

# IBM Marketing Software 11.1 Supported Environments

Recommended Software Environments and Minimum  
System Requirements

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IBM Corporation



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## Overview

This document lists the software environments and minimum system requirements recommended for all of the following IBM Marketing Software products, formerly known as “Unica” in previous releases:

- IBM Campaign
- IBM Interact
- IBM Marketing Operations
- IBM Marketing Platform
- IBM Contact Optimization (formerly known as Optimize)
- IBM SPSS Modeler Advantage Marketing Software Edition (v8.0)

Please note-

\*\* IBM Opportunity Detect and IBM Interact Advance Patterns version v11.1 are not yet released.

## Environment Planning

This section provides an overview of both software and hardware pre-requisites as well as general environment considerations required for deploying the IBM Marketing Software products.

## Product Dependencies

Several products in the IBM Marketing Software suite require the installation of other products as pre-requisites. For additional information, please see the product-specific installation guide.

Installed Product	Required Companion Installation	
If you want to install this product...	...you must also install the products marked with the ✓ in the same row.	
	IBM Marketing Platform	IBM Campaign
IBM Campaign	✓	
IBM Interact	✓	✓
IBM Marketing Operations	✓	
IBM Marketing Platform		
IBM Contact Optimization	✓	✓
IBM® SPSS® Modeler Advantage Enterprise Marketing Management Edition	✓	✓

## Installation Setup

- Terminal clients, SSH, or telnet clients used to connect to a UNIX command-line to run the IBM Marketing Software installers or utilities must be set to UTF-8 character encoding. Using any other character encoding may result in information being missing or displayed incorrectly. Please see the 11.1 installation guides for additional details.

## Supporting Infrastructure Bundles

IBM Marketing Software bundles certain supporting infrastructure elements with the purchase of select products as listed below:

- IBM WebSphere Application Server 8.5.5 (Base edition) is bundled with the following products:
  - IBM Campaign and products that require IBM Campaign as a pre-requisite
  - IBM Marketing Operations
- IBM Cognos Analytics 11.0.9 is bundled with the following products:
  - IBM Campaign and products that require IBM Campaign as a pre-requisite
  - IBM Marketing Operations
- IBM Interact is bundled with IBM Websphere MQ 8.0

- IBM DB2 Workgroup Edition 11.1 is bundled with the following products for optional deployment of system tables:
  - IBM Campaign and products that require IBM Campaign as a pre-requisite
  - IBM Marketing Operations

All other third-party software and drivers are not provided with IBM Marketing Software products, and must be purchased and installed separately.

### Supported Locales<sup>(a)</sup>

Locale	IBM Platform <sup>(b)</sup>	IBM Campaign	IBM Contact Optimization	IBM Interact	IBM Marketing Operations
English	Y	Y	Y	Y	Y
French (France)	Y	Y	Y	Y	Y
German (Germany)	Y	Y	Y	Y	Y
Japanese	Y	Y	Y	Y	Y
Korean	Y	Y	Y	Y	Y
Portuguese (Brazil)	Y	Y	Y	Y	Y
Spanish (Spain)	Y	Y	Y	Y	Y
Chinese (Simplified)	Y	Y	Y	Y	Y
Chinese (Traditional)	Y	Y	Y	Y	Y
Italian	Y	Y	Y	Y	Y
Russian	Y	Y	Y	Y	Y

**Notes:**

- a) IBM Marketing Platform supports only limited localization of product configuration(s)

### Minimum System Requirements

The minimum system requirements are provided as guidance for hardware sizing for IBM Marketing Software products in a non-production deployment. Production deployments with higher performance requirements or data volumes require thorough sizing to estimate suitable configuration. The minimum system requirements listed in this document for each IBM Marketing Software product are typically for Windows-based systems; comparable hardware configurations are required for supported UNIX-based and LINUX-based systems.

### All IBM Marketing Software Products

Hardware Configuration	Infrastructure Element					
	Browser Client	Web Application Server	Campaign Analytical (listener) Server	System Table Database Server	SPSS MA ME Modeling Server	Interact Advanced Patterns Server
Processor	2 GHz	2 GHz, 2 CPUs	2 GHz, 2 CPUs	2 GHz, 2 CPUs	3.5 GHz, 2 CPUs	3.0 GHz, 8 cores (4 CPUs dual core of 2 CPUs quad core)
RAM	512 MB	2 GB per CPU	2 GB per CPU	2 GB per CPU	8 GB	16 GB
Disk Space	N/A	1 GB	100 GB	100 GB	100 GB	128+ GB

## Supported Environments

This section provides an overview of supported software components for deploying the IBM Marketing Software suite of products.

### Software Support Matrix

Application Server <sup>(a)</sup> (with embedded Web Server)	Operating System <sup>(e)</sup>	System Table Database <sup>(c)</sup>	Campaign User Table Database <sup>(c, f)</sup>
<ul style="list-style-type: none"> <li>WebLogic<sup>(b)</sup> 12c (<b>12.2.1.3</b>)</li> <li>WebSphere<sup>(d)</sup> 8.5.5.9 through <b>FP14</b></li> <li>Tomcat v9.0.x<sup>(r)</sup></li> <li>JBOSS 7.1.x<sup>(l)</sup></li> </ul>	<ul style="list-style-type: none"> <li>Windows Server <sup>(h,i)</sup> <b>2016</b>, 2012R2</li> </ul>	<ul style="list-style-type: none"> <li>DB2<sup>(h)</sup> 10.1.x, 10.5.x, <b>11.1</b></li> <li>Oracle 11gR2 (11.2.0.4), 12.1.0.1,<b>12.1.0.2</b>, <b>12.2.0.1</b><sup>(p)</sup></li> <li>SQL Server<sup>(e, f)</sup> 2012, 2014, <b>2016 SP1</b>, <b>2017</b></li> </ul>	<ul style="list-style-type: none"> <li>DB2<sup>(h)</sup> 10.1.x, 10.5.x, <b>11.1</b>, DB2 (z/OS) <sup>(m)</sup> 10.1,11.0</li> <li>Oracle 11gR2 (11.2.0.4), 12.1.0.1,<b>12.1.0.2</b>, <b>12.2.0.1</b><sup>(p)</sup></li> <li>SQL Server<sup>(e, f)</sup> 2012, 2014, <b>2016 SP1</b>, <b>2017</b></li> <li>Netezza NPS 6.0, 7.0,7.1, <b>7.2</b></li> <li>Teradata 14.10,15.0,15.10,<b>16.10</b><sup>(q)</sup>, <b>16.20</b><sup>(q)</sup></li> <li>Amazon Redshift<sup>(n)</sup></li> <li>dashDB<sup>(o)</sup> <b>10.6</b></li> <li>Apache Hive, <b>Impala</b> based Hadoop Big Data<sup>(g)</sup></li> </ul>
<ul style="list-style-type: none"> <li>WebLogic<sup>(b)</sup> 12c (<b>12.2.1.3</b>)</li> <li>WebSphere<sup>(d)</sup> 8.5.5.9 through <b>FP14</b></li> <li>Tomcat v9.0.x<sup>(r)</sup></li> <li>JBOSS 7.1.x<sup>(l)</sup></li> </ul>	<ul style="list-style-type: none"> <li>AIX <b>7.1 TL4, TL3</b></li> <li>RHEL <sup>(j)</sup> 7.0, 7.1, <b>7.2, 7.3</b></li> <li>SUSE <b>12 SP3</b></li> </ul>	<ul style="list-style-type: none"> <li>DB2<sup>(h)</sup> 10.1.x, 10.5.x, <b>11.1</b></li> <li>Oracle 11gR2 (11.2.0.4), 12.1.0.1,<b>12.1.0.2</b>, <b>12.2.0.1</b><sup>(p)</sup></li> </ul>	<ul style="list-style-type: none"> <li>DB2<sup>(h)</sup> 10.1.x, 10.5.x, <b>11.1</b>, DB2 (z/OS) <sup>(m)</sup> 10.1,11</li> <li>Oracle 11gR2 (11.2.0.4), 12.1.0.1,<b>12.1.0.2</b>, <b>12.2.0.1</b><sup>(p)</sup></li> <li>Netezza NPS 6.0, 7.0.x,7.1.x, <b>7.2.x</b></li> <li>Teradata 14.10,15.0, 15.10,<b>16.10</b><sup>(q)</sup>, <b>16.20</b><sup>(q)</sup></li> <li>Amazon Redshift<sup>(n)</sup></li> <li>dashDB<sup>(o)</sup> <b>10.6</b></li> <li>Apache Hive, <b>Impala</b> based Hadoop Big Data<sup>(g)</sup></li> <li>HP Vertica 7.1,<b>9.0.1</b><sup>(k)</sup></li> </ul>



If possible, use software versions that appear in **bold** in the above list. The end-of-service (EOS) date for IBM Marketing Software products is 5 years after the initial release (official EOS dates are announced approximately 1 year prior to EOS). Products in bold have EOS dates that are on or beyond the EOS date of the IBM Marketing Software product version, and thus will be supported throughout the full service life of this release. If you use a product that does not appear in bold, be advised that its EOS date may be prior to the EOS of this release.

**Notes:**

- a. IBM Marketing Software needs to be deployed on application server(s) running the IBM WebSphere SDK Java<sup>(TM)</sup> Technology Edition version 1.8
  - i. Oracle WebLogic Application Server is required to be running Oracle/Java JDK 1.8 with update 112. Other JDKs are not supported (e.g., JRockit JDK).
  - ii. IBM WebSphere Application Server 8.5.5 FP9 and FP10 is required to be running on IBM WebSphere SDK Java<sup>(TM)</sup> Technology Edition version 1.8. User will need to install recommended IBM WebSphere SDK Java<sup>(TM)</sup> Technology Edition version 1.8 to use with IBM WebSphere Application Server 8.5.5 FP9 and FP10
  - iii. Starting IBM WebSphere Application Server version 8.5.5.11, the default Java SDK is Java SE 8. User will need to use the default bundled IBM WebSphere SDK Java<sup>(TM)</sup> Technology Edition version 1.8.

**Note:**

- JRE/JDK 1.8 is supported from the 11.1 release of IBM Marketing Software.
  - WebSphere Application Server 8.5.5 Fix Pack which are bundled with JDK 1.6 or JDK 1.7 are not supported by IBM Marketing Software. You must download the required Java Development Kit from Fix Central.
- b. Consider the following points for Weblogic application server deployment:
    - Clustering of IBM Marketing Software products is not supported on WebLogic.
  - c. Both Standard and Enterprise edition of Oracle database are supported. IBM recommends using JDBC drivers provided by the database vendor. The supported database drivers are listed in the following table:

Database	Supported Driver(s)
MS SQL Server 2012 SP1, 2014 SP1, 2016 SP1, 2017	Version 6.4, 7.0– mssql-jdbc-6.4.0.jre8.jar, mssql-jdbc-7.0.0.jre8.jar
Oracle 11gR2, Oracle 12c Release 1 (12.1.0.1,12.1.0.2, 12.2.0.1) <sup>(n)</sup>	Oracle 12c Driver – 12.x (ojdbc8.jar)
IBM DB2 10.1.x,10.5.x, 11.1	DB2 JDBC driver (db2jcc4.jar) - version corresponds with each DB2 release and Fix Pack level

- d. Many of the IBM Marketing Software products ship with WAS version 8.5.5 Base 64-bit application, but will also work with the Express edition of WebSphere and Network Deployment (ND) 64-bit edition of WebSphere. IBM Marketing Software products do not use advanced features provided by WAS Base that would make it incompatible with WAS Express.
  - IBM WebSphere Application Server 8.5.5 Fix Packs 9 through 14 are supported.
  - IBM Websphere Application Server 8.5.5 Fix Pack 12 requires IFPI85892 to run IBM Marketing Software application. An interim fix is available at <https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm%2FWebSphere&product=ibm/WebSphere/WebSp>

[here+Application+Server&release=All&platform=All&function=fixId&fixids=8.5.5.12-WASProd-IFPI85892&includeSupersedes=0](#)

- e. SQL Server database installed on only 64-bit versions of operating systems are supported
- f. This column is added for the IBM Campaign family of products. IBM Interact does not support Netezza, Teradata, Amazon Redshift, dashDB, HP Vertica, Databricks and Hadoop for customer profile tables. If using the IBM Interact product, Campaign and Interact databases must be of the same type e.g., If Campaign system tables are in Oracle, all other databases must also be in Oracle. IBM SPSS Modeler Advantage Marketing Software Edition is not licensed for in-database processing (data is extracted from all databases and processed on the SPSS modeling server). An upgrade is required for in-database processing. SQL Server 2012, 2014 is supported for Service Pack 1 and higher.
- g. Hadoop Big Data instance running on Hive version 0.14 or higher is supported for the following vendors:
  - IBM BigInsights
  - Cloudera CDH
  - MapR
  - Apache HortonWorks

IBM Campaign can be connected with Hive based Hadoop Big Data instances using three types of drivers and need to be acquired directly from their respective vendor:

- Cloudera Hive ODBC Driver version 2.5.16 for Cloudera CDH
  - HortonWorks Hive ODBC Driver for Hadoop (Driver version compatible with Hadoop version)
  - Progress DataDirect Connect64(R) for ODBC Release 7.1.5 for other supported Big Data vendors
  - IBM Campaign support for Hive based Hadoop Big Data user database is supported only on RHEL Operating Systems.
  - IBM Campaign support HortonWorks Big Data based on Hive using Progress DataDirect Connect64(R) for ODBC Release 7.1.5 on AIX Operating System.
  - IBM Campaign support to Cloudera Big Data instance based on Impala. IBM Campaign can be connected with Cloudera Big Data instance based on Impala. It needs Cloudera Impala ODBC Driver 2.5.41 or higher.
  - The listed drivers are neither bundled nor shipped with IBM Campaign and the customer has to purchase/download and configure them.
  - IBM Campaign supports only "TextFile" format with Hive/Impala based Bigdata user data source.
  - IBM Campaign support to Kerberos enabled Cloudera based Big Data instance. IBM Campaign supports Hive/Impala based Cloudera Big Data instance as user database using Kerberos authentication.
  - IBM Campaign support to Kerberos enabled Cloudera based Big Data instance with Campaign Analytical Server (listener) running on Windows and RHEL Operating system. Please refer to IBM Campaign installation guide for more details.
- h. IBM Campaign requires a 64-bit driver for DB2 on Windows.
    - Both IBM DB2 10.1 and 10.5 are supported for fixpack 1 or higher.
    - IBM DB2 10.5 is supported for system tables only with BLU feature turned off.

- IBM DB2 10.5 is supported for Campaign user tables with BLU turned off or on. When BLU feature is turned on (columnar feature enabled), the parameter “DB2NotLoggedInitially” must be set to “FALSE” in the data source properties for the database.
  - IBM DB2 11.1 is supported for system tables and for Campaign user tables only with BLU turned off.
- i. Windows Server x86-64 is supported for Standard and Datacenter Edition of 2012R2, 2016.
- j. IBM Marketing Software v11.1 does not support RHEL 5.x and 6.x versions. Consider the following points for the RHEL operating system:
- For any version of IBM Marketing Software, all the products in the suite support all the versions of RHEL based on the RHEL binary compatibility.
  - IBM Marketing Software does not support RHEL running on IBM Power systems.
- k. IBM Campaign support HP Vertica with following caveat:
- HP Vertica is supported only on RHEL operating system.
  - User should install the same version of HP Vertica client as of the database version.
- l. JBOSS application server version 7.1.0 is supported with IBM Marketing Software products with below consideration:
- JBOSS EAP 7.1.x is supported on Windows and RHEL Operating systems only.  
([https://access.redhat.com/articles/2026253#EAP\\_71](https://access.redhat.com/articles/2026253#EAP_71))
  - JBOSS application servers needs to run using Oracle JDK/JRE v1.8 on Windows and RHEL operating systems.
- m. IBM DB2 on z/OS is supported only for user tables with the following caveats:
- IBM Campaign supports DB2 10.1 z/OS and 11.0 z/OS with RSU1205 and PUT1205 in “New Function” mode
  - There is not an out-of-the-box approach for Loaders on z/OS. Manually, the following procedure can be followed:
    - i. Set up USS Pipes on z/OS.
    - ii. Write a stored procedure to invoke the DSNUTILU and a script to invoke the stored procedure.
    - iii. Configure the loader to invoke the script.
  - When temp tables are created, you must set the parameter “DB2NotLoggedInitially” to “FALSE” in the datasource properties for the database.
- n. IBM Campaign supports Amazon Redshift as a user database using Amazon Redshift native odbc driver:
- | Driver Name                 | Version               |
|-----------------------------|-----------------------|
| Amazon Redshift ODBC driver | 1.4.3.1000-1 – 64-bit |
| Unix ODBC driver manager    | 2.3.7                 |
- The driver is neither bundled nor shipped with IBM Campaign and the customer must purchase/download and configure it. Important: IBM Campaign does not provide a built-in database loader functionality for the Amazon Redshift user database.
- o. IBM dashDB for Analytics is now known as IBM DB2 Warehouse on Cloud.
- p. IBM Marketing Software support Oracle Database version 12.2.0.1 with following caveat:
- On Oracle 12.2 database server following parameters needs to be added in sqlnet.ora file located under ORACLE\_HOME/network/admin/  
  
SQLNET.ALLOWED\_LOGON\_VERSION\_SERVER

User will need to consult with DBA to provide appropriate value to this parameter. Please refer to below link for more details: <https://docs.oracle.com/database/121/NETRF/sqlnet.htm#NETRF2016>

- q. IBM Campaign support Teradata 16.10 and 16.20 with following caveat when IBM Campaign is installed on Linux or AIX environment:
  - User should install the same version of Teradata client as of the database version.
- r. Tomcat application 9.0.13 is supported with IBM Marketing Software products.
  - Tomcat application servers needs to run using Oracle JDK/JRE v1.8 on Windows, RHEL and SUSE operating systems. On AIX operating system user, will need to use IBM JDK / JRE v1.8.

### Marketing Software Director Supported Operating System and Databases:

Operating System <sup>(e)</sup>	System Table Database <sup>(c)</sup>
<ul style="list-style-type: none"> <li>• <b>Windows Server 2016, 2012R2</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>DB2 11.1</b></li> <li>• Oracle 12.1.0.1, <b>12.1.0.2, 12.2.0.1</b></li> <li>• SQL Server 2014, <b>2016 SP1, 2017</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>AIX 7.1 TL4, TL3</b></li> <li>• <b>RHEL 7.0, 7.1, 7.2, 7.3</b></li> <li>• <b>SUSE 12 SP3</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>DB2 11.1</b></li> <li>• Oracle 12.1.0.1, <b>12.1.0.2, 12.2.0.1</b></li> </ul>

*If possible, use software versions that appear in **bold** in the above list. Products appear in bold are actively supported with IBM Marketing Software Director.*

### Marketing Software Director Supported Active MQ:

IBM Marketing Software Director supports Apache Active MQ version 5.15.7.

### Marketing Software Director Supported Java version:

IBM Marketing Software Director need to run with Oracle JDK/JRE 1.8 on Windows, RHEL and SUSE operating system, on AIX it need to run with IBM JDK/JRE 1.8.

### Client Web Browser Support

Browser <sup>(e)</sup>	Operating System
Internet Explorer 11 (32-bit and 64-bit) <sup>(a)</sup>	Windows 7 SP1, Windows 8 SP1, Windows 10
Safari <sup>(b)</sup> 11.0.3 or above	Mac OS Sierra 10.13.3
Google Chrome For Business edition 71 or above (32-bit and 64-bit).	Windows 7 SP1, Windows 8 SP1, Windows 10

## Adobe Acrobat Support

Annotations using the Adobe Acrobat markup feature in IBM Marketing Operations are supported only on the following browsers:

Browser <sup>(e)</sup>	Operating System	Adobe Acrobat
Internet Explorer 11 (32-bit and 64-bit) <sup>(a)</sup>	Windows 7 SP1, Windows 8 SP1, Windows 10	Adobe Acrobat Pro DC
Safari <sup>(b)</sup> 11.0.3 or above	Mac OS Sierra 10.13.3	Adobe Acrobat Pro DC

### Notes:

- a) Use of IE with IBM SPSS Modeler Advantage Marketing Software Edition requires the Microsoft Silverlight plug-in (not provided).
- b) Safari on iOS is not supported. Safari on any operating system is not supported for integrated products like IBM® SPSS® Modeler Advantage Enterprise Marketing Management Edition and IBM Digital Analytics.
- c) IBM Marketing Platform, IBM Campaign, IBM Contact Optimization, IBM Interact and IBM Marketing Operations support the Chrome browser. IBM product development, test and support teams must wait for the official release of the Web browser to be able to provide full support. Hence, there may be a gap between the time a Web browser is released and when full support is available with current releases of IBM associated products. In order to effectively provide this support, testing of the generally available and final release of the Web browser will be performed in the next available service release cycle, typically delivered in a cumulative fix, fix pack or refresh pack of current releases.  
  
In some instances, more than one fix might be required. There may be also cases where code updates are more than what can be delivered in a simple fix and will have to be integrated into a fix pack, or provided in an upcoming release. In some cases, if browsers from vendors, not part of a product version's original browser support requirements are added to the support matrix, official support will not be provided until a new product release and fixes for the new vendor will not necessarily be provided in a cumulative fix, fixpack or refresh pack.
- d) For an improved user experience, set your screen resolution to 1600 x 900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content

## Directory Server Support

Directory Server	Host Operating System
Microsoft Active Directory <sup>(a)</sup> 2012, 2012R2	Windows
Oracle(Sun) ONE Directory Server Enterprise Edition 11g R2	All O/S
IBM Security Directory Server (formerly known as Tivoli Directory Server) 6.4.0.8	All O/S

### Notes:

- a. Windows Integrated Login is available only for IBM Marketing Software products installed on Windows systems through IIS deployment. For details, refer to this article:

[https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/W3a9d2a3c495a\\_47b6\\_97a9\\_e2b8f68b2e88/page/NTLMv2%20authentication%20with%20IBM%20Unica%20Marketing%20Platform](https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/W3a9d2a3c495a_47b6_97a9_e2b8f68b2e88/page/NTLMv2%20authentication%20with%20IBM%20Unica%20Marketing%20Platform)

## Authentication Provider Support

Authentication Provider	Host Operating System
Windows Active Directory Server 2012,2012R2	Windows
CA Single Sign On (formerly known as Siteminder) 12.5	All O/S
IBM Security Access Manager (Formerly known as Tivoli Access Manager for eBusiness) <sup>(b)</sup> 9.0.4, 8.0.1.3	All O/S
Federated Single Sign-On based on SAML 2.0 standards	All O/S

### Notes:

- a. IBM Security Access Manager (Formerly known as Tivoli Access Manager for eBusiness) v8.0.1.3 is compatible support with IBM Marketing Software as authentication provider.

## Reporting Server Support

The reporting capabilities for IBM Marketing Software products are powered by IBM Cognos Analytics (Formerly known as Cognos BI) 11.0.9, which is provided as an option with several IBM Marketing Software products. IBM Cognos Analytics 11.0.9 is supported with the following caveats:

- IBM Cognos Analytics 11.0.9 server requires 32-bit Oracle client libraries to connect to Oracle database server (32- or 64-bit).
- IBM Cognos Analytics 11.0.9 server requires 32-bit DB2 client libraries to connect to DB2 database server (32- or 64-bit).
- IBM Cognos Analytics 11.0.9 server requires 32-bit SQL Server client libraries to connect to SQL Server database server (32- or 64-bit).

If you need to install IBM Cognos Analytics 11.0.9 as part of the IBM Marketing Platform, a separate reporting server is required and the minimum system requirements can be found in the IBM Cognos Analytics 11.0.9 *Installation and Configuration Guide*. IBM Marketing Software reporting with IBM Cognos Analytics also requires a web server.

For full compatibility information for IBM Cognos Analytics 11.0.9, see <http://www-01.ibm.com/support/docview.wss?uid=swg27047186>

## Virtualization Software Support

IBM Marketing Software products currently support running on a specific set of operating systems as listed above for each product. IBM Marketing Software also recognizes the growing presence of hardware virtual machine software and OS-level virtualization software (for example, VMWare, Microsoft Virtual Server, Solaris Containers) in customer environments.

### Support of Virtualization Environments

IBM supports customers who run its products on any of the listed operating systems, irrespective of whether they are running a virtual machine in their environment. IBM supports any product-specific issues that occur while running within a virtual machine; however, IBM does not rigorously test our products inside of any virtual machine. As a result, virtual machines are supported as a compatible environment.

Virtualization software vendors support a set of certified operating systems and hardware. The customer and the virtual machine vendors are responsible for any interactions and/or issues that arise at the hardware or operating system layer as a result of their use of the virtualization software.

### Performance

The use of a virtual machine adds software overhead that may affect performance and/or scalability. Any statements on expected product performance on a hardware platform cannot be interpreted to apply to a virtual machine running on the same hardware platform.

### **Troubleshooting Issues**

IBM Technical Support is unable to accept virtual images from customers as troubleshooting tools due to licensing concerns with respect to third-party software products which might be included in those images.

Should IBM customers who use its products inside a virtual machine experience issues, IBM customers will not be required to recreate and troubleshoot every issue in a non-virtualization environment. However, IBM does reserve the right to request our customers to diagnose certain issues in a supported operating system environment without the virtual image. IBM will make this request only when there is reason to believe that the virtual environment is a contributing factor to the issue.



## Supported Environments Revisions

This section provides an overview of changes in the supported software for this version of IBM Marketing Software products.

### Newly Supported Software Versions

IBM Marketing Software version 11.1 has added support for the following new versions of third-party software.

Supporting Software Entity	Supporting Software Version(s)
Operating System	<ul style="list-style-type: none"> <li>SUSE 12 SP3</li> </ul>
Application Server	<ul style="list-style-type: none"> <li>WebSphere 8.5.5 Fix Pack 14</li> <li>Tomcat 9.0.2 through 13</li> <li>JBOSS 7.1</li> </ul>
Client Browser	<ul style="list-style-type: none"> <li>Chrome 71 (32 bit and 64 bit).</li> </ul>
Database and Drivers	<ul style="list-style-type: none"> <li>SQL Server 2017</li> <li>SQL Server - Version 6.4, 7.0– mssql-jdbc-6.4.0.jre8.jar, mssql-jdbc-7.0.0.jre8.jar</li> </ul>
Campaign User Database and Drivers	<ul style="list-style-type: none"> <li>Databricks – DBC 5.0</li> <li>Amazon Redshift ODBC Driver support with Amazon Redshift.</li> <li>HortonWorks Big Data based on Hive using Progress DataDirect Connect64(R) for ODBC Release 7.1.5 on AIX Operating System.</li> </ul>

### Discontinued Support Software Versions

IBM Marketing Software version 11.1 and 11.0.1 has discontinued support for the following versions of third-party software.

Supporting Software Entity	Supporting Software Version(s)
Operating System	<ul style="list-style-type: none"> <li>AIX 6.1</li> <li>Windows Server 2012</li> <li>RHEL 5.x and 6.x</li> </ul>
Application Server	<ul style="list-style-type: none"> <li>WebLogic 12.1.x</li> <li>WebSphere Application Server 8.5.0.x</li> </ul>

Adobe Acrobat Writer	<ul style="list-style-type: none"><li>• Adobe Acrobat Writer v11</li></ul>
Amazon Redshift user database driver connection using PostgreSQL ODBC driver	<ul style="list-style-type: none"><li>• Amazon Redshift user database driver support to PostgreSQL ODBC Driver</li></ul>
Cache Management Support with Interact	<ul style="list-style-type: none"><li>• Interact no longer supports IBM WebSphere eXtreme Scale for cache management.</li></ul>