ORACLE

PEOPLESOFT

PeopleSoft Customer Relationship Management 9.2 (through Update Image 10) Hardware and Software Requirements

February 2016

ORACLE

PeopleSoft Customer Relationship Management 9.2 (through Update Image 10)
Hardware and Software Requirements

Copyright © 2016, Oracle and/or its affiliates. All rights reserved.

Trademark Notice

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.

License Restrictions Warranty/Consequential Damages Disclaimer

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.

Warranty Disclaimer

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.

Restricted Rights Notice

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, then the following notice is applicable:

U.S. GOVERNMENT END USERS:

Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

Hazardous Applications Notice

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.

Third Party Content, Products, and Services Disclaimer

This software or hardware and documentation may provide access to or information about 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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Contents

Preface

About this Documentation 7

Understanding This Documentation 7

Audience 7

Typographical Conventions 8

Related Information 9

Comments and Suggestions 9

Chapter 1

Defining PeopleSoft Online Marketing Requirements 11

Database Requirements 11

Operating System Requirements 11

Hardware Requirements 11

Software Requirements 12

Chapter 2

Defining PeopleSoft Correspondence Management Requirements 13

Chapter 3

Defining PeopleSoft Unified Agent Desktop 15

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

About this Documentation

This preface discusses:

- Understanding This Documentation
- Audience
- Typographical Conventions
- Related Information
- Comments and Suggestions

Understanding This Documentation

This documentation is designed to inform you about the minimum technical requirements for the installation of your PeopleSoft application. It lists and describes the hardware requirements, software requirements, database requirements, and any other requirements that are specific to the installation of the application.

In addition, this document purposely provides a high-level view without specifics such as version numbers that may quickly become out-of-date. There are several additional resources described in this hardware software requirements guide from which you can obtain the latest information, such as details about supported platforms and version numbers.

This guide contains the hardware and software requirements for the PeopleSoft application that you are installing. To carry out the installation, you also need the PeopleSoft PeopleTools Hardware and Software requirements. You can access the PeopleSoft PeopleTools Hardware and Software requirements for your new release from the Certifications tab on My Oracle Support.

Note. This documentation is a supplement to the PeopleSoft PeopleTools Hardware and Software requirements. It discusses the additional requirements specific to this PeopleSoft application. Use this guide along with your PeopleSoft PeopleTools and licensed PeopleSoft application installation guides. You can access all PeopleSoft application and hardware and software guides on My Oracle Support.

Audience

This documentation is written for the individuals responsible for installing and administering the PeopleSoft environment. This documentation assumes that you have a basic understanding of the PeopleSoft system. One of the most important components in the installation and maintenance of your PeopleSoft system is your on-site expertise.

You should be familiar with your operating environment and RDBMS and have the necessary skills to support that environment. You should also have a working knowledge of:

- Microsoft SQL and SQL command syntax.
- PeopleSoft system navigation.
- PeopleSoft windows, menus, and pages, and how to modify them.
- Microsoft Windows.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Oracle recommends that you complete training, particularly the PeopleSoft Server Administration and Installation course, before performing an installation.

See My Oracle Support.

Typographical Conventions

To help you locate and understand information easily, the following conventions are used in this documentation:

Convention	Description
`Monospace`	Indicates a PeopleCode program or other code, such as scripts that you run during the install. Monospace is also used for messages that you may receive during the install process.
Italics	Indicates field values, emphasis, and book-length publication titles. Italics is also used to refer to words as words or letters as letters, as in the following example: Enter the letter *O*.
Initial Caps	Field names, commands, and processes are represented as they appear on the window, menu, or page.
lower case	File or directory names are represented in lower case, unless they appear otherwise on the interface.
Menu, Page	A comma (,) between menu and page references indicates that the page exists on the menu. For example, "Select Use, Process Definitions" indicates that you can select the Process Definitions page from the Use menu.
Cross-references	Cross-references that begin with *See* refer you to additional documentation that will help you implement the task at hand. We highly recommend that you reference this documentation. Cross-references under the heading *See Also* refer you to additional documentation that has more information regarding the subject.
" " (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meaning.
Note. Note text.	Text that begins with *Note.* indicates information that you should pay particular attention to as you work with your PeopleSoft system.
Important! Important note text.	A note that begins with *Important!* is crucial and includes information about what you need to do for the system to function properly.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Convention	Description
Warning! Warning text.	A note that begins with *Warning!* contains critical configuration information or implementation considerations; for example, if there is a chance of losing or corrupting data. Pay close attention to warning messages.

Related Information

Oracle provides reference information about PeopleSoft PeopleTools and your particular PeopleSoft application. :

The following resources are available on My Oracle Support:

- Certifications: On the Certifications tab you can find the latest information on our certified database and operating system configurations. Information about PeopleSoft supported platforms serve as a definitive resource for supported products and their version numbers. Go to My Oracle Support, select the Certifications tab, and search for the certification information for your product, release, and platform.
- Release Notes: These documentation updates delivered with every PeopleSoft PeopleTools application release explain new features and changes and summarize resolved incidents.
- Upgrade Information: To find tools and instructions for performing upgrades from previous PeopleTools versions, go to My Oracle Support, search for upgrade documentation, and then choose the PeopleSoft PeopleTools upgrade documentation for the appropriate release. To find tools and instructions for performing upgrades from previous PeopleSoft application releases, go to My Oracle Support and search for upgrade documentation. Choose the product family, such as Human Capital Management or Portal Solutions, and select the appropriate release.
- Installation Documentation: For a list of installation guides and notes for your products, go to My Oracle Support and search for installation documentation.
- Oracle Software and Documentation: You can download Oracle software products and documentation from the following web sites:
  - Oracle Software Delivery Cloud: http://edelivery.oracle.com
  - Oracle Technology Network (OTN): http://www.oracle.com/technology/index.html

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like changed about our documentation, and other Oracle reference and training materials.

Please send your suggestions to: PSOFT-Infodev_US@oracle.com

While we cannot guarantee to answer every email message, we pay careful attention to your comments and suggestions. We are always improving our product communications for you.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Chapter 1

Defining PeopleSoft Online Marketing Requirements

This chapter discusses:

- Database Requirements
- Operating System Requirements
- Hardware Requirements
- Software Requirements

This chapter discusses the hardware, software, and other related requirements needed to implement PeopleSoft Online Marketing (OLM).

Database Requirements

Oracle's PeopleSoft Online Marketing (OLM) only supports a subset of the database systems that PeopleSoft CRM 9.2 supports. This includes Microsoft SQL Server 2012, Oracle 11.2.0.4 and IBM DB2 (LUW) 9.7 FP6.

Operating System Requirements

You can install the PeopleSoft Online Marketing (OLM) Dialog Execution Server (DES) on a subset of the operating systems that PeopleSoft PeopleTools supports. For example: Microsoft Windows 2012 64 bit; Sun Solaris 10u11; IBM AIX 6.1 64 bit, Oracle Enterprise Linux 5.8 and zLinux Red Hat5.8 ; HP-UX Itamium 11.31.

Hardware Requirements

The PeopleSoft OLM DES supports all web servers that PeopleSoft PeopleTools supports. For example, Oracle WebLogic Server and IBM WebSphere Server. However; PeopleSoft OLM DES does not support all web servers on all operating systems. The DES can be installed on the same server where the PeopleSoft Pure Internet Architecture server is located, or on a different server. If the DES is installed on the same web server as the PeopleSoft Pure Internet Architecture server, additional hardware resources such as memory may be required.

The PeopleSoft OLM Mailcaster (MCR) , Watchdog (WDG), Email Response Processor (ERP) and other runtime components are installed on PeopleSoft PeopleTools Application Server and Process Scheduler. Additional resources may be required on this system if these services are running.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Software Requirements

The following table lists the certified additional component software for PeopleSoft OLM runtime components.

Note. Additional components are supported on the operating system releases that are recommended by their respective companies. If your installation configuration differs from the certified platforms that Oracle recommends, be aware that if you encounter problems that could potentially be caused by software incompatibility, PeopleSoft OLM Technical Support may recommend that you reconfigure your system to meet Oracle's certifications.

The following table contains the additional component software for PeopleSoft OLM runtime components that Oracle recommends using:

Component	Requirements
Client JDBC Drivers	• Oracle11g™ – Oracle Type 4 JDBC driver for JDK 1.7: ojdbc6.jar • MSSQL – Microsoft SQL Server 2012 JDBC Driver : sqljdbc4.jar • IBM DB2 LUW: IBM's Type 4 JDBC driver: db2jcc.jar, db2jcc_license_cu.jar and db2jcc_license_cisuz.jar
PeopleSoft Dialog Execution Server (DES)	Supports all PeopleSoft PeopleTools supported browsers.
Outbound Email Processor	SMTP compliant email server : • LSoft - LSMTP • Ironport
Email Response Server (ERP)	POP3 compliant email server: LSoft – LSMTP. **Note.** Ironport does not support POP3. If used, then a separate POP3 server is required for inbound mail processing.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Chapter 2

Defining PeopleSoft Correspondence Management Requirements

This chapter discusses:

Oracle's PeopleSoft CRM Correspondence Management requires the installation of X-PDF. You can download the X-PDF software from the following site: http://www.foolabs.com/xpdf/download.html.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.

Chapter 3

Defining PeopleSoft Unified Agent Desktop

This chapter discusses:

The compatible browsers for Unified Agent Desktop (UAD) is Internet explorer and Firefox.

Copyright © 2016, Oracle and/or its affiliates. All Rights Reserved.