

8.2.x Platform and Language Support Requirements

Operating System, Database, and Language Support Information

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Table of Contents

Operating System and Database Requirements	ii
InQuira Intelligent Search and Information Manager	ii
Additional Database Requirements	ii
Virtual Machine Support	ii
InQuira Analytics	ii
Additional Analytics Requirements	ii
InQuira iConnect for Siebel Call Center	iii
Web Browsers	iii
Third-party Software	iii
Language and Localization Support	iii
Language Support	iii
Localization	iv

Operating System and Database Requirements

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

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

Note: **Certified** combinations have successfully completed QA tests. **Supported** combinations have not completed QA testing, but are supported by InQira.

InQira Intelligent Search and Information Manager

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

	SQL Server 2005 Enterprise ¹	Oracle 10g ²	Oracle 11g ³
Windows 2003 Server (32-bit and 64-bit)	Certified	Certified	Supported
Red Hat Enterprise Server Linux, version 5.2 (64-bit) ⁴	Unsupported	Supported	Certified

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

Virtual Machine Support

InQira supports configuration on VMware ESX™ virtual environments, provided the virtualized operating system is a version that InQira products support.

InQira Analytics

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

	SQL Server 2005	Oracle 10g ¹	Oracle 11g ²
Windows 2003 Server (32-bit)	Certified	Certified	Supported
Red Hat Enterprise Server Linux, version 5.2 and higher (64-bit) ³	Unsupported	Certified	Certified

1. Oracle 10g release 10.2.0.5 or higher.
2. Oracle 11g release 11.2.0.1 or higher.
3. MicroStrategy supports 64-bit Linux platforms only.

Note: **Certified** combinations have successfully completed QA tests. **Supported** combinations have not completed QA testing, but are supported by InQira.

Additional Analytics Requirements

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

InQira iConnect for Siebel Call Center

The following table illustrates Siebel version and database support for InQira iConnect 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

InQira supports Microsoft Internet Explorer versions 7 and 8, and Mozilla Firefox, version 2 and higher, on all supported operating system and database combinations.

Third-party Software

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

Language and Localization Support

The following sections provide details for:

- **Language Support** – Intelligent Search language support
- **Localization** – user interface component information

Language Support

The following table summarizes InQira 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	✓					✓	

8.2.X PLATFORM AND LANGUAGE SUPPORT REQUIREMENTS

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

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)	✓	✓			
Chinese (Traditional)	✓	✓			
English	✓	✓	✓	✓	✓
French	✓	✓			
German	✓	✓			
Italian	✓	✓	✓		
Japanese	✓	✓	✓		
Korean	✓	✓			
Portuguese	✓	✓			
Russian	✓	✓	✓		
Spanish	✓	✓			
Ukrainian	✓	✓	✓		