

IBM Unica Enterprise Products

Version 8.6.0

Publication Date: July 31, 2015

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

IBM.

Copyright

© Copyright IBM 2012
IBM Corporation
Reservoir Place North
170 Tracer Lane
Waltham, MA 02451-1379

All software and related documentation is subject to restrictions on use and disclosure as set forth in the IBM International Program License Agreement, with restricted rights for U.S. government users and applicable export regulations.

Companies, names, and data used in examples herein are fictitious unless otherwise noted.

IBM, the IBM logo, Unica and the Unica logo, NetInsight, Affinium and MarketingCentral are trademarks or registered trademarks of the IBM Corporation in the United States, other countries or both. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at www.ibm.com/legal/copytrade.shtml.

© Copyright IBM Corporation 2012. All rights reserved.

IBM UNICA

ENTERPRISE PRODUCTS

VERSION 8.6

RECOMMENDED SOFTWARE ENVIRONMENTS AND MINIMUM SYSTEM REQUIREMENTS

This document lists the software environments and minimum system requirements recommended for all of the following products:

- IBM Unica Campaign (includes eMessage)
- IBM Unica Distributed Marketing
- IBM Unica Interact
- IBM Unica Leads
- IBM Unica Marketing Operations
- IBM Unica Marketing Platform (includes IBM Unica Interaction History and Attribution Modeler)
- IBM Unica Optimize
- IBM Unica PredictiveInsight

This document also lists separately the software environments and minimum system requirements recommended for the following products:

- IBM Unica CustomerInsight
- IBM Unica NetInsight

Software Environments

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

Third-party software, drivers, etc. are not available from IBM Unica (with the exception of IBM Cognos and IBM WebSphere Express, which are available with some IBM Unica products).

Minimum System Requirements

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

IBM Unica Enterprise Applications

Software Environment Combinations

Application Server ^(a) (with embedded Web Server)	Operating System ^(f, n)	System Table Database ^(c, o)	Campaign and PredictiveInsight User Table Database ^(g, o)
WebLogic ^(b) 10MP1, 10gR3, 11gR1 WebSphere ^(e) 7.0, 8.0	Windows Server ⁽ⁱ⁾ 2003, 2008, 2008R2	DB2 ^(d) 9.5, 9.7 Oracle ^(m) 11g, 11gR2 SQL Server ^(f, e) 2008, 2008R2	DB2 ^(d) 9.5, 9.7 Oracle11g, 11gR2 SQL Server ^(f, e) 2008, 2008R2 Netezza NPS 4.5, 4.6, 5.0, 6.0 Teradata ^(h) 12, 13.10
WebLogic ^(b) 10MP1, 10gR3, 11gR1 WebSphere ^(e) 7.0, 8.0	AIX ^(l) 6.1, 7.1 Solaris ^(l) 10.4, 11.1 RHEL AP ^(k) 5.6, 5.7, 6.1 SLES ⁽ⁱ⁾ 10.4, 11.1	DB2 ^(d) 9.5, 9.7 Oracle ^(m) 11g, 11gR2	DB2 ^(d) 9.5, 9.7 Oracle11g, 11gR2 Netezza NPS 4.5, 4.6, 5.0, 6.0 Teradata ^(h) 12, 13, 13.10

Notes:

- IBM Unica products support only the JDK version 1.5 or higher, and the best practice is to use the version provided by the application server vendor.
- IBM Unica supports Sun JDK for WebLogic. Other JDKs are not supported (e.g. JRockit JDK).
WebLogic 10MP1 does not support RHEL 6.1 or Solaris 11.1.
If you are using WebLogic 10g, release 3 is required (10gR3), and patch IQXV is required.
If you are using WebLogic 10gR3, AIX is not a supported operating system.
If IBM Unica Marketing Operations is integrated with IBM Unica Campaign using SQL Server 2008 database, WebLogic 10gR3 is not supported.
If you are using WebLogic 11gR1 with AIX 7.1, Oracle 11.2.0.2 is required.
- A JDBC type 4 database driver is required for all system table databases. IBM recommends using JDBC drivers provided by the database vendor.
- Following are the supported database drivers:

Database	Supported Driver
MS SQL Server 2008, 2008 R2	Version 3.0 Type 4 - 3.0.1.301.101 (sqljdbc4.jar) and above
Oracle 11g, Oracle 11gR2	Oracle Driver Version 11.2.0.2 (ojdbc6.jar)
IBM DB2 9.5, 9.7	JDBC 3.0 - 3.57.110 (db2jcc.jar)

- IBM Unica Enterprise Marketing Management products minimally require the Express edition of WebSphere. While IBM Unica products will run on and are compatible with other editions, IBM Unica products do not require nor do they take advantage of any advanced features provided by those editions.
Patch 17 or greater is required for IBM WebSphere 7.0 (version 7.0.0.17 or greater). If IBM Unica Marketing Operations is integration with IBM Unica Campaign using a SQL Server 2008 database, WebSphere 7.0 is not supported.
Patch 2 or greater is required for IBM WebSphere 8.0 (version 8.0.0.2 or greater).
- Only 64-bit versions of operating systems are supported.

- g. This column is added for the IBM Unica Campaign and PredictiveInsight products. . IBM Unica Interact does not support Netezza or Teradata run-time table databases.
- h. IBM Unica PredictiveInsight only supports Teradata on the Windows Operating System.
- i. The SLES Operating System is not supported by the following products: IBM Unica Leads, IBM Unica PredictiveInsight, IBM Unica Interaction History, or IBM Unica Attribution Modeler.
- j. IBM Unica Campaign requires a 64-bit driver for DB2 on Windows.
- k. RHEL 5.6 with WAS 8.0.0.2 requires OS level packages to be installed. Please refer to your RHEL documentation for details. IBM Unica PredictiveInsight requires x86 64 processors on the RHEL operating system.
- l. Solaris SPARC is supported
- m. If using Oracle, 11.2 with IBM Unica Interact, Oracle 11.2 patch 02 is required.
- n. IBM Unica Interaction History supports Windows, RHEL, AIX and Solaris. IBM Unica Interaction History does not support SLES. IBM Unica Attribution Modeler supports Windows and RHEL, and does not support AIX, Solaris, or SLES. If you decide to install and run both Interaction History and Attribution Modeler applications, RHEL and Windows are the common operating systems supported for both applications. However, Interaction History and Attribution Modeler can also be run on different operating systems (e.g. Interaction History on AIX and Attribution Modeler on RHEL) without losing their integration.
- o. IBM Unica Interaction History and IBM Unica Attribution Modeler will only support the Netezza NPS 6.0 version for Netezza database. IBM Unica Interaction History does not support Teradata. However, if you are interested in using Teradata as a target database for Interaction History, please contact us. IBM Unica Interaction History on Windows requires a 32-bit database client. 64-bit database clients are not supported. Also, if IBM Unica Campaign is using DB2, you cannot install IBM Unica Interaction History on the same server as IBM Unica Campaign. This is because IBM Unica Campaign requires a 64-bit driver for DB2 on Windows, and co-existence of 32-bit and 64-bit DB2 drivers on Windows is not allowed.

Supported database combinations for source and target databases for IBM Unica Interaction History and IBM Unica Attribution Modeler include:

Source Database	Target Database
Microsoft SQL Server	Microsoft SQL Server
IBM DB2	IBM DB2
Oracle	Oracle, Netezza

Client Web Browser

Browser	Operating System
Internet Explorer 7, 8	Windows XP
Internet Explorer 7, 8	Windows Vista
Internet Explorer 8, 9	Windows 7 (a)
Internet Explorer ^(c) 11 (32-bit and 64-bit)	Windows 7 SP1, Windows 8 SP1
Safari ^(b) 4.0.4 Safari ^(b) 5.1	Mac ^(b) OS X 10.6 "Snow Leopard"

Notes:

- a. Only 32-bit browsers are supported for Windows 7.
- b. Safari and Mac OS are supported with the Marketing Operations and the Unica Marketing Platform only. All users that access Campaign or Campaign-family products require IE.
- c. IE 11 is supported only with the following caveats:
 - a. The browser should be run with the "Enterprise" mode

- b. 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
- c. In essence, if the customer encounters issues using IE 11 with IBM EMM 8.6, issues will be addressed as long as they are reproducible only on the fully supported IE 7/8/9 browser (with their own support caveats)
- d. Customer is recommended to upgrade to IBM EMM 9.1.1.1, to leverage full IE 11 support
- e. 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 2003, 2008, 2008R2 ^(a)	Windows Server 2003, 2008, 2008R2 ^(a)
Novell eDirectory 8.8	Solaris
Sun ONE Directory Server 5.2	Solaris
Tivoli Directory Server 6.1	AIX

Notes:

- a. Windows Integrated Login (WIL) is supported only for NTLM v1, and only supported on Windows 2003. Although it is possible to run NTLM v2 on Windows 2003, this is not supported. Integrated corporate authentication with Active Directory is supported only when IBM Unica applications are installed on Windows systems. Windows 2008 and 2008 R2 is supported only when Platform is configured as an LDAP server.

Authentication Provider

Authentication Provider	Host Operating System
CA SiteMinder 6.0	AIX, Linux, Solaris, Windows
Tivoli Access Manager for e-business 6.0	AIX

Minimum System Requirements

Hardware	Browser Client	Web Server	Campaign Analytic Server	PredictiveInsight Server	System Table Database Server
Processor	2 GHz	2 GHz, 2 CPUs	2 GHz, 2 CPUs	2 GHz, 2 CPUs	2 GHz, 2 CPUs
RAM	512 MB	2 GB per CPU	2 GB per CPU	2 GB per CPU	2 GB per CPU
Available Disk Space	N/A	1 GB	100 GB	100 GB	100 GB

Notes for minimum requirements for Distributed Marketing:

- a. Disk space on the client desktop computers may require more than 1GB depending on the amount of files downloaded.
- b. 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.

-
- c. This includes the IBM Unica Distributed Marketing server, templates, On-Demand and Corporate Campaign attachments.
 - d. Although installing the IBM Unica Distributed Marketing server and database on the same computer is an option, Unica highly recommends installing the IBM Unica Distributed Marketing server and database on separate computers.
-

Minimum System Requirements for IBM Unica Leads

- a. The following minimum system requirements are for 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
Disk Space	50 GB	50 GB	100 GB	100 GB

Reporting Requirements

The reporting capabilities for IBM Unica products are powered by Cognos 10.1.1, which is provided as an option with several IBM Unica products. If Cognos 10.1.1 is installed as part of the IBM Unica Marketing Platform, a separate reporting server is required and the minimum system requirements can be found in the *Cognos 10.1.1 Installation and Configuration Guide*. Only the 32-bit version of Cognos 10.1.1 is supported. IBM Unica reporting with Cognos also requires a web server. The Cognos 10.1.1 client does not support connecting to a 64-bit version of DB2. For full compatibility information for Cognos 10.1.1, see

<http://www-01.ibm.com/support/docview.wss?uid=swg27019126>

For Web Server recommendations, please see the following site:

http://www-01.ibm.com/support/docview.wss?uid=swg27019126#web_servers

No Longer Supported

The following 3rd party applications are no longer supported with IBM Unica version 8.6 products:

Application Server WebLogic 9.2 WAS 6.1	Operating System SLES 9 RHEL 4.x All 32-bit support	System Table Database DB2 9.1 SQL Server 2005 Oracle 10.2	User Table Database DB2 9.1 SQL Server 2005 Oracle 10.2
Report Server Cognos 8.4			

IBM Unica Support Policy: Customer Use of Virtualization Software

IBM Unica currently supports its products running on a specific set of operating systems as defined in the *Supported Software Environments and Minimum System Requirements* document for each product. IBM Unica 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 Unica 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 Unica supports any product-specific issues that occur while running within a virtual machine; however, IBM Unica 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 Unica 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 Unica customers who use its products inside a virtual machine experience issues, IBM Unica customers will not be required to recreate and troubleshoot every issue in a non-virtualization environment. However, IBM Unica does reserve the right to request our customers to diagnose certain issues in a supported operating system environment without the virtual image. IBM Unica will make this request only when there is reason to believe that the virtual environment is a contributing factor to the issue.

IBM Unica CustomerInsight

IBM Unica CustomerInsight is supported as a 64-bit product for Oracle on Linux.

For other database/operating system platforms, IBM Unica CustomerInsight is supported as a 32-bit product.

Operating Systems

Windows Server 2008

RHEL (64 bit) 4, 5 ^(a)

SLES (64 bit) 9, 10, 11 ^(a)

Notes:

^a Ensure runtime library libstdc++.so.6 is present on the Linux system and available to the linker-loader.

Databases

DB2 9, 9.5, 9.7 ^(a) Oracle 10.1, 10.2, 11g, 11gR2 SQL Server 2005, 2008 ^(b)

Notes:

^a DB2 is supported on Linux only.

^b SQL Server is supported on Windows only.

Web Servers

Apache 2.0, 2.2 Microsoft IIS

Client Web Browsers

Browser	Operating System
Internet Explorer 7, 8	Windows
Firefox 3.6	Windows

Minimum System Requirements

Hardware	CustomerInsight Server ^(a)	System Table Database Server ^(b) (sites with average traffic)	System Table Database Server ^(b) (sites with heavy traffic)
Processor	2 GHz (P4 or higher)	2 GHz, 2 CPUs (P4 or higher)	2 GHz, 4 CPUs (P4 or higher)
RAM	2 GB	2 GB	4 GB
Disk Array		8	26

Notes:

a Minimum hardware requirements are for the IBM Unica CustomerInsight server only.

b The database server for CustomerInsight system tables may reside on the same hardware as the CustomerInsight server or on separate hardware. The performance of the database server impacts overall CustomerInsight performance; optimal database server hardware configurations have the following properties: (1) multiple disks allocated to the database installation tree and (2) logical drives composed of striped disk sets.

Hardware sizing and configuration for optimal IBM Unica CustomerInsight performance varies, depending on usage patterns and amount of data to be stored in the IBM Unica CustomerInsight system tables. IBM Unica highly recommends contacting Technical Support to schedule a hardware sizing and configurations review before implementing IBM Unica CustomerInsight.

IBM Unica NetInsight

Recommended Software Environments

The software environments section lists the application server, operating system, and database combinations recommended by IBM Unica NetInsight. Third-party software and drivers are not available from IBM.

Minimum System Requirements

This document provides guidance for hardware sizing for IBM Unica NetInsight. Higher processing needs require larger configurations. The minimum system requirements listed in this document for IBM Unica NetInsight are for Windows-based systems; comparable hardware configurations are required for supported Unix-based systems.

Operating System	Database
RHEL (32-bit and 64-bit) 5 ^(a) SLES (32-bit and 64 bit) 10, 11	Oracle 10.1, 10.2, 11g, 11gR2
RHEL (32-bit) 5 SLES (32-bit) 10, 11	DB2 9, 9.5, 9.7
Windows 2003, 2008, XP Professional, 7 Enterprise, 7 Professional	Oracle 10.1, 10.2, 11g, 11gR2 SQL Server 2005, 2008
Solaris 10 (32-bit)	Oracle 10.1, 10.2, 11g, 11gR2

Notes:

^a Ensure runtime library libstdc++.so.6 is present on the Linux system and available to the linker-loader.

Web Servers

Apache 2.0, 2.2 Microsoft IIS 7

Client Web Browsers

Browser	Operating System
Internet Explorer 7, 8	Windows
Firefox 3.6	Windows

Minimum System Requirements

Hardware	NetInsight Server ^(a)	System Table Database Server ^(b) (sites with average traffic)	System Table Database Server ^(b) (sites with heavy traffic)
Processor	2 GHz (P4 or higher)	2 GHz, 2 CPUs (P4 or higher)	2 GHz, 4 CPUs (P4 or higher)
RAM	2 GB	2 GB	4 GB
Disk Array		8	26

Notes:

a Minimum hardware requirements are for the IBM Unica NetInsight server only.

b The database server for NetInsight system tables may reside on the same hardware as the NetInsight server or on separate hardware. The performance of the database server impacts overall NetInsight performance; optimal database server hardware configurations have the following properties: (1) multiple disks allocated to the database installation tree and (2) logical drives composed of striped disk sets.

Product Dependencies

Several products in the Unica enterprise suite require the installation of others. For additional information, please see the Unica installation guide.

		Requires the product listed here to be installed:									
		Attrib Model	Campaign	Dist Mktg	eMesg	Interact	Interaction History	Mktg Oper.	Mktg Platform	Optimize	Predict Insight
An X indicates that this product:	Attribution Modeler						X		X		
	Campaign								X		
	Distributed Marketing		X						X		
	eMessage		X						X		
	Interact		X						X		
	Interaction History	X	X						X		
	Leads								X		
	Marketing Operations								X		
	Marketing Platform										
	Optimize		X						X		
	Predictive Insight								X		