8.1.3.2 Platform and Language Support Guide

Operating System, Database, and Language Support Information

Table of Contents

Operating Systems and Databases

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

- **InQuira Intelligent Search and Information Manager**
- **InQuira Analytics**
- **InQuira iConnect for Siebel Call Center**

InQuira Intelligent Search and Information Manager

The following table illustrates the platform and database support for InQuira Intelligent Search and Information Manager 8.1.3.

	SQL Server 2005 Enterprise[1]	Oracle 10g	Oracle 11g	MySQL 5.0 Enterprise[2]
Windows 2000 Server (32-bit)	Certified	Certified	Supported	Unsupported
Windows 2003 Server (32-bit)	Certified	Certified	Supported	Unsupported
Red Hat Enterprise Server Linux, version 5.2 (native 32-bit and 64-bit[3])	Unsupported	Supported	Certified	Unsupported
Apple OS X Tiger, version 10.4 (32-bit[4])	Unsupported	Certified	Supported	Unsupported
Solaris 9 (32-bit)	Unsupported	Certified	Supported	Unsupported
Solaris 10 (32-bit)	Unsupported	Supported	Supported	Unsupported
SUSE Linux Enterprise Server, version 10 (64-bit)	Unsupported	Certified	Supported	Unsupported
Debian Linux, version 4.0 (64-bit)	Unsupported	Unsupported	Unsupported	Certified

1. InQuira supports Microsoft SQL Server 2005, Enterprise Edition only.
2. InQuira supports MySQL version 5.0, Enterprise Edition only.
3. Red Hat Linux certified on Intel processors only.
4. InQuira uses a third-party application, Oracle's Stellent, to preprocess Microsoft Office and Adobe PDF files to the standard InQuira format. Because Stellent is not available on Apple OS X, customers need to install Stellent onto a supported platform (e.g., Windows, Linux, or Solaris) and configure it as a distributed work client.

Additional Database Requirements

InQuira Intelligent Search and Information Manager 8.1.3 **does not** support IBM's DB2 database.

Virtual Machine Support

InQuira supports configuration on VMware ESX™ virtual environments, provided the virtualized operating system is a version that InQuira products support. Although we test our software on VMware ESX, we have not certified our software on VMware ESX.

InQuira Analytics

The following table illustrates the platform and database support for InQuira Analytics 8.1.3.

	SQL Server 2005	Oracle 10g	Oracle 11g
Windows 2000 Server (32-bit)	Certified	Certified	Supported
Windows 2003 Server (32-bit)	Certified	Certified	Supported
Red Hat Enterprise Server Linux, version 4.6 (native 64-bit)[1]	Unsupported	Certified	Certified
Solaris 9 (32-bit)	Unsupported	Certified	Supported
Solaris 10 (32-bit)	Unsupported	Supported	Supported
SUSE Linux Enterprise Server, version 10 (64-bit)[1]	Unsupported	Certified	Supported

1. MicroStrategy supports 64-bit Linux platforms only.

INQUIRA.

Additional Requirements

MicroStrategy Desktop Agent requires a Windows computer. This agent is required and is not available on Linux, Solaris, and OS X platforms.

Please note that InQuira does not provide the analytics platform on the Apple OS X and Debian Linux operating systems nor on the MySQL database.

InQuira Analytics is supported on Windows/SQL Server only for customers that are using the InQuira IS and IM software on Debian Linux/MySQL.

InQuira iConnect for Siebel Call Center

The following table illustrates the Siebel version and database support for InQuira iConnect 8.1.3 for Siebel Call Center.

	SQL Server 2005	Oracle 10g	Oracle 11g
Siebel 8.x	Certified	Certified	Supported
Siebel 7.8	Supported	Supported	Supported

Web Browsers

InQuira supports Microsoft Internet Explorer, version 7 and Mozilla Firefox, version 2 and higher, on all operating system and database combinations.

InQuira supports Apple Safari, version 3, on Apple OS X only.

Third-party Software

InQuira ships third-party software along with the InQuira software. This includes components like the Sun Java Virtual Machine and the Apache Tomcat appserver. InQuira supports only the components we ship.

Language Support

The following sections provide operating system and database support for:
- **Languages**
- **Localization**

INQUIRA.

Languages

The following table summarizes InQuira language support for Intelligent Search.

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

Localization

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

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

INQUIRA.