

Table 7. Software Requirements for Siebel Enterprise Server — Binary Compatibility Support

Operating System and Product	Patch Level	Siebel CRM Applications Version
Oracle Solaris 11	Solaris 11 GA Release or above running on SPARC T-Series and SPARC Enterprise M-Series processors compatible with the V9 plus instructions set. For Oracle Solaris patch downloads, see oracle.com/support .	8.2.2.1

Table 7. Software Requirements for Siebel Enterprise Server — Binary Compatibility Support

Operating System and Product	Patch Level	Siebel CRM Applications Version
IBM AIX 7L version 7.1	TL level 1 or above. IBM makes this maintenance level available at: http://www.ibm.com/eserver/support/fixes C++ Runtime version 7.0.0.1 or above is required	8.2.2.1
Red Hat Enterprise Linux 6.1 kernel -uek-2.6.32-100.28.5.el (64-bit)	Update 1 or above Patches are available at http://www.redhat.com	8.2.2.1

Cluster Technology Support

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

- You must make sure that clustering is supported on each Siebel Server component. See *Siebel Deployment Planning Guide* for more information.
- You must also make sure 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. Raise any cluster-specific issues with the cluster vendor.
- Oracle Global Customer Support will not duplicate your environment by using a specific clustering product, but will investigate the reported behavior on a platform specified in this guide. Oracle Global Customer Support reserves the right to ask you 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, you 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 you decide to use clustering technology with Siebel products, Oracle strongly recommends that you conduct thorough preproduction tests.

Clustering is critical for the high availability of the Siebel Gateway Name Server, Siebel Remote Servers and 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 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 Oracle Business Intelligence (Analytics), do not support VM environments.
- Oracle 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. Oracle Global Customer Support reserves the right to ask you 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, it is recommended that the customer work with the Virtual Machine provider.
- Oracle is not under any obligation to make changes to Siebel CRM products in order to accommodate the Virtual Machine technology. Under this program, Virtual Machine products are expected to be transparent to the Siebel application.
- Oracle does not warrant the operation of the Ancillary Programs on these platforms. The vendors of these Ancillary Programs may not provide support on these platforms.

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

Supported Web Servers

The supported Web servers are specified in [Table 8](#).

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

Table 8. Supported Web Servers

Web Server and Product	Operating System and Patch Level
Microsoft IIS 7.5 (32-bit compatibility) in IIS 6.0 compatibility mode	Microsoft Windows Server 2008 R2 with SP1 or above (64-bit)
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.	Oracle 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. Oracle Solaris 11 GA Release or above running on SPARC T-Series and SPARC Enterprise M-Series processors.

Table 8. Supported Web Servers

Web Server and Product	Operating System and Patch Level
IBM HTTP Server 7.0 or above	IBM AIX 6L version 6.1
	IBM AIX 7L version 7.1
Oracle HTTP Server 11g (based on Apache Web Server v2.2 or above)	Oracle Enterprise Linux 5.5 (64-bit)
	Oracle Enterprise Linux 6.1 (64-bit)
	Red Hat Enterprise Server 5.5 (64-bit)
	Red Hat Enterprise Server 6.1 (64-bit)

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.

6

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 Application Clusters](#)
- [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 9](#).

Table 9. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ¹	Sort Order	Supported Operating System	Connectivity Software
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)
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 SNAC (SQL Native Connectivity)	Microsoft SQL Native Connectivity (SNAC)
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 2008 supported platforms.	Microsoft SQL Native Connectivity (SNAC)

Table 9. Supported Relational Database Management Systems

Vendor and Product	Version	Code Page ¹	Sort Order	Supported Operating System	Connectivity Software
IBM DB2 LUW Enterprise	v9.7 with FixPak 1 or above ³	UCS-2 ² 1252, 943	Identity (System) SQL_CS_UCA_NO ⁴ SQL_CS_UCA_LTH	Available on all IBM DB2 LUW supported platforms.	IBM DB2 LUW v 9.7 Runtime Client v9.7 Connect with FixPak 1 or above.
IBM DB2 UDB for z/OS	v9 with PUT 08085 or above	5348, 943 1140 EBCDIC Unicode	ASCII	z/OS (with required maintenance level)	IBM DB2 9.7 Runtime Client and DB2 9.7 Connect with FixPak 1 or above
			EBCDIC		
IBM DB2 UDB for z/OS NOTE: This is supported as the Siebel 8.2.2.1 Fix Pack.	v10 + RML or above	5348, 943 1140 EBCDIC Unicode	ASCII EBCDIC	z/OS (with required maintenance level)	IBM DB2 9.7 Runtime Client and IBM DB2 9.7 Connect with FixPak 4 or above.
Oracle 10g Enterprise Server Oracle 10g Standard Edition	10.2.0.2 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8, JA16SJISTILDE	Binary sort order and all linguistic sort orders as provided by Oracle.	Available on all Oracle supported platforms except IBM z/OS.	Oracle 11g client and Data Direct ODBC Driver 6.0
Oracle 11g R2 Enterprise Server Oracle 11g R1 Standard Edition	11.2.0.1.0 or above	WE8MSWIN1252, JA16SJIS, AL32UTF8, JA16SJISTILDE	Binary sort order and all linguistic sort orders as provided by Oracle.	Available on all Oracle supported platforms except IBM z/OS.	Oracle 11g client and Data Direct ODBC Driver 6.0

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 z/OS series.
2. If you are installing an IBM DB2 Unicode database, use UTF-8 as the code set and retain the hyphen. You must enter UTF-8 although the code set 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.ibm.com>.
4. As system performance can be affected by using these sort orders, use of these sort orders is only supported with assistance from Oracle's Application Expert Services. For more information, contact your Oracle sales representative for Oracle Advanced Customer Services.

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 Application Clusters

Table 10 lists information for Oracle Real Application Clusters (RAC).

Table 10. Support for Oracle RAC

Oracle Database Server Version	Certified Oracle Version	Siebel Remote Enabled	Siebel Remote Disabled
Oracle 10g Enterprise Server	10.1.0.2	Active/Passive	Active/Passive
		Active/Active	Active/Active
Oracle 11g R2 Enterprise Server	11.2.0.1.0	Active/Passive	Active/Passive
		Active/Active	Active/Active

Supported Code Pages for Legacy System Integration

Siebel Business Applications integration with legacy systems also supports integration of pre-Unicode data based on the Microsoft character sets, IBM Code Sets and Oracle character sets, listed in Table 11.

Table 11. 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

Table 11. Supported Legacy System Integration Character Sets

Language Description	Language Code	Siebel Name	SQL Server Character Sets	DB2 UDB Code Sets	Oracle Character Sets
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

7 Other Supported Platforms

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

- [Siebel Communications Server](#)
- [Virtual CTI Driver](#)
- [Siebel Chat](#)
- [Siebel Smart Answer](#)
- [Oracle Policy Automation](#)
- [Java and J2EE Application Server Support for Nonbrowser Based Products](#)
- [Siebel Reports](#)
- [Siebel Field Service](#)
- [Siebel Field Service Integration to Oracle Real-Time Scheduler](#)
- [Siebel Handheld Applications for Windows-Powered Devices](#)
- [Siebel Email Marketing](#)
- [Lightweight Directory Access Protocol and Active Directory Services Interfaces](#)
- [Oracle Secure Enterprise Search](#)
- [Spell Checking](#)
- [Siebel Server Sync for Microsoft Exchange Server \(SSSE\)](#)
- [Siebel Wireless](#)

Siebel Communications Server

This topic 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 topic 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 in this chapter, see [Chapter 8, "Supported Software and Ancillary Programs."](#)

The following modules or features use the infrastructure provided by the 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 Email Response

Siebel Communications Server: Supported Email Servers

This topic lists the supported email servers for Siebel Communications Server.

Use a supported email server to communicate with the Siebel Communications Server; otherwise Oracle Global Customer Support may not be able to fully support your deployment.

For supported software versions of the email servers, see [Chapter 7, "Other Supported Platforms."](#) Use the Internet SMTP/POP3 or SMTP/IMAP Server communications driver to communicate with the following email servers:

- Lotus Domino
- Microsoft Exchange

NOTE: Siebel Communications Server supports secure communications using SSL and TLS.

Note the following:

- Siebel Strong Encryption Pack (SSEP) is required for Microsoft Exchange Server 2007 SMTP/POP3 SSL support.
- You must upgrade to JavaMail 1.4.4 in order to support IMAP.

For more information about Siebel Communications Server, 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 communications requests functionality for future development, rather than Siebel Email Manager.

Microsoft Windows Platforms

Table 12 lists the email servers that are supported for use with Siebel Email Manager and which MAPI service provider must be present on the Siebel Server computer in order to communicate with each email server.

NOTE: Use a supported email server to communicate with Siebel Email Manager; otherwise Oracle Global Customer Support may not be able to fully support your deployment. For the supported software versions of the email servers, see Chapter 7, “Other Supported Platforms.”

Table 12. Supported Email Servers for Siebel Email Manager

Email Server	Email Manager Interface on Microsoft Windows: Extended MAPI
Lotus Domino	Using Internet email service provider
Microsoft Windows	Using Microsoft Exchange service provider

UNIX Platforms

For Siebel Email Manager, Siebel Business Applications do not explicitly support specific email servers on UNIX platforms. Instead, Siebel Business Applications rely on the UNIX mail command. You must verify that the mail command is working on the Siebel Server computer 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 8, “Supported Software and Ancillary Programs.” For details on configuring fax addressing schemes, see *Siebel Communications Server Administration Guide*.

Virtual CTI Driver

The Virtual CTI Driver supports CTI connectivity to Oracle Contact Center Anywhere and to Siebel Chat. [Table 13](#) lists the requirements for Oracle Contact Center Anywhere, and [Table 14](#) lists the requirements for Siebel Chat.

Table 13. Virtual Driver for Oracle Contact Center Anywhere

Siebel CRM Version	Operating System	Oracle Contact Center Anywhere Version
8.2.2	Microsoft Windows 2003	8.1.3

Table 14. Virtual Driver for Siebel Chat

Siebel CRM Version	Operating System	Oracle Contact Center Anywhere Version
8.2.2	Microsoft Windows 2003	8.1.3

Siebel Chat

The following topic describes the hardware and software requirements for Siebel Chat.

Hardware Requirements for Siebel Chat

[Table 15](#) lists the recommended minimum hardware requirements for Siebel Chat to support, for example, 100 concurrent agents, each handling three simultaneous chats where:

- The database space required by Oracle Contact On Demand for each chat interaction is 5.3 KB on average. The FTP impact for each chat transcript is 2 KB plus the number of characters divided by 1000.
- Additional database space is required for the Siebel Call Center application to support typical service requests or activity records created. Refer to your own custom environment to see the typical size of service requests and activity records.

Table 15. Minimum Hardware Requirements for Siebel Chat

Operating System	Chat Component	Minimum Hardware Requirements
Oracle Solaris	Siebel Call Center Application Server	For information about minimum hardware requirements, see Chapter 3, "Hardware and Network Requirements."
Windows	Siebel Call Center Application Server	For information about minimum hardware requirements, see Chapter 3, "Hardware and Network Requirements."

Software Requirements for Siebel Chat

Table 16 lists the software requirements for Siebel Chat.

Table 16. Minimum Software Requirements for Siebel Chat

Chat Component	Operating System	Component Items
Siebel Call Center Application	Supported operating systems include: <ul style="list-style-type: none"> ■ IBM ■ AIX ■ Oracle Solaris ■ Linux (Red Hat Enterprise Linux) 	<p>The full Siebel Enterprise 8.2 software package is supported by Siebel Call Center.</p> <p>For more information about component items (versions, patches, and so on), see the following:</p> <ul style="list-style-type: none"> ■ Chapter 5, “Server Environment Requirements” ■ <i>Siebel Installation Guide</i> for the operating system you are using.

Siebel Smart Answer

The following topics describe the requirements for Siebel Smart Answer.

Smart Answer Server and Installer

The following platforms are supported for Siebel Smart Answer:

- Microsoft Windows Server 2008
- Microsoft Windows Server 2008 R2

The following additional software is required:

- PostgreSQL 8.3. You can download and install PostgreSQL from <http://www.postgresql.org/download/windows>.
- Java Runtime Environment 1.6+. You can download and install Java from <http://java.com/en/download/manual.jsp>.
- Python Interpreter 2.4. You can download and install this product from <http://www.python.org/download/>.

NOTE: Siebel Smart Answer is not yet compatible with Python version 3.0 and above.

- PyWin32. You can download and install this product from <http://sourceforge.net/projects/pywin32/files/>.

NOTE: This product is required for running Smart Answer Server as a Windows service. It is highly recommended, but it is optional.

- Make sure to download the automated installer that matches your version of Python.

Smart Answer Administrative Tool

Siebel Smart Answer Administrative Tool is available on all major platforms that can run the Java Runtime Environment. You must also run Java Runtime Environment 1.6+. You can download and install Java from <http://java.com/en/download/manual.jsp>.

NOTE: The Smart Answer Administrative Tool is a remote client for interfacing with the Smart Answer Server. In order to use Smart Answer Administrative Tool, you must have an active Smart Answer Server installed on your network.

Smart Answer Adapter for Siebel Business Applications

Smart Answer Adapter for Siebel Business Applications is only available for Microsoft Windows platforms.

Oracle Policy Automation

The following topic describes the requirements for Oracle Policy Automation.

Oracle Policy Automation Products

Table 17 provides an overview of Oracle Policy Automation products.

Table 17. Oracle Policy Automation Products

Product	Platforms
Oracle Policy Modeling	Microsoft Windows (Desktop)
Oracle Policy Automation <ul style="list-style-type: none">■ Determinations Engine■ Determinations Server■ Web Determination	Cross-platform Java .NET (Microsoft Windows only)
Oracle Policy Automation Connector for Siebel	Varies by connector component
Oracle Policy Automation for Mobile Devices	Java and .NET Mobile

Oracle Policy Modeling

Oracle Policy Modeling provides the authoring environment for policies that are deployed to Oracle Policy Automation. It is not needed during execution of policies, whether as interviews, or through Web services, connectors, or APIs.

Table 18 lists the requirements for Oracle Policy Modeling version 10.3.0.

Table 18. Oracle Policy Modeling Requirements

Requirement	Versions Supported	Edition
Operating System	Microsoft Windows XP SP3	32-bit (x86) only
	Microsoft Windows Vista SP1 or above	
	Microsoft Windows 7	32-bit (x86) or 64-bit (x86)
Productivity Suite	Microsoft Word 2003, 2007, or 2010	32-bit (x86) only
	Microsoft Excel 2003, 2007, or 2010	
	NOTE: Support for Microsoft Office 2003 will cease no later than Oracle Policy Modeling version 11.0.	
Version Control Integration	Subversion 1.6 through preinstalled adapter Subversion 1.5, 1.6 through PushOK MS SCC API adapter Microsoft Visual SourceSafe 2005 and 2008 Microsoft Team Foundation Server 2005, 2008, and 2010 IBM Rational ClearCase 7.0 and 7.1	
Java Runtime	Oracle Java 2 Standard Edition 5 or 6	
.NET Framework	Microsoft .NET Framework 2.0 SP2, 3.0 SP2, or 3.5 SP1	

Oracle Policy Automation for Java

Table 19 lists the requirements for Oracle Policy Automation for Java version 10.3.0.

Table 19. Oracle Policy Automation for Java

Requirement	Versions Supported	CPU
Application Server (Not needed for OPA Determinations Engine)	Oracle WebLogic Server ¹ 9.2, 10.0, 10.3 (10g and 11g) Oracle Internet Application Server 10.1.3 (10g), [also known as OC4J] IBM WebSphere Application 6.1 or 7.0 Apache TomCat 5.5 or 6.0 JBoss Application Server 5.1 Sun Glassfish Enterprise Server 2.1.1, 3.1 Sun Java System Web Server 7.0	
Operating System (If supported by chosen application server) (All are supported for OPA Determination Engine)	Oracle Enterprise Linux 4.0, 5.0, 6.0 Red Hat Enterprise Linux 4.0, 5.0, 6.0 Oracle Solaris 10, 11 Express openSuse Linux 11 Novell SUSE Linux Enterprise Server 10, 11 (64-bit mode) IBM AIX 6.1, 7.1	x86/x64 x86/x64 x86/x64/SPARC x86/x64 IBM System z, IBM Power ² IBM pSeries, IBM LPAR
	Microsoft Windows Server 2003, 2008	x86/x64
	Microsoft Windows XP, Microsoft Windows 7, Microsoft Windows Vista	x86/x64

1. Also certified for use with Oracle Virtual Machine.

2. Includes System p and System i.

Oracle Policy Automation for .NET

Table 20 lists the requirements for Oracle Policy Automation for .NET.

Table 20. Oracle Policy Automation for .NET

Operating System	IIS Version ¹	Single-User IIS Only?	Edition
Microsoft Windows Server 2008 R2	7.5		x64 only
Microsoft Windows 7	7.5	Yes	x86/x64
Microsoft Windows Server 2008	7.0		x86/x64
Microsoft Windows Vista	7.0	Yes	x86/x64
Microsoft Server 2003	6.0		X86/x64
Microsoft Windows XP Professional	5.0 ²	Yes	x86 only

1. IIS is not required for Oracle Policy Administration Determinations Engine.

2. Unicode extended character set URLs are not supported.

Supported .NET Framework Versions

The following Microsoft .NET Framework versions are supported for Oracle Policy Automation for .NET:

- Microsoft .NET Framework 2.0 SP2
- Microsoft .NET Framework 3.0 SP2
- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.0

Interoperability of Oracle Policy Modeling and Oracle Policy Automation Versions

Table 21 describes which policy models built with Oracle Policy Modeling can be deployed to Oracle Policy Automation.

Table 21. Interoperability of Oracle Policy Modeling and Oracle Policy Automation

Oracle Policy Modeling Version	Oracle Policy Automation Version
9.4.x	9.4.x
10.0.0, 10.0.1 ¹	10.0.0, 10.0.1 ¹
10.1.0, 10.1.1 ¹	10.1.0, 10.1.1 ²
10.2.0	10.2.0 ³
10.3.0	10.3.0 ⁴

1. Within compatible point releases, it is strongly recommended that you use the latest available versions of both Oracle Policy Modeling and Oracle Policy Automation. In most cases, performance enhancements and bug fixes provide significant improvements over the earlier versions of the applications.

2. OPA Determinations Server 10.1.x has the same SOAP Web service interface as 10.0.x.

3. OPA Determinations Server 10.2.0 includes a backward-compatible SOAP Web service for 10.0/10.1 and for 10.2.0 in addition to the 10.3.0 Web service interface.

4. OPA Determinations Server 10.3.0 includes two backward-compatible SOAP Web services for 10.0/10.1 and for 10.2.0 in addition to the 10.3.0 Web service interface.

NOTE: Upgrading a Policy Modeling project from a previous version is usually a single-step process.

Oracle Policy Automation Determinations Server

The following topic describes the requirements for Oracle Policy Automation Determinations Server version 10.3.0 certified SOA interoperability.

- Oracle SOA Suite and Oracle BPM Suite
 - Oracle BPM Studio 10gR3 and 11gR1
 - Oracle BPEL Process Manager 10gR3 and 11gR1
 - Oracle Service Bus 10gR3 and 11gR1
- Oracle E-Business Suite 11i and 12
- PeopleTools 8.4.x and 8.5.0
- IBM WebSphere Process Server 6.1 or 7.0
- Tibco iProcess 10.5
- Tibco BusinessWorks 5.3

■ Sun GlassFish Enterprise Service Bus V2.1

NOTE: OPA Determinations Server is a WS-I Basic Profile 1.1 and WS-I18N compliant Web service that is designed to be interoperable with any Web-service-consuming application. The applications listed here are those for which Web-service interoperability tests with OPA Determinations Server have been performed by Oracle. Note that specific connectors are also sold separately for some products to deliver more advanced integration functionality.

Oracle Policy Automation Web Determinations

Table 22 lists the client browser requirements for OPA version 10.3.0.

Table 22. Client Browser Requirements for Oracle Policy Automation Version 10.3.0

Browser Version	Common Requirements
Microsoft Internet Explorer 6.0.2 and above ¹	Support for: <ul style="list-style-type: none"> ■ W3C HTML 4.01 compliance ■ Cascading Style Sheets level 2 (CSS2) <ul style="list-style-type: none"> ■ Complying with W3C CSS2 specification ■ JavaScript (ECMAScript) ■ To Document Object Model (DOM) Level 2
Mozilla Firefox 2.0 and above	
Opera 9.0 and above	
Apple Safari 2.0 and above	
Google Chrome 1.0 and above	

1. OPA Web Determinations 10.3 is the last version that will support Microsoft Internet Explorer 6.02. As of OPA version 10.4, only Microsoft Internet Explorer 7.0 and above will be supported.

Oracle Policy Automation for Mobile Devices

Oracle Policy Automation for Mobile Devices provides versions of OPA Determinations Engine that are designed for the supported mobile platforms listed below. It uses locally-deployed policy models that were developed with a compatible version of Oracle Policy Modeling.

Table 23 lists the requirements for Oracle Policy Automation for mobile devices.

Table 23. Oracle Policy Automation for Mobile Devices

OPA Determinations Engine for...	Mobile Device System Requirements
Microsoft .NET Compact Framework	Microsoft .NET Compact Framework 2.0 or 3.5
Java Platform, Micro Edition	A Java ME virtual machine that implements the Connected Device Configuration Profile

Oracle Policy Automation Connector for Siebel Applications

Oracle Connector for Siebel applications provides integration with Siebel applications for both OPA Web Determinations interviews and the OPA Determinations Server Web service.

Table 24 lists the requirements for Oracle Policy Automation Connector for Siebel applications.

Table 24. Requirements for Oracle Policy Automation Connector for Siebel Applications

Application	Supported Product Version
Siebel CRM Base	8.0.x, 8.1.x, 8.2.x
Oracle Policy Modeling ¹	10.3.0
Oracle Policy Automation ²	10.3.0

1. OPA Connector for Siebel applications provides a plug-in for importing Siebel data models at design time, which is supported in every Oracle Policy Modeling configuration.

2. OPA Connector for Siebel applications version 10.3.0 provides specific versions of OPA Determinations Server and OPA Web Determinations. Only these versions can be used with OPA Connector for Siebel applications version 10.3.0, but each is certified for use on any supported OPA system configuration (such as operating system, application server, and so on).

Java and J2EE Application Server Support for Nonbrowser Based Products

The following topics describe support for Java and J2EE versions.

Siebel Java Data Bean

Table 25 lists the supported JVM and JRE versions that are supported with Siebel Java Data Bean.

Table 25. Supported JVM and JRE Version for Siebel Java Data Bean

Operating System	JVM and JRE Provider	JVM and JRE Version
Microsoft Windows	Oracle	1.6
Oracle Solaris	Oracle	
IBM AIX	IBM	
Red Hat Linux	Oracle	
Novell SUSE Linux	Oracle	
Oracle Enterprise Linux	Oracle	

Siebel Resource Adapter (Managed)

This topic describes the supported J2EE Application Servers for Siebel Resource Adapter in a managed environment. In a managed environment, Siebel Resource Adapter implements system-level contracts that allow a standard J2EE application server to perform services such as pooling connections and managing security.

The following J2EE application servers are supported for a managed environment:

- IBM WebSphere Application Server 6.1
- Oracle WebLogic 9.2
- Oracle Application Server (Oracle Application Server Containers for Java Platform, Enterprise Edition [C4J 10.1.3.3])

Siebel Resource Adapter (Nonmanaged)

Table 26 lists JVM and JRE version that are supported with Siebel Resource Adapter (non-managed). In a non-managed environment, the client does not need to be deployed in a Java EE container and uses the adapter directly. In this case, the client takes responsibility for services such as managing security.

Table 26. Supported JVM and JRE version for Siebel Resource Adapter (Nonmanaged)

Operating System	JVM and JRE Provider	JVM and JRE Version
IBM AIX	IBM	1.6
Microsoft Windows	Oracle	
Oracle Solaris	Oracle	
Red Hat Linux	Oracle	
Novell SUSE Linux	Oracle	
Oracle Enterprise Linux	Oracle	

Supported Java Messaging Servers

For information about supported application servers, see [Table 27 on page 48](#).

Supported JVM and JRE Versions for Java Business Services

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

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

Operating System	JVM and JRE Provider	JVM and JRE Version
Microsoft Windows	Oracle	1.6
Oracle Solaris	Oracle	
IBM AIX	IBM	
Red Hat Linux	Oracle	
Oracle Enterprise Linux	Oracle	

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 topic documents bar code details for Siebel Field Service. For more information, see the topic about bar codes in *Siebel Field Service Guide*.

Bar Codes

The bar code types supported by Siebel Field Service are listed and described in [Table 28](#).

Table 28. Bar Code Types Supported by Siebel Field Service

Bar Code Type	Industry Application	Features	Character Set	Bars, Spaces for Each Character
Interleaved 2 of 5	Warehousing, Shipping	Bar codes are short	Numbers	5 bars, 5 spaces
Code 39	ID, Inventory, Manufacturing	Most popular symbology. Bar codes are long.	Numbers and Letters	5 bars, 4 spaces
Code 128	Shipping	Bar codes 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 bar codes in reports. You can select one of the variations of Code 39 that are listed in [Table 29](#).

Table 29. Fonts for Printing Code 39 Bar Codes

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 bar code
39 HITLHR.TTF	BC 39 HI TALL HR	BC 39 HI TALL with character below the bar code

Siebel Field Service Integration to Oracle Real-Time Scheduler

[Table 30](#) describes the source and target application and versions for the Siebel Field Service Integration to Oracle Real-Time Scheduler.

Table 30. Source and Target Applications and Versions

Source Application	Version	Target Application	Version
Siebel CRM	8.2.2	Oracle Real-Time Scheduler	1.13.2

Table 31 describes the integration infrastructure versions.

Table 31. Integration Infrastructure Versions

Product	Version	Database
SOA Suite	Oracle 11g PS1 (11.1.1.2)	Oracle 10.2.0.4 Oracle 11.1.0.7

Siebel Handheld Applications for Windows-Powered Devices

This topic documents the additional system requirements for Siebel Handheld applications for Windows-powered devices. For more information on Siebel Handheld applications, see the *Siebel Bookshelf*.

Windows Mobile 5 Devices that can be used for running Siebel Handheld applications must meet the criteria listed in Table 32. For information about the supported languages for Siebel Handheld applications, see Table 2 on page 9.

The criteria listed in Table 32 represent the absolute minimum memory and hardware requirements under which Siebel Handheld clients can operate. They also represent the recommended memory and hardware requirements for Siebel Handheld clients that will provide reasonable performance for most customer deployments. If you 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 in Table 32 when selecting a device.

Table 32. Hardware Requirements for Siebel Handheld Applications

Operating System and Version	Memory Requirements	Processor	Display Resolution	Display Mode
Microsoft Windows Mobile 6.5.x Pocket PC	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (240 by 320) ■ Squarescreens (240 by 240) ■ Landscape mode (320 by 240)
Microsoft Windows Mobile 6.5.x Pocket PC Phone Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (240 by 320) ■ Squarescreens (240 by 240) ■ Landscape mode (320 by 240)
Microsoft Windows Mobile 6.5.x Professional Edition	64 MB RAM or above, 128 MB RAM recommended	200 MHz or above, 400 MHz recommended	QVGA ¹	<ul style="list-style-type: none"> ■ Portrait mode (240 by 320) ■ Landscape mode (320 by 240)

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 criteria listed in [Table 32](#) represent the absolute minimum memory and hardware requirements under which Siebel Handheld clients can operate. They also represent the recommended memory and hardware requirements for Siebel Handheld clients that will provide reasonable performance for most customer deployments. If you 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 in [Table 32](#) when selecting a device.

Oracle certifies the platform for Siebel Handheld applications and Siebel 8.2.2 supports the Windows Mobile 5 and Windows Mobile 6 platforms. Oracle works with leading device vendors to certify the platform and use of some of the devices for testing.

It is highly recommended that you first test any devices on Siebel Handheld applications before you make any major purchasing decisions. You should run through the expected list of functionality that you could need, as well as the functionality of the key UI elements, such as the menu bar, the tool bar, the help menu, and so forth.

For a list of handheld devices tested by Oracle, refer to My Oracle Support (<https://support.oracle.com>), and search for Article ID 475474.1.

You are advised to report any devices that are known to be working, but not listed in Article ID 475474.1, to Oracle Global Customer Support. To report these device, open a service request and provide details of the device, as well as information about any workarounds that you may have to perform.

Supported Printers

Table 33 lists the supported printers for Windows-powered devices.

Table 33. Supported Printers for Windows-Powered Devices

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

NOTE: The Field Software Print CE 2.67 printer driver is supported for Siebel Handheld.

Synchronization

The following topics contain information about Companion Synchronization, Direct Server Synchronization, and Direct Server Synchronization via Proxy.

Companion Synchronization

If you use a Windows-powered device and you select Companion Synchronization (CS), you will need either a desktop or laptop PC in addition to your Windows-powered handheld device.

Companion Synchronization involves connecting the handheld device to a PC using ActiveSync™. You synchronize the Siebel application on your Windows-powered devices with the Siebel Mobile Web Client on your PC. Companion synchronization requires a Siebel license for both the client PC and for the Windows-powered handheld device.

Companion Synchronization (CS) supports the client operating systems listed in [Table 34](#).

Table 34. Supported Client Operating Systems for Companion Synchronization

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

NOTE: The Siebel Client environments (except Siebel Handheld applications) are supported on Windows XP with Microsoft’s Multilingual User Interface (MUI) installed. Using the MUI will result in certain operating-system UI elements, such as menus and dialog boxes, being displayed in the MUI language chosen, while other UI elements are displayed in English (ENU). This problem is due to a Microsoft defect.

Direct Server Synchronization

Direct Server Sync (DSS) allows you 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 application user can connect to a central system to exchange data and keep synchronized using a dial-up modem or network card. For DSS users, the Siebel Handheld application 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 35](#).

Direct Server Sync via Proxy

Direct Server Sync via Proxy (DSSvP) also allows you 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 application 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 35](#).

Table 35. Supported Server Operating Systems for Direct Server Sync and Direct Server Sync via Proxy

Vendor and Product	Patch Level
Microsoft Windows Server 2003 Standard Edition	Requires Service Pack 2
Microsoft Windows Server 2003 Enterprise Edition	
Microsoft Windows Server 2003 Datacenter Edition	

Siebel Email Marketing

This topic documents the system requirements for Siebel Marketing Web Survey Daemon.

Supported Server Operating Systems for Siebel Email Marketing Server

For information about the supported operating systems for Siebel Mail Marketing Server, see [Table 6 on page 26](#).

Siebel Marketing Web Survey Daemon

[Table 36](#) lists the database requirements for Siebel Marketing Web Survey Daemon.

Table 36. Databases Supported for Siebel Marketing Web Survey Daemon

Supported Database
Oracle 10g
Oracle 11g

Lightweight Directory Access Protocol and Active Directory Services Interfaces

LDAP directories can run on a different server than the Siebel Server or the Web server. The LDAP servers listed in [Table 41 on page 61](#) 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)

An example of a LDAP 3.0 integration would be if you were 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.

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*.

Oracle Secure Enterprise Search

Oracle Secure Enterprise Search is the default search tool. [Table 37](#) lists the supported operating systems and platform information.

Table 37. Oracle Secure Enterprise Search

Siebel CRM Version	Oracle Secure Enterprise Search Version	Oracle Secure Enterprise Search Platform	Siebel Platform
8.2.2	Release 11.1.2	Oracle Enterprise Linux 4	Oracle Enterprise Linux 4
		Microsoft Windows 2003 SP2	Sun Solaris 10
	Release 11.1.2	Microsoft Windows 2003 SP2	Microsoft Windows 2003 SP1

To download Oracle Secure Enterprise Search and to view the complete Oracle Secure Enterprise Search documentation set on Oracle Technology Network (OTN), see <http://www.oracle.com/technetwork/indexes/products.index.html>.

For information about Oracle Secure Enterprise Search integration with Siebel applications, see *Siebel Search Administration Guide*. For certification information about Oracle Secure Enterprise Search, see the Certifications section of My Oracle Support.

Table 38 lists the supported languages for Oracle Secure Enterprise Search. Oracle Secure Enterprise Search can search any language that can be represented by Unicode 2.0.

Table 38. Supported Languages for Oracle Secure Enterprise Search

Language	Language Code	Supported Database Code Pages
Arabic	ARA	Unicode
Chinese (Simplified)	CHS	Unicode
Chinese (Traditional)	CHT	Unicode
Danish	DAN	CP1252/5248 Unicode
Dutch	NLD	CP1252/5248 Unicode
English	ENU	CP1252/5248 Unicode
Finnish	FIN	CP1252/5248 Unicode
French	FRA	CP1252/5248 Unicode
German	DEU	CP1252/5248 Unicode
Hebrew	HEB	Unicode
Italian	ITA	CP1252/5248 Unicode
Japanese	JPN	CP932/943 Unicode
Korean	KOR	Unicode
Portuguese (Brazilian)	PTB	CP1252/5248 Unicode
Portuguese (European)	PTG	CP1252/5248 Unicode

Table 38. Supported Languages for Oracle Secure Enterprise Search

Language	Language Code	Supported Database Code Pages
Spanish	ESN	CP1252/5248 Unicode
Swedish	SVE	CP1252/5248 Unicode

NOTE: For more information about supported database code pages, see [Table 9 on page 31](#).

Spell Checking

This topic 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 [Table 2 on page 9](#). The Spell Check dictionaries support the languages listed in [Table 39](#).

Table 39. Supported Languages for Spell Checking

Language Description	Code Page
Danish	1252/UTF-16
Dutch (including the <i>new spelling</i> [<i>De Nieuwe Spelling</i>])	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 [<i>Die Neue Rechtschreibung</i>])	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 topic 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.

The following email programs are supported for SSSE:

- Microsoft Outlook 2003
- Microsoft Outlook 2007
- Microsoft Outlook 2010

The following email servers are supported for SSSE:

- Microsoft Exchange Server 2003 with SP2 or higher
- Microsoft Exchange Server 2007 with SP1 or higher
- Microsoft Exchange Server 2010

The following Siebel Server operating systems are supported for SSSE:

NOTE: Any computer that hosts PIMSI Engine Server Component, PIMSI Dispatcher Server Component, or an Exchange Connector must use one of the operating systems.

- Microsoft Windows 2003 Server
- Microsoft Windows 2008 Server

Siebel Wireless

This topic documents the 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 40 lists the browsers that have been certified by Oracle.

Table 40. 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 WM6	HTML 3.2
BlackBerry Browsers	HTML

Note the following critical factors associated with support for Siebel Wireless:

- Not all browsers support both HTML and WML markup languages. Check with the device manufacturers for the supported markup languages for the different browsers.
- Siebel Wireless supports the delivery of specific, markup-language content to specific browsers. For example, if a mobile browser can support only HTML but not WML, then Siebel Wireless can be configured to deliver only HTML content to that mobile browser:
 - Navigate to the site map and click on “Administration - Web Browser” to specify this configuration.
 - You must provide the “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 CRM 8.x, the default markup language is HTML.
 - Consult the following guides on the *Siebel Bookshelf* for the configuration details:
 - *Siebel Wireless Administration Guide*
 - *Siebel System Administration Guide*
 - If you believe the mobile browser that you are using is supported, but are unable to display Siebel Wireless content, you will most likely have to adjust the markup language settings.

- Minor discrepancies in the UI elements between the different browsers are expected. Oracle will not consider these as product defects, because these discrepancies are caused by different implementations of the mobile browsers. If there are major issues that prevent you from accessing critical functionality, Oracle may treat these issues as enhancement requests. Therefore, it is highly recommended that you first test any devices on Siebel Wireless before making any major purchasing decisions. UI issues can be easily detected during initial testing.

Siebel Web Channel

The Siebel CRM 8.2.2 Web UI Driver Development Kit (DDK) exposes a subset of Siebel application functionality for a J2EE or .NET custom Web application using a portal. It provides the fundamental services for accessing and manipulating data in a Service-Oriented Architecture (SOA). It also generates a set of JSP pages and Web parts that are built on top of this service interface, which is optimized for UI rendering.

The Siebel 8.2.2 Web UI DDK delivers a dynamically generated, fully functional J2EE Web package or .NET 2.0 package that facilitates the rapid development of custom user interfaces, or quick integration with custom applications.

Java Requirements

The following are the Java requirements:

- Axis 1.1
- JSTL 1.0

Supported Application Servers

The following are the supported application servers:

- IBM WebSphere Application Server 6.1 and above
- Oracle WebLogic 9.2 and above
- Microsoft .NET (Windows 2003 Enterprise Server) and above
- Oracle Portal 10.1.4

8

Supported Software and Ancillary Programs

This chapter lists the 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 listed in this chapter supersede any other documentation that may be available.

This chapter includes the following topics:

- [Supported Software and Standards](#)
- [Ancillary Programs](#)
- [Apache License Agreement, Version 1.1](#)
- [Apache License Agreement, Version 2.0](#)
- [OpenGroup X Window System v.11.6](#)
- [ICU License - ICU 1.8.1 and Later](#)

Supported Software and Standards

Siebel Business Applications support the third-party software products and standards listed in [Table 41](#). These products must be obtained directly from the vendors who sell them.

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Activestate PERL	5.6.1.633	Siebel Management Server/Diagnostic Console	Diagnostic console for configuration of the Siebel Management Server.	8.2.2
BEA WebLogic	9.0	Siebel Business Applications	J2EE application server.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
OpenText RightFax (Captaris RightFax)	9.4	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.	8.2.2
Cybersource Developer Kit (CDK) for C/Perl	3.56	Includes the following: <ul style="list-style-type: none"> ■ Siebel Sales ■ Siebel Orders ■ Siebel Quotes ■ Siebel Order Management 	Used for credit-card processing.	8.2.2
Department of Defense (Advanced Distributed Learning initiative)	1.2	Siebel Employee Relationship Management	Standard for Web-based course management.	8.2.2
Dun & Bradstreet Content Service	3.5	Siebel Content Services	For content on public and private company profiles.	8.2.2
Dun & Bradstreet Worldbase	3.5	Siebel Dun & Bradstreet Integration Solution	For content on public and private company profiles.	8.2.2
IBM 32-bit SDK for AIX, Java 2 Technology Edition	1.4 and above	Siebel Email Marketing Server, Siebel Email Marketing Server Standalone	Java software development kits and run-time environments used to develop and support Java applications.	8.2.2
IBM Directory Server	6.0	Siebel Business Applications (LDAP Security Adapter)	LDAP support.	8.2.2
IBM WebSphere Application Server	7.0	Siebel Business Applications	J2EE application server.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
IBM WebSphere Application Server Edge Components	5.1	Siebel Business Applications	Proxy server.	8.2.2
IBM WebSphere MQ	5.3 CSD09	Siebel Business Applications (MQ Series Adapter)	Provides middleware messaging and connectivity.	8.2.2
IBM Lotus Domino	8.0.x, 8.5.x	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager Server component)	Email server that provides email functionality for Siebel application users.	8.2.2
IBM Lotus Notes	8.0.x, 8.5.x	Siebel Business Applications (Send Email command)	Allows users to send email from Siebel Business Applications.	8.2.2
IMAP/POP/SMTP	IMAP4, POP3 SSL 3.0 TLS 1.0	Siebel Communications Server	Supports Email Response	8.2.2
ISO XML Insurance	3.5	Siebel Insurance	Provides Integration from Siebel Insurance product to ISO database. ISO is database provider for the insurance claims industry.	8.2.2
Microsoft Active Directory	2003, 2008	Siebel Business Applications (ADSI Security Adapter)	Active Directory Server.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Microsoft ActiveSync	4.5/ Microsoft Windows Mobile Device Center 6.1	Includes the following: <ul style="list-style-type: none"> ■ 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.	8.2.2
Microsoft Data Access Components (MDAC)	10	Siebel Business Applications	Includes ODBC drivers for Microsoft Access, Text, Microsoft SQL Server and ADO components.	8.2.2
Microsoft Excel	2003, 2007	Siebel Business Applications	Spreadsheet application.	8.2.2
Microsoft Exchange Server	2003, 2007	Siebel Business Applications (Siebel Communications Server, Siebel Email Manager server component)	Email Server that provides email functionality for Siebel application users.	8.2.2
Microsoft Exchange Server	2003, 2007, 2010	SSSE	Allows synchronization with contacts, calendars, and tasks using SSSE.	8.2.2
Microsoft Outlook	2003, 2007, 2010	Siebel Business Applications (Send Email command) F9 is supported.	Allows users to send email from Siebel Business Applications.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Microsoft PowerPoint	Office 2003, 2007	Siebel Proposals and Presentations	Allows end users to integrate data between Siebel Business Applications and Microsoft PowerPoint.	8.2.2
Microsoft Word	Office 2003, 2007	Siebel Proposals and Presentations	Allows servers to generate proposals and correspondence in Microsoft Word directly from Siebel Business Applications.	8.2.2
Novell NDS eDirectory	8.8 SP4	Siebel Business Applications (LDAP Security Adapter)	Provides LDAP support (LDAP Security Adapter).	8.2.2
Oasis Committee XLIFF (XML Localization Interchange File)	1.0 and 1.1	Siebel Tools	File format used to export and import strings into the Siebel repository.	8.2.2
Open Group Application Response Management (ARM) Standard	2.0	Siebel Business Applications	Enables measurement of application availability, performance, usage, and transaction response time.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Oracle Access Manager	11.1.1.5.0	Siebel Business Applications	Provides a range of identity administration and security functions including: <ul style="list-style-type: none"> ■ Web Single Sign-On ■ User self-service ■ Self-registration ■ Workflow functionality ■ Auditing ■ Access reporting ■ Policy management ■ Dynamic group management ■ Delegated administration 	8.2.2
Oracle Internet Directory	10.1.4, 11g	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.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Oracle Virtual Directory	10.1.4.0.1, 11g	Siebel Business Applications	Provides the ability to integrate LDAP-aware applications into directory environments while minimizing or eliminating the requirement to change either the infrastructure or the applications.	8.2.2
Portable Document Format (PDF)	1.3 and above	Siebel Bookshelf Siebel Reports Server	Used for viewing portable document format (PDF) documents.	8.2.2
Satmetrix hashing function that permits secured access to Satmetrix services	9/2	Siebel Business Applications	Displays survey results within Siebel Business Applications.	8.2.2
SSL	3.0	Siebel Industry Applications	Used for encrypting communications.	8.2.2
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.	8.2.2
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.	8.2.2

Table 41. Supported Software

Vendor and Product or Standard	Version	Associated Siebel Module	Description	Siebel Business Applications Release
Sun J2SE	5.0 or above	Siebel Management Server and Diagnostic Console	Provides the framework for the Management Server and Diagnostic Console.	8.2.2
Sun Java System Directory Server	6.3	Siebel Business Applications (LDAP Security Adapter)	Provides LDAP support.	8.2.2
Taxware International Sales/ Use Tax System	3.6	Siebel eSales, Siebel Orders, Siebel Quotes, Siebel eChannel Partner Portal, Siebel Order Management	Provides sales tax calculation for the United States and Canada.	8.2.2
Taxware International WORLDTAX System	2.7	Siebel Sales, Siebel Orders, Siebel Quotes, Siebel Channel Partner Portal, Siebel Order Management	Provides tax calculation for most European and many Asian-Pacific and South-American countries.	8.2.2
TLS	1.0	Siebel Industry Applications	Used for encrypting communications.	8.2.2

Ancillary Programs

The ancillary programs listed in [Table 42](#) are provided with Siebel Business Applications through licensing agreements with the vendors who 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 the 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 42](#).

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
Adobe InstallShield MultiPlatform compiled runtime components	5.03 Hotfix	Siebel Installer	Embedded. Packages Siebel Server components for installation.	8.2.2
Apache Software Foundation Axis	1.1	Siebel Installers, Siebel Update Server	Embedded. Invokes Web Services in InstallShield's product Update Service 5.0.	8.2.2
Apache Software Foundation Jakarta TagLibs	2.1	Siebel Email Marketing Server Standalone	Embedded. JSP Standard Tag Library.	8.2.2
Apache Software Foundation JSTL	2.0	Siebel Management Server/ Diagnostic Console	JSP standard tag library that provides helper JSP tags that enable rapid JSP page development (user interface development).	8.2.2
Apache Software Foundation Log4J	1.2	Siebel Email Marketing Server	Embedded. Logging library for Java.	8.2.2
Apache Software Foundation Struts v1.1	6.3.0	Siebel Management Server/ Diagnostic Console	Embedded. Base library to support user interfaces based on the Model 2 approach.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
Apache Software Foundation Tomcat	5.03 Hotfix	Siebel Management Server/ Diagnostic Tool, Siebel Update Server	Embedded. Web container necessary on the Management Server and Siebel Update Server.	8.2.2
Apache Software Foundation Xalan - C++	1.10	Siebel System Software	Embedded. XSLT stylesheet processing.	8.2.2
Apache Software Foundation Xerces - C++	2.8	Siebel System Software	Embedded. XML parser.	8.2.2
Basis Technology Rosette Core Library for Unicode	4.2.3	Siebel Business Applications	Embedded. C++ Unicode library used for conversion between code pages and Unicode.	8.2.2
Codejock Software Xtreme Toolkit Pro	8.70	Siebel Tools	Embedded. Provides multidocument windows and tabbed document capabilities.	8.2.2
DataDirect Closed ODBC Driver for Oracle	6.0	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	8.2.2
DataDirect Connect ODBC Driver Manager	6.0	Siebel Business Applications	Embedded. Provides Oracle Database connectivity.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
Ektron eWeb Edit Pro + XML	5.1	Siebel Email Marketing, Web Marketing, Events Manager	Embedded. Browser-based editor for simplified HTML authoring.	8.2.2
Field Software Printer CE	3.56	Siebel Handheld applications	Embedded. Packaged into Siebel Handheld Client applications. Allows printing from handheld devices through portable printers.	8.2.2
Fontware 39 Bar Code Fonts	3.5	Siebel Field Service, Siebel Bar Code	Embedded. Fontware Code 39 bar code fonts in TruType format for Windows.	8.2.2
Fontware 39 Bar Code Fonts	4.0	Siebel Field Service, Siebel Bar Code	Embedded. Fontware Code 39 bar code fonts in PCL format for UNIX.	8.2.2
IBM Directory Server	6.2	Siebel Business Applications	Distributed. Siebel integration with LDAP directory to support external user authentication.	8.2.2
IBM International Components for Unicode	4.2.1	Siebel Business Applications	Embedded. Library used for conversion between codepages and Unicode.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
IBM WebSphere MQe	2.0.16	Siebel Store-and-Forward Messaging	Distributed. Store-and-Forward technology for Siebel Mobile Solutions.	8.2.2
ILOG Configurator	2.3	Siebel eConfigurator, Siebel Configurator, and Siebel eAdvisor Bundle	Embedded. C++ library based on ILOG Solver that is specially adapted for configuring constrained structured systems.	8.2.2
ILOG Dispatcher	4.1	Siebel Scheduling	Embedded. Optimizes the schedule.	8.2.2
ILOG Scheduler	6.1	Siebel Scheduling	Embedded. Allows booking of appointments.	8.2.2
ILOG Solver	6.1	Siebel eConfigurator, Configurator (Version 5.3), Siebel eAdvisor Bundle (Version 5.3), Siebel Scheduling (Version 5.1)	Embedded. C++ library for solving combinatorial problems and providing optimal solutions.	8.2.2
Informatica IIR	9.0.1	Siebel Data Quality	Embedded. Data cleansing and duplicate data identification.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
IBM Lotus Notes (Memo Form)	8.0.x, 8.5.x	Siebel Send Email	Embedded. Allows users to create email using Lotus forms directly from Siebel Business Applications.	8.2.2
Macrovision Professional + East and West Language Packs	6.3.0	Siebel Installer	Embedded. Packages Siebel client components for installation.	8.2.2
Mainsoft Visual MainWin	5.2	Siebel Server Extensions	Embedded. Facilitates development on both Windows and UNIX platforms using a single codebase.	8.2.2
Microsoft Active Directory Services Client	2003, 2008	Siebel Business Applications (ADSI Security Adapter)	Active Directory Client.	8.2.2
Microsoft Infopath	2003 Requires JRE version 1.5 or higher	Siebel Application Deployment Manager	Infopath templates are shipped as part of Management Server.	8.2.2
Microsoft SQL Server CE	3.5	Siebel Handheld	Embedded. RDBMS for Siebel Handheld applications.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
Microsoft Visual Studio 7.0 Runtime Components	7.0.9466.0	Siebel Installer	Embedded. Pprogramming language that provides support for functional as well as object-oriented and procedural programming with the runtime support, libraries, interoperability, tools and object model of the .NET Framework.	8.2.2
Mystic River Softbridge Basic Language SDK	5.4	Siebel Tools	Embedded. Siebel VB scripting engine	8.2.2
Nombas ScriptEase Integration Software Developer Kit (portion of)	4.30c	Siebel Tools	Embedded. Siebel eScript scripting language.	8.2.2
Open Group X Window System	X11 R6	Siebel Web Server Extensions	Embedded. Operating system libraries used for Siebel Object Manager on UNIX platforms.	8.2.2
PocketSoft RTPatch	7.0.1	Siebel Anywhere	Embedded. Allows Siebel Anywhere to perform a differential between binary files.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
RSA Security BSAFE Crypto-C	6.2	Siebel Business Applications	Embedded. Provides data encryption algorithms.	8.2.2
RSA Security BSAFE Crypto-J	ME 4.1	Siebel Business Applications	Embedded. Provides data encryption algorithms.	8.2.2
RSA Security BSAFE SSL-C	2.6	Siebel Business Applications	Embedded. Provides encryption between Siebel Web Server Extensions and the Object Manager.	8.2.2
Sybase Adaptive Server Anywhere (ASA)	11.0.1	Siebel Remote, Siebel Tools, Application Deployment Manager (ADM)	Embedded. Database engine used by Siebel Mobile Web Client (using Siebel Remote) and for the demonstration databases. This software is shipped with the Siebel client and with Siebel Tools.	8.2.2
Tetradyne SourceView ActiveX Control	3.03	Siebel Tools	Embedded. Provides color-coded syntax highlighting to the Siebel Script Editor.	8.2.2

Table 42. Ancillary Programs

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Siebel Business Applications Release
Visual Mining NetCharts Server	4.6	Siebel Business Applications	Distributed. Supports charting capabilities within Siebel Business Applications.	8.2.2
Wintertree Software Sentry Spelling Checker Engine	5.14.11.0	Siebel Business Applications	Embedded. Provides spell-checking capabilities for Siebel Business Applications.	8.2.2
Zlib Compression Library	1.2.3	Siebel Business Applications	Embedded. Compresses file attachments, Siebel Remote files, and Siebel Internet Session Network API (SISNAPI) traffic.	8.2.2

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9

Supported Upgrade Paths

This chapter describes the supported upgrade paths to Siebel CRM 8.2. Please note that upgrading to Siebel CRM 8.2 requires an upgrade of all Siebel supported relational database platform software. See [Table 9 on page 31](#) for the list of supported relational databases. This chapter includes the following topic:

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

Upgrade Paths for Siebel Enterprise Server

[Table 43](#) lists the upgrade paths for Siebel Enterprise Server for Siebel Business Applications and Siebel Industry Applications.

Table 43. Supported Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Language
Siebel Business Applications	
Siebel 7 (Release 7.8.2), single-step upgrade	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish
Siebel 8 (Siebel 8.0), single-step upgrade	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish
Siebel Industry Applications	
Siebel Industry Applications (Release 7.8.2)	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish

Table 43. Supported Upgrade Paths for Siebel Business Applications and Siebel Industry Applications

Siebel Release	Supported Language
Siebel 8 (Siebel 8.0)	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish
Siebel 8 (Siebel 8.1.1)	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish
Siebel 8 (Siebel 8.2)	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish
Siebel 8 (Siebel 8.2.1)	English, French, German, Dutch, Spanish, Italian, Danish, Swedish, Finnish, Russian, Czech, Polish, Portuguese, Portuguese - Brazilian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Thai, Hebrew, Arabic, Turkish

10 Product and Feature Availability for Siebel CRM Version 8.2

This chapter provides information on the product features and availability for Siebel CRM 8.2. It includes the following topics:

- [Product Availability Exceptions for Siebel CRM Version 8.2](#)
- [Feature Availability Exceptions for Siebel CRM Version 8.2](#)
- [Features Not Supported in Siebel CRM Version 8.2](#)

Product Availability Exceptions for Siebel CRM Version 8.2

Siebel CRM 8.2 product availability exceptions are listed in [Table 44](#) and supersede the content in other chapters of this document. The feature availability exceptions are listed in [Table 45 on page 87](#) and in [Table 46 on page 89](#).

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 environments. While an individual feature may not be available in a specific operating environment, the product as a whole will operate as specified.

Table 44. Product Availability Exceptions for Siebel CRM 8.2

Siebel Product	Limitation Type	Availability Issue
Siebel Billing Management (Siebel Communication, Media and Energy)	Release	Siebel Billing Management is not available with Partner Relationship Management (PRM) Partner applications.
Siebel Content Services	Language	Market Guide content is supported only in English (ENU). Lexus-Nexis content is supported only in English (ENU), French, German, Spanish and Italian.
Siebel Incentive Compensation	Release	The Siebel Incentive Compensation products are neither available with new purchases, nor supported in this release. If you are interested in Compensation products, see the Siebel Incentive Compensation Management product line sold separately or create a service request (SR) on My Oracle Support.

Table 44. Product Availability Exceptions for Siebel CRM 8.2

Siebel Product	Limitation Type	Availability Issue
Siebel Partner Community and Siebel Partner Portal	Browser	Siebel Partner Community and Siebel Partner Portal are not supported on America Online version 7.
Siebel Partner Relationship Management 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 and Energy).
Siebel Partner Web Services	Server operating system	Not supported on Windows 2003 or AIX 5L 5.3 due to a third-party product limitation (webMethods).
Siebel Proposals and Presentations	Server operating system	Not supported with Siebel Server on UNIX midtier platforms due to a third-party software limitation (Microsoft). Support is available with the affected server components running on Windows.
Siebel Handheld applications	Release	Direct Server Sync for Siebel Handheld applications is not supported with Siebel Server on UNIX midtier 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 midtier platforms.

Feature Availability Exceptions for Siebel CRM Version 8.2

Table 45 lists the feature availability exceptions for Siebel CRM version 8.2.

Table 45. Feature Availability Exceptions for Siebel CRM Version 8.2

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
ADSI Security Adapter (Siebel Business Applications)	Server operating system	Due to third-party software limitations (Microsoft), ADSI Security Adapter is not supported with Siebel Server on UNIX midtier platforms.
Correspondence	Server operating system	Due to a third-party software limitation (Microsoft Word), Correspondence is not supported with Siebel Server on UNIX midtier platforms. Support is available with the affected server component running on Windows.
Custom Scripts for iBots (Siebel Delivers)	Platform	iBot triggering of custom scripts is not supported on the following platforms: AIX, Solaris. However, scripts can be run from Windows computers. This feature applies to the computer where Siebel Scheduler is installed.
Credit Card Processing (Siebel eSales, Siebel Orders, Siebel Quotes)	Unicode processing	Due to third-party limitations (Cybersource), you must encode all parameter data in Unicode UTF-8. You may use the Transcode Business Service to convert the data from the format that Siebel CRM applications use internally, which is Unicode UTF-16.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Client operating system	RSA Crypto-J does not support Microsoft Windows XP.
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Server operating system	RSA Crypto-J does not support AIX 5L for the Java Data Bean.

Table 45. Feature Availability Exceptions for Siebel CRM Version 8.2

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Encryption between Java components built with the Java Data Bean and the Siebel Object Manager (Siebel Business Applications)	Client operating system	If you are using the IBM JVM (Windows NT, Windows 2000, and AIX), you cannot encrypt communications between your Java components and the Siebel Server because the RSA Crypto-J is not supported on the IBM JVM.
Integration to Taxware for sales tax calculations (Siebel eSales)	Unicode processing	Taxware provides limited Unicode support. For more information about Taxware Unicode support, see <i>Siebel Sales Handheld Guide</i> on the <i>Siebel Bookshelf</i> .
Siebel Management Server	Platform	Siebel Management Server is supported on Microsoft Windows 2008 with compatibility mode.
PDF viewing (Siebel Business Applications)	Language	Adobe Acrobat Reader is not supported in Brazilian Portuguese, Czech, Greek, Arabic, or Hebrew. UI menu labels do 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 problem, 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	For specific Web client features and functions that may not be fully supported in this release, see <i>Siebel Release Notes</i> on Siebel SupportWeb (Article ID 557191.1).
Spell Checking (Siebel Business Applications)	Language	Spell checking is not supported in Japanese, Chinese (Simple and Traditional), Czech, Greek, Arabic, Hebrew, or Korean.

Table 45. Feature Availability Exceptions for Siebel CRM Version 8.2

Feature (Associated Siebel Product)	Limitation Type	Availability Issue
Survey Results (Siebel Business Applications)	Unicode processing	Satmetrix does not support double or multibyte encoding on survey reports, and it does not support Unicode. Siebel Business Applications use single-byte encoding for the URL that is transmitted to Satmetrix to display a survey report, but Satmetrix will not be able to display characters that require double-byte encoding.
Syndicated Data Loading and Routing (Siebel Sales, Siebel Service, Siebel Call Center for Siebel Pharma, Siebel Clinical, and Siebel Medical)	Server operating system and database	Not supported with Siebel Server on UNIX midtier platforms. Not supported with Siebel Database Servers running IBM DB2 UDB.
Tax Calculation (Siebel eSales, Siebel Orders, Siebel Quotes)	Server operating system	Due to third-party software limitations (Taxware), credit-card processing is not supported on Microsoft Windows 2003.

Features Not Supported in Siebel CRM Version 8.2

Table 46 lists the features that are not supported in Siebel CRM version 8.2. You must use Siebel Tools to remove these features from the views or applets that you intend to deploy.

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

Feature	Siebel CRM Application	Views and 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)

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

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

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

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

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

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

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

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

Table 46. Feature Availability Exceptions Applicable to Siebel CRM 8.1

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

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No index is available with this guide.

