



Oracle Knowledge 8.4.2.2 Platform and Language Support

Operating System, Database, Language, and Localization Support Information

Oracle, Inc.

July, 2012

COPYRIGHT INFORMATION

Copyright © 2002, 2011, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are “commercial computer software” or “commercial technical data” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to the restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle America, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. Other names may be trademarks of their respective owners.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

CONTENTS

Operating System and Database Requirements	ii
Oracle Knowledge Platform and Database Support	ii
Oracle Knowledge Analytics	ii
Virtual Machine Support	ii
Oracle Knowledge iConnect for Oracle CRM On Demand	ii
Oracle Knowledge iConnect for Siebel Call Center	iii
Web Browsers	iii
Third-party Software	iii
Language and Localization Support	iii
Intelligent Search Language Support	iii
User Interface Component Localization	iv

Operating System and Database Requirements

The following sections provide operating system and database support information for:

- **Oracle Knowledge Platform and Database Support**
- **Oracle Knowledge iConnect for Oracle CRM On Demand**
- **Oracle Knowledge iConnect for Siebel Call Center**

Oracle Knowledge Platform and Database Support

The following table illustrates platform and database support for Oracle Knowledge software.

	SQL Server 2005 ¹	SQL Server 2008 ²	Oracle 10g ³	Oracle 11g ⁴
Windows 2003 Server (32-bit)	Supported	Unsupported	Supported	Supported
Windows 2008 Server (64-bit)	Supported	Certified	Supported	Certified
Oracle Linux, version 5.4 (64-bit)	Unsupported	Unsupported	Supported	Supported
Red Hat Enterprise Server Linux, version 5.4 (64-bit) ⁵	Unsupported	Unsupported	Certified	Supported

1. Microsoft SQL Server 2005, Enterprise Edition only
2. Microsoft SQL Server 2008, Enterprise Edition only.
3. Oracle 10g release 10.2.0.5 or higher.
4. Oracle 11g release 11.2.0.1 or higher.
5. Red Hat Linux certified on Intel processors only.

Oracle Knowledge Analytics

Oracle supports Oracle Knowledge Analytics with the following options: Oracle Business Intelligence 11g (11.1.1.5.0) or MicroStrategy, version 8.1.1.

Virtual Machine Support

Oracle supports Oracle Knowledge on Oracle VM and VMware ESX™ virtual environments, provided the virtualized operating system is a version that Oracle Knowledge products support.

Oracle Knowledge iConnect for Oracle CRM On Demand

Oracle Knowledge iConnect for Oracle CRM On Demand is supported with Oracle CRM On Demand Release 19.

Oracle Knowledge iConnect for Siebel Call Center

Oracle Knowledge iConnect for Siebel Call Center is supported with Siebel 7.8, 8.0, and 8.1.

Web Browsers

Oracle Knowledge supports Microsoft Internet Explorer versions 7 and 8, and Mozilla Firefox, version 3.6, on all supported operating system and database combinations.

Third-party Software

Oracle ships third-party software along with the Oracle Knowledge software. This includes components like the Sun Java Virtual Machine and the Apache Tomcat appserver. Oracle supports only the components we ship. For additional information, see the *Third-party Software Acknowledgments* available on the Oracle Customer Support website.

Language and Localization Support

The following sections provide details for:

- **Intelligent Search Language Support**
- **User Interface Component Localization**

Intelligent Search Language Support

The following table summarizes Oracle Knowledge language support for Intelligent Search.

Language	Search Capabilities		Ontology and Intents				
	Keyword & Stemming	Spell Check	Automotive	Customer Help	Financial Services	Computer	Telecomm
Chinese (Simplified)	✓		✓	✓	✓	✓	✓
Chinese (Traditional)	✓		✓	✓	✓	✓	✓
Dutch	✓	✓					
English	✓	✓	✓	✓	✓	✓	✓
French	✓	✓	✓	✓	✓	✓	✓
German	✓	✓	✓	✓	✓	✓	✓
Italian	✓	✓	✓	✓	✓	✓	✓
Japanese	✓		✓	✓	✓	✓	✓
Korean	✓		✓	✓	✓		✓
Polish	✓			✓			✓
Portuguese	✓	✓	✓	✓	✓		✓
Russian	✓	✓		✓	✓		✓
Slovak	✓			✓		✓	

Language	Search Capabilities		Ontology and Intents				
	Keyword & Stemming	Spell Check	Automotive	Customer Help	Financial Services	Computer	Telecomm
Spanish	✓	✓	✓	✓	✓	✓	✓
Ukrainian	✓	✓	✓	✓	✓		✓

User Interface Component Localization

The following table summarizes which user interface components have been localized.

Language	Search UI.jsp	Information Center	IM Console	Language Workbench
Chinese (Simplified)	✓	✓		
Chinese (Traditional)	✓	✓		
English	✓	✓	✓	✓
French	✓	✓		
German	✓	✓		
Italian	✓	✓	✓	
Japanese	✓	✓	✓	
Korean	✓	✓		
Polish		✓		
Portuguese	✓	✓		
Russian	✓	✓	✓	
Slovak		✓		
Spanish	✓	✓		
Ukrainian	✓	✓	✓	