

IBM Marketing Software 10.0

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 (includes IBM eMessage)
- IBM Distributed Marketing
- IBM Interact
- IBM Marketing Operations
- IBM Marketing Platform
- IBM Contact Optimization (formerly known as Optimize)
- IBM Opportunity Detect & Interact Advanced Patterns
- IBM SPSS Modeler Advantage Marketing Software Edition (v8.0)

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 Distributed Marketing	✓	✓
IBM eMessage	✓	✓
IBM Interact	✓	✓
IBM Marketing Operations	✓	
IBM Marketing Platform		
IBM Contact Optimization	✓	✓
IBM® SPSS® Modeler Advantage Enterprise Marketing Management Edition	✓	✓
IBM Interact Advanced Patterns <i>(Note: Also requires Interact in this release)</i>	✓	
IBM Opportunity Detect	✓	

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 10.0 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) is bundled with the following products:
 - IBM Campaign and products that require IBM Campaign as a pre-requisite
 - IBM Marketing Operations
 - IBM Opportunity Detect

- IBM Cognos Business Intelligence 10.2.2 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 Opportunity Detect and IBM Interact Advanced Patterns is bundled (co-installs) with the following products:
 - IBM WAS Liberty profile 8.5.0.2
 - IBM InfoSphere Streams 3.2.1.2
- IBM DB2 Workgroup Edition 10.5 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
 - IBM Opportunity Detect

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

Supported Locales

Locale	IBM Platform ^(a)	IBM Campaign	IBM Contact Optimization	IBM Interact	IBM Distributed Marketing	IBM Marketing Operations	IBM eMessage	IBM Opportunity Detect
English	Y	Y	Y	Y	Y	Y	Y	Y
French (France)	Y	Y	Y	Y	Y	Y	Y	N
German (Germany)	Y	Y	Y	Y	Y	Y	Y	N
Japanese	Y	Y	Y	Y	Y	Y	Y	N
Korean	Y	Y	Y	Y	Y	Y	Y	N
Portuguese (Brazil)	Y	Y	Y	Y	Y	Y	Y	N
Spanish (Spain)	Y	Y	Y	Y	Y	Y	Y	N
Chinese (Simplified)	Y	Y	Y	Y	Y	Y	Y	N
Chinese (Traditional)	Y	Y	Y	Y	Y	Y	N	N
Italian	Y	Y	Y	Y	Y	Y	Y	N
Russian	Y	Y	Y	Y	Y	Y	Y	N

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

Notes:

- a) Minimum system requirements for IBM Distributed Marketing has the following caveats:
- Disk space on client desktop computers may require more than 1GB depending on the amount of files downloaded.
 - Two CPUs are recommended for a baseline of 50-100 concurrent users. Two additional CPUs should be added for every additional 50-100 concurrent users.
 - This includes the IBM Distributed Marketing server, templates, On-Demand and Corporate Campaign attachments.
 - Although installing the IBM Distributed Marketing server and database on the same computer is an option, IBM highly recommends installing the IBM Distributed Marketing server and database on separate computers.

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 ^(a) (with embedded Web Server)	Operating System ^(e)	System Table Database ^(c, l)	Campaign User Table Database ^(c, f)
<ul style="list-style-type: none"> WebLogic^(b) 12c (12.1.1)⁽ⁿ⁾, 12c (12.1.2), 12c (12.1.3) WebSphere^(d) 8.5.0.x, 8.5.5.x 	<ul style="list-style-type: none"> Windows Server^(h,i) 2012R2, 2012 	<ul style="list-style-type: none"> DB2^(h) 10.1.x, 10.5.x Oracle 11gR2 (11.2.0.4), 12c Release 1 (12.1.0.1, 12.1.0.2) SQL Server^(e, f) 2012, 2014 	<ul style="list-style-type: none"> DB2^(h) 10.1.x, 10.5.x, DB2 (z/OS)^(m) 10.1,11 Oracle 11gR2 (11.2.0.4), 12c Release 1 (12.1.0.1, 12.1.0.2) SQL Server^(e, f) 2012, 2014 Netezza NPS 6.0, 7.0,7.1, 7.2 Teradata 14.10,15.0, 15.10 Amazon Redshift^(o) dashDB 10.6
<ul style="list-style-type: none"> WebLogic^(b) 12c (12.1.1)⁽ⁿ⁾, 12c (12.1.2), 12c (12.1.3) WebSphere^(d) 8.5.0.x, 8.5.5.x 	<ul style="list-style-type: none"> AIX 6.1, 7.1 RHEL ^(j) 5.10, 6.3, 6.4, 6.5, 6.6, 6.7, 7.0, 7.1 	<ul style="list-style-type: none"> DB2^(h) 10.1.x, 10.5.x Oracle 11gR2 (11.2.0.4), 12c Release 1 (12.1.0.1, 12.1.0.2) 	<ul style="list-style-type: none"> DB2^(h) 10.1.x, 10.5.x, DB2 (z/OS)^(m) 10.1,11 Oracle 11gR2 (11.2.0.4), 12c Release 1 (12.1.0.1, 12.1.0.2) Netezza NPS 6.0, 7.0.x,7.1.x, 7.2.x Teradata 14.10,15.0, 15.10 Amazon Redshift^(o) dashDB 10.6 Apache Hive based Hadoop Big Data^(g) HP Vertica 7.1^(k)

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 Opportunity Detect and Interact Advanced Patterns support only the IBM WebSphere application server. IBM Marketing Software needs to be deployed on application server(s) running the following IBM WebSphere SDK Java™ Technology Edition versions:
 - a) Oracle WebLogic Application Server is required to be running Oracle/Java JDK 8.0 with update 112. Other JDKs are not supported (e.g., JRockit JDK).
 - b) IBM WebSphere Application Server 8.5.0.2 is required to be running IBM JDK 7.0.9.10.
 - c) IBM WebSphere Application Server 8.5.5.7 onwards is required to be running on the appropriate IBM JDK version. IBM Marketing Software supports only JDK/JRE 1.7 and 1.8.
 - d) From Fix Pack 10.0.0.2 onwards, IBM Marketing Software supports IBM WebSphere Application Server 8.5.5.11 which is required to be running IBM JDK 8.0.2.10.

Note:

- JRE/JDK 7.0 is supported from the 10.0 release of IBM Marketing Software.
- WebSphere Application Server 8.5.5 is bundled with the IBM Marketing Software. You must download the required fix packs from Fix Central. For information about the required fix pack and where you can download it from, see the table below.
- WebSphere Application Server 8.5.5 is bundled with JDK 1.6 which is not supported by IBM Marketing Software. You must download the required Java Development Kit from Fix Central. For information about the required fix pack and where you can download it from, see the table below.

Important: For security reasons, if required, you can upgrade to higher WebSphere Application Server versions keeping in mind that IBM Marketing Software supports only JDK/JRE 1.7 and 1.8. You must upgrade only by following the regular IBM Fix Central paths.

IBM WebSphere Application Server Version	IBM WebSphere Application Server Fix Pack	IBM WebSphere SDK Java Technology Edition Version
8.5.0.2	8.5.0 Fix Pack 2 http://www-01.ibm.com/support/docview.wss?uid=swg24034672	IBM JDK 7.0.9.10 https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm/WebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=7.0.9.10-WS-IBMWASJAVA-part1,7.0.9.10-WS-IBMWASJAVA-part2&includeSupersedes=0&source=fc

IBM WebSphere Application Server Version	IBM WebSphere Application Server Fix Pack	IBM WebSphere SDK Java Technology Edition Version
8.5.5.7	8.5.5 Fix Pack 7 https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm%2FWebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=8.5.5-WAS-WAS-FP0000007-part1,8.5.5-WAS-WAS-FP0000007-part2&includeSupersedes=0&source=fc	IBM JDK 7.1.3.10 https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm/WebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=7.1.3.10-WAS-IBMWASJAVA-part1,7.1.3.10-WAS-IBMWASJAVA-part2&includeSupersedes=0&source=fc
8.5.5.11	8.5.5 Fix Pack 11 https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm%2FWebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=8.5.5-WAS-WAS-FP011-part1,8.5.5-WAS-WAS-FP011-part2,8.5.5-WAS-WAS-FP011-part3&includeSupersedes=0&source=fc	IBM JDK 8.0.2.10 https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm/WebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=8.0.2.10-WAS-IBMWASJAVA-part1,8.0.2.10-WAS-IBMWASJAVA-part2&includeSupersedes=0&source=fc

- b. Clustering of IBM Marketing Software products is not supported on WebLogic.
 - IBM eMessage-IBM Mobile Customer Engagement (formerly known as Xtify) integration requires WebLogic 12c to be applied with patch 13657792.
 - IBM Marketing Operations Fix Pack 10.0.0.2 requires WebLogic 12c to be applied with patch 18729264 if you are using JDK 8.0.
- 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	Version 4.0 Type 4 – 4.0.2206.100 (sqljdbc4.jar)
Oracle 11gR2, Oracle 12c Release 1 (12.1.0.1,12.1.0.2) ⁽ⁿ⁾	Oracle 12c Driver - 12.1.0.2(ojdbc7.jar – with JDK / JRE 1.7)
IBM DB2 10.1.x,10.5.x	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 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.
 - Fix Pack 2 is required for IBM WebSphere 8.5.0 (version 8.5.0.2).
 - IBM WebSphere 8.5.5 supports Fix Packs 7 through 11. (version 8.5.5.7 to version 8.5.5.11).
- e. 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 and Vertica 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 System (6.3 or higher). The listed drivers are neither bundled nor shipped with IBM Campaign and the customer has to purchase/download and configure them.

- 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" has to be set to "FALSE" in the datasource properties for the database.
- i. Windows Server x86-64 is supported for Standard and Datacenter Edition of 2012 and 2012R2.
- j. IBM Opportunity Detect and IBM Interact Advanced Patterns does not support RHEL version 5.10, 7.1,7.0
- k. HP Vertica is supported only on RHEL version 6.3 or higher
- l. IBM Opportunity Detect and IBM Interact Advanced Patterns supports IBM DB2 and Oracle 12c database. IBM Opportunity Detect system tables or user profile tables are not supported on Oracle 11g.
- 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. Oracle has unexpectedly withdrawn the support for WebLogic 12c (12.1.1) on Windows Server 2012. However, based on extensive release testing, IBM deems this stack to be compatible and will continue to support it on a best effort basis. IBM highly recommends that the customer upgrade to WebLogic 12c (12.1.3).
- o. IBM Campaign supports Amazon Redshift as a user database using PostgreSQL ODBC driver. The driver is neither bundled nor shipped with IBM Campaign and the customer must purchase/download and configure it. The supported versions of the PostgreSQL ODBC driver are as follows:

Database	Supported Driver(s)
Linux / AIX (64 Bit)	<ul style="list-style-type: none"> • PostgreSQL ODBC driver version: 9.x on unixODBC driver manager 2.3.2 • PostgreSQL ODBC driver version: 8.4.x on unixODBC driver manager 2.2.14
Windows (64 Bit)	<ul style="list-style-type: none"> • PostgreSQL ODBC driver version: 8.0.2 on Microsoft ODBC driver manager: 6.1.7601.17514

Important: IBM Campaign does not provide a built-in database loader functionality for the Amazon Redshift user database.

Note: For psqlobc version 9.0.x onwards, use the 64-bit driver. For psqlobc version 8.0.x onwards, you can use either the 32-bit or the 64-bit drivers.

Client Web Browser Support

Browser ^(e)	Operating System
Internet Explorer 11 (32-bit and 64-bit) ^(a)	Windows 7 SP1, Windows 8 SP1, Windows 10
Safari ^(b) 8.0.6 or above	Mac OS X 10.10 “Yosemite”
Google Chrome For Work ^(c) 50 or above (32-bit). From Fix Pack 10.0.0.2 onwards, Google Chrome For Work ^(c) 56 or above (32-bit) is supported.	Windows 7 SP1, Windows 8 SP1

Adobe Acrobat Support

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

Browser ^(e)	Operating System	Adobe Acrobat Writer
Internet Explorer 11 (32-bit and 64-bit) ^(a)	Windows 7 SP1, Windows 8 SP1, Windows 10	11
Safari ^(b) 8.0.6 or above	Mac OS X 10.10 "Yosemite"	11

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 IBM Interact Advanced Patterns, IBM Opportunity Detect, IBM Distributed Marketing, and 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, IBM Opportunity Detect and IBM Interact Advanced Patterns 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 ^(a) 2012, 2012R2	Windows
Oracle(Sun) ONE Directory Server Enterprise Edition 11g R2	Solaris
IBM Security Directory Server (formerly known as Tivoli Directory Server) 6.4.0.8 ^(b)	AIX

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
- b. IBM Opportunity Detect and IBM Interact Advance Patterns support Tivoli Directory Server and Microsoft Active Directory Server (2012 R2). Both the authentication mechanisms supported are applicable to IBM Opportunity Detect and IBM Interact Advance Patterns Design environments. IBM Opportunity Detect Runtime environment does not support / does not require any authentication mechanism (Design Time and Runtime communication is via internal web services).

Authentication Provider Support

Authentication Provider	Host Operating System
CA Single Sign On (formerly known as Siteminder) 12.5 ^(a)	Solaris
IBM Security Access Manager (Formerly known as Tivoli Access Manager for eBusiness) 8.0.2	AIX
Federated Single Sign-On based on SAML 2.0 standards	All O/S

Notes:

- a. IBM Opportunity Detect and IBM Interact Advance Patterns does not support CA Single Sign On.

Message Queue Support

IBM Opportunity Detect supports the following message queues:

- WebSphere MQ 8.0 (Both SSL and non SSL deployment are supported)
- Active MQ 5.11.1 (Only non SSL deployment)
- Rabbit MQ 3.5.3 (Only non SSL deployment)

Cache Management Support

IBM Interact performance can be improved by leveraging IBM WebSphere eXtreme Scale, an optional add on for caching. IBM Interact supports only IBM WebSphere eXtreme Scale 8.6.0.8 with this version.

Reporting Server Support

The reporting capabilities for IBM Marketing Software products are powered by Cognos BI 10.2.2, which is provided as an option with several IBM Marketing Software products. Both the 32-bit and 64-bit versions of Cognos 10.2.2 are supported with the following caveats:

- IBM Cognos 10.2.2 (32- or 64-bit) server requires 32-bit Oracle client libraries to connect to Oracle database server (32- or 64-bit).
- IBM Cognos 10.2.2 (32- or 64-bit) server requires 32-bit DB2 client libraries to connect to DB2 database server (32- or 64-bit).
- IBM Cognos 10.2.2 (32- or 64 bit) server requires 32-bit SQL Server client libraries to connect to SQL Server database server (32- or 64-bit).
- IBM Cognos 10.2.2 64-bit is unsupported for drill-down reports in eMessage localized for Asian languages - Chinese, Japanese and Korean.

If Cognos 10.2.2 is installed as part of the IBM Marketing Platform, a separate reporting server is required and the minimum system requirements can be found in the *Cognos 10.2.2 Installation and Configuration Guide*. IBM Marketing Software reporting with Cognos also requires a web server.

For full compatibility information for Cognos 10.2.2, see <http://www-01.ibm.com/support/docview.wss?uid=swg27042164>

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 10.0 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"> RHEL 7.0,7.1
Client Browser	<ul style="list-style-type: none"> Chrome 50 (32 bit) Safari 8.0.6 Chrome 56 (32 bit) Fix Pack 10.0.0.2 onwards.
Client Workstation	<ul style="list-style-type: none"> Windows 10
Message Queue	<ul style="list-style-type: none"> Rabbit MQ 3.5.3
Cache Management	<ul style="list-style-type: none"> IBM WebSphere eXtreme Scale 8.6.0.8
Directory Server	<ul style="list-style-type: none"> IBM Security Directory Server (formerly known as Tivoli Directory Server) 6.4.0.8
Authentication Provider	<ul style="list-style-type: none"> IBM Security Access Manager (Formerly known as Tivoli Access Manager for eBusiness)8.0.2
Reporting Server	<ul style="list-style-type: none"> Cognos 10.2.2

Discontinued Support Software Versions

IBM Marketing Software version 10.0 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"> SUSE/SLES 11.3 Solaris 11.1
Application Server JDK	<ul style="list-style-type: none"> JDK 1.6
Client Browser	<ul style="list-style-type: none"> Internet Explorer 10 (32-bit and 64-bit)
Cache Management	<ul style="list-style-type: none"> IBM WebSphere eXtreme Scale 8.6.0.3
Application Server	<ul style="list-style-type: none"> WebLogic 11gR1 PS5 (10.3.6)
Directory Server	<ul style="list-style-type: none"> IBM Security Directory Server (formerly known as Tivoli Directory Server) 6.3
Authentication Provider	<ul style="list-style-type: none"> IBM Security Access Manager (Formerly known as Tivoli Access Manager for eBusiness) 6.1.1