

IBM Enterprise Marketing Management Products

Version 9.1.0

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***Recommended Software
Environments and Minimum
System Requirements***



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IBM ENTERPRISE MARKETING MANAGEMENT PRODUCTS VERSION 9.1

RECOMMENDED SOFTWARE ENVIRONMENTS AND MINIMUM SYSTEM REQUIREMENTS

This document lists the software environments and minimum system requirements recommended for all of the following IBM Enterprise Marketing Management (EMM) products. These products were formerly known as “Unica” in previous releases.

- IBM Campaign (includes IBM eMessage)
- IBM Distributed Marketing
- IBM Interact
- IBM Leads
- IBM Marketing Operations
- IBM Marketing Platform (includes Interaction History and Attribution Modeler)
- IBM Contact Optimization (formerly known as Optimize)
- IBM Interact Opportunity Detection
(available in this release only as a real-time add-on to Interact)
- NEW: IBM SPSS Modeler Advantage Enterprise Marketing Management Edition (v8.0)

Software Environments

The sections on software environments list the application server, operating system, and database combinations recommended for IBM EMM products.

IBM Cognos 10.2.0 and IBM WebSphere 8.5.0.2 are bundled with some IBM EMM products, but require a separate setup and configuration in order to be used. IBM WAS Liberty Profile 8.5.0.2 is installed and configured with IBM Interact Opportunity Detection. All other third-party software and drivers are not provided with IBM EMM products, and must be purchased and installed separately.

Terminal clients, SSH, or telnet clients used to connect to a UNIX command-line to run the EMM 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 9.1 installation guides for additional details.

Minimum System Requirements

The minimum system requirements are provided as guidance for hardware sizing for IBM EMM products. Higher processing needs require larger configurations. The minimum system requirements listed in this document for each IBM EMM product are usually for Windows-based systems; comparable hardware configurations are required for supported UNIX-based and LINUX-based systems.

Software Environment Combinations

Application Server ^(a) (with embedded Web Server)	Operating System ^(e, m)	System Table Database ^(c, n,)	Campaign User Table Database ^(c, f, n)
WebLogic^(b) 11gR1 (10.3.6), 12c (12.1.1) WebSphere^(d) 8.0, 8.5	Windows Server ^(h,i) 2008R2, 2012	DB2 ^(h) 9.7 FP7, 10.1 FP2 Oracle ^(l) 11gR1(11.1.0.7), 11gR2 (11.2.0.3) SQL Server ^(e, f) 2008R2, 2012	DB2 9.7 FP6, 10.1 FP1 Oracle 11gR1 (11.1.0.7), 11gR2 (11.2.0.3) SQL Server ^(e, f) 2008R2, 2012 Netezza ⁽ⁿ⁾ NPS 5.0, 6.0, 7.0.3 Teradata ⁽ⁿ⁾ 13.10, 14
WebLogic^(b) 11gR1 (10.3.6), 12c (12.1.1) WebSphere^(d) 8.0, 8.5	AIX 6.1, 7.1 Solaris^(k) 10.10, 11.1 RHEL AP ^(j) 5.8, 6.3 SLES^(g) 11.2	DB2 ^(h) 9.7 FP7, 10.1 FP2 Oracle ^(l) 11gR1(11.1.0.7), 11gR2 (11.2.0.3)	DB2 9.7 FP6, 10.1 FP1 Oracle 11gR1 (11.1.0.7), 11gR2 (11.2.0.3) Netezza ⁽ⁿ⁾ NPS 5.0, 6.0, 7.0.3 Teradata ⁽ⁿ⁾ 13.10, 14

If possible, use software versions that appear in bold in the above list. The end-of-service (EOS) date for IBM EMM 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 this IBM EMM software 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:

- IBM EMM ships with JRE/JDK support for 7.0. However, the application run-time could use either version 6.0 or 7.0. The best practice is to use the version provided by the application server provider.
Interact Opportunity Detection, Interaction History, and Attribution Modeler support only the IBM WebSphere application server.
- IBM EMM supports Sun JDK for WebLogic. Other JDKs are not supported (e.g., JRockit JDK). If you are using WebLogic 11gR1 with AIX 7.1, Oracle 11.2.0.3 (or higher) is required.
eMessage-Xtify integration available via fixpack 9.1.0.2 requires WebLogic 12c to be applied with patch 13657792.
- 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 2008R2	Version 4.0 Type 4 – 4.0.2206.100 (sqljdbc4.jar)
MS SQL Server 2012	Version 4.0 Type 4 – 4.0.2206.100 (sqljdbc4.jar)
Oracle 11gR1, Oracle 11gR2	1. Oracle 11g Drivers ⁽¹⁾ - 11.1.0.7 (ojdbc6.jar), 11.2.0.2 (ojdbc6.jar) 2. Oracle 12c Drivers ⁽²⁾ - 12.1.0.2(ojdbc6.jar), 12.1.0.1 (ojdbc6.jar)
IBM DB2 9.7 FP7	DB2 JDBC driver version 4.14.113 (db2jcc4.jar)
IBM DB2 10.1 FP1	DB2 JDBC driver version 4.15.82 (db2jcc4.jar)

- Recommended for deployments that have IBM Marketing Operations and or IBM Distributed Marketing.*
- Due to a known memory leak issue with Oracle 11g drivers, IBM recommends Oracle 12c drivers for deployments that have only IBM Marketing Platform and Campaign. For deployments that include eMessage and or Interact, an exception request is required for Oracle 12c driver support.*

- d. Many of the IBM Enterprise Marketing Management products ship with WAS version 8.5 Base 64-bit application, but it will also work with the Express edition of WebSphere. IBM EMM products do not use advanced features provided by WAS Base that would make it incompatible with WAS Express.
Patch 4 or greater is required for IBM WebSphere 8.0 (version 8.0.0.4 or greater).
Patch 2 or greater is required for IBM WebSphere 8.5 (version 8.5.0.2 or greater).
- e. Only 64-bit versions of operating systems are supported.
Interaction History and Attribution Modeler is supported on the AIX operating system only.
- f. This column is added for the IBM Campaign family of products. IBM Interact does not support Netezza or Teradata run-time table databases. If using the IBM Interact product, the 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 Enterprise Marketing Management 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.
- Does not support Oracle 11gR1 (11.1).
- g. The SLES Operating System is not supported by the following products: IBM Leads, IBM Interaction History, or IBM Attribution Modeler.
- h. IBM Campaign requires a 64-bit driver for DB2 on Windows. Patch 7 or greater is required for IBM DB2 9.7 (version 9.7.0.7 or greater).
- i. Windows Server x86-64 Enterprise Edition for 2008 R2, and Windows Server x86-64 Datacenter Edition for 2012.
- j. RHEL 5.8 and 6.3 with WAS 8.0.0.4 requires OS level packages to be installed. See your RHEL documentation for details. Interact Opportunity Detection supports only RHEL version 6.3.
- k. Solaris SPARC only is supported.
- l. If using Oracle 11.2 with IBM Interact, Oracle 11.2 patch 3 (or greater) is required.
- m. IBM Interaction History and IBM Attribution Modeler support only AIX for this release.
- n. IBM Interact Opportunity Detection, IBM Interaction History and IBM Attribution Modeler support only the IBM DB2 database.

Client Web Browser

Browser	Operating System
Internet Explorer ^(a) 9 (32-bit and 64-bit)	Windows 7
Internet Explorer ^(a, c) 10 (64-bit)	Windows 7, 8
Internet Explorer ^(a,d) 11 (32-bit and 64-bit)	Windows 7 SP1, Windows 8 SP1
Safari ^(b) 6.0.1	Mac OS X 10.8 "Mountain Lion"

Adobe Acrobat

Annotations using Adobe Acrobat markup feature in Unica Marketing Operations is supported as follows:

Browser	Operating System	Adobe Acrobat Writer
Internet Explorer ^(a) 9 (32-bit and 64-bit)	Windows 7	Version 10
Internet Explorer ^(a, c) 10 (64-bit)	Windows 7, 8	Version 10
Safari ^(b) 6.0.1	Mac OS X 10.8 "Mountain Lion"	Version 10&11

Notes:

- a. IBM Interact requires Internet Explorer version 9, and does not support Internet Explorer version 10. Use of IE with IBM SPSS Modeler Advantage Enterprise Marketing Management 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 Opportunity Detection, Contact Optimization, Leads, or Distributed Marketing.
- c. The Internet Explorer version 10 browser must be set to browser mode "IE10 Compatibility View" and Document mode must be set to "IE5 Quirks mode" in order to be used. Compatibility View settings on the IE10 browser can be done by adding the server domain to the Compatibility View list within the Tool → Compatibility View menu.
- d. IE 11 is supported only with the following caveats:
 - The browser should be run with the "Enterprise" mode
 - This will be a Tier3 support. A "Tier 3" support deems a platform/software to be compatible with our product based on our best understanding of the platform/software though it has not been actively or thoroughly tested. Any issues pertaining to the usage of our EMM products on such a platform/software will be addressed as long as we are able to reproduce the issue on a fully supported platform/software with the relevant version of the EMM product
 - In essence, if the customer encounters issues using IE 11 with IBM EMM 9.1, issues will be addressed as long as they are reproducible only on the fully supported IE 9/10 browser (with their own support caveats)
 - Customer is recommended to upgrade to IBM EMM 9.1.1.1, to leverage full IE 11 support
 - For more details on the support and known issues, please refer to "supported browser technote" (<https://www-304.ibm.com/support/entdocview.wss?uid=swg21689147>).

Directory Servers

Directory Server	Host Operating System
Microsoft Active Directory ^(a,b) 2008R2	Windows Server 2008R2
Microsoft Active Directory ^(a) 2012	Windows Server 2012
Sun ONE Directory Server Enterprise Edition 11gR1	Solaris
Tivoli Directory Server 6.3	AIX

Notes:

- a. Integrated corporate authentication with Active Directory is supported only when IBM EMM applications are installed on Windows systems. Windows Server 2008R2 is supported only when the Marketing Platform is configured as an LDAP server.
- b. IBM SPSS Modeler Advantage Enterprise Marketing Management Edition supports only Microsoft Active Directory 2008R2.

Authentication Provider

Authentication Provider	Host Operating System
CA SiteMinder 12.5	AIX, Linux, Solaris, Windows
Tivoli Access Manager ^(a) for e-business 6.1.1	AIX

Notes:

- a. Interact Opportunity Detection is supported only on Tivoli Access Manager.

Minimum System Requirements for IBM Enterprise Marketing Management Applications

- The following table pertains to all of the IBM Enterprise Marketing Management applications except for IBM Leads.

Hardware	Browser Client	Web Server	Campaign Server	System Table Database Server	SPSS MA ME Modeling Server	Interact Opportunity Detection 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
Available Disk Space	N/A	1 GB	100 GB	100 GB	100 GB	128+ GB

Notes for minimum requirements for IBM Distributed Marketing:

- Disk space on the 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.

- The following minimum system requirements are for IBM Leads with approximately 1,000 users.

Hardware	Application Server	Integration Server	Database Server	Reporting Server
Processor	2 CPUs, 3GHz	2 CPUs, 3GHz	4 CPUs, 3GHz	2 CPUs, 3GHz
RAM	2GB	2GB	2GB	2GB
Available Disk Space	50 GB	50 GB	100 GB	100 GB

- For best results, set the screen resolution of your desktop to 1440 x 900 or higher. 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

Reporting Requirements

The reporting capabilities for IBM EMM products are powered by Cognos BI 10.2.0, which is provided as an option with several IBM EMM products. Both the 32-bit and 64-bit versions of Cognos 10.2.0 are supported with the following caveats:

- IBM Cognos 10.2 (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 (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 (32 or 64 bit) server requires 32 bit SqlServer client libraries to connect to SqlServer database server (32 or 64 bit)
- IBM Cognos 10.2 64-bit is unsupported for drill-down reports in Interaction History, Attribution Modeler, and eMessage localized for asian languages - Chinese, Japanese and Korean

If Cognos 10.2.0 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 Installation and Configuration Guide*. IBM EMM reporting with Cognos also requires a web server.

For full compatibility information for Cognos 10.2.0, see <http://www-01.ibm.com/support/docview.wss?uid=swg27027080>

Newly Supported

IBM Enterprise Marketing Management version 9.1 has added support for the following new versions of third-party software:

Application Server	Operating System	Cognos Reporting Engine	System Table Database	Client Browser
<ul style="list-style-type: none"> • IBM WebSphere 8.5 • Oracle WebLogic 12c 	<ul style="list-style-type: none"> • Windows Server 2012 • RHEL AP 6.3 • Solaris 11 Update 1 	<ul style="list-style-type: none"> • Cognos BI 10.2 	<ul style="list-style-type: none"> • SQL Server 2012 64-bit 	<ul style="list-style-type: none"> • IE 10 32-bit and 64-bit on Windows 7 professional • Safari 6.0.1 on Mac OS 10.8

No Longer Supported

The following 3rd party applications are no longer supported with IBM Enterprise Marketing Management version 9.1 products:

Application Server	Operating System	System Table Database	User Table Database	Client Browser
<ul style="list-style-type: none"> • WAS 7.0 	<ul style="list-style-type: none"> • Windows 2008 • Solaris 10.4 	<ul style="list-style-type: none"> • DB2 9.5 • Oracle 10gR2 	<ul style="list-style-type: none"> • DB2 9.5 • Oracle 10gR2 	<ul style="list-style-type: none"> • IE 8

IBM Support Policy: Customer Use of Virtualization Software

IBM EMM products currently support running on a specific set of operating systems as listed above for each product. IBM EMM 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 trouble shooting 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.

Product Dependencies

Several products in the IBM Enterprise Marketing Management suite require the installation of others. 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 X in the same row.		
	Marketing Platform	Campaign	Interaction History
Attribution Modeler	X		X
Campaign	X		
Distributed Marketing	X	X	
eMessage	X	X	
Interact	X	X	
Interaction History	X	X	
Leads	X		
Marketing Operations	X		
Marketing Platform			
Contact Optimization	X	X	
IBM SPSS Modeler Advantage Enterprise Marketing Management Edition v8.0	X (v9.1)	X (v9.1)	
Opportunity Detection <i>(Note: Also requires Interact in this release)</i>	X		