IBM Enterprise Marketing Management Products
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Recommended Software Environments and Minimum System Requirements

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IBM ENTERPRISE MARKETING MANAGEMENT PRODUCTS VERSION 9.0

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 PredictiveInsight

Software Environments

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

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

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 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 and PredictiveInsight User Table Database [c, f, n]
WebLogic [b] 11gR1 WebSphere [d] 7.0, 8.0	Windows Server[i] 2008, 2008R2	DB2[d] 9.7, 10.1 Oracle [l] 11gR1,11gR2 SQL Server[e, f] 2008R2	DB2 9.7, 10.1 Oracle 11gR1,11gR2 SQL Server[e, f] 2008R2 Netezza NPS 5.0, 6.0 Teradata[g, n] 13, 13.10, 14
WebLogic[b] 11gR1 WebSphere [d] 7.0, 8.0	AIX 6.1, 7.1 Solaris[k] 10.10, 11.1 RHEL AP [j] 5.8, 6.2 SLES[h] 10.4, 11.2	DB2[d] 9.7, 10.1 Oracle [l] 11gR1, 11gR2	DB2 9.7, 10.1 Oracle11gR1, 11gR2 Netezza NPS 5.0, 6.0 Teradata[g, n] 13, 13.10, 14

Notes:

a. IBM EMM products support only the JDK version 1.6 or higher, and the best practice is to use the version provided by the application server vendor.

b. 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 11.2.0.2 is required.

c. 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 2008, 2008R2	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	DB2 JDBC driver version 4.14.88 (db2jcc4.jar)
IBM DB2 10.1	DB2 JDBC driver version 4.13.127 (db2jcc4.jar)

     1. Recommended for deployments that have IBM Marketing Operations and or IBM Distributed Marketing.

     2. 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. IBM Enterprise Marketing Management products minimally require the Express edition of WebSphere. While IBM EMM products will run on and are compatible with other editions, IBM EMM 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 Marketing Operations has integration enabled with IBM 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).
   Patch 7 or greater is required for IBM DB2 9.7.

e. Only 64-bit versions of operating systems are supported.

f. This column is added for the IBM Campaign and PredictiveInsight products. IBM Interact does not support Netezza or Teradata run-time table databases.

g. IBM PredictiveInsight supports only Teradata on the Windows Operating System.

h. The SLES Operating System is not supported by the following products: IBM Leads, IBM PredictiveInsight, IBM Interaction History, or IBM Attribution Modeler.

i. IBM Campaign requires a 64-bit driver for DB2 on Windows.

j. RHEL 5.8 and 6.2 with WAS 8.0.0.2 requires OS level packages to be installed. See your RHEL documentation for details.

k. Solaris SPARC only is supported.

l. If using Oracle 11.2 with IBM Interact, Oracle 11.2 patch 02 is required.

m. IBM Interaction History and IBM Attribution Modeler support Windows, RHEL, AIX and Solaris. SLES is not supported for IBM Interaction History or Attribution Modeler. 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.

n. IBM Interaction History and IBM Attribution Modeler support only the Netezza NPS 6.0 version for Netezza database. IBM Interaction History on Windows requires a 32-bit database client. 64-bit database clients are not supported. Also, if IBM Campaign is using DB2, you cannot install IBM Interaction History on the same server as IBM Campaign. This is because IBM 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 Interaction History and Attribution Modeler include:

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

Client Web Browser

Browser	Operating System
Internet Explorer[b] 8	Windows Vista [a]
Internet Explorer[b] 9	Windows 7 [a]
Internet Explorer[d] 11 (32-bit and 64-bit)	Windows 7 SP1,Windows 8 SP1
Safari[c] 5.1.5	Mac[b] OS X 10.6 "Snow Leopard"

Adobe Acrobat

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

Browser	Operating System	Adobe Acrobat Writer
Internet Explorer[b] 8	Windows Vista [a]	Version 10
Internet Explorer[b] 9	Windows 7 [a]	Version 10
Safari[c] 5.1.5	Mac[b] OS X 10.6 "Snow Leopard"	Version 10

Notes:

a. Only 32-bit browsers are supported for Vista and Windows 7. IBM Leads, however, supports both 32-bit and 64-bit browsers.

b. All users that access flowcharts within Campaign or Campaign-family products require Internet Explorer version 9.

c. Safari and Mac OS are supported with the Marketing Operations and the Marketing Platform only. All users that access Campaign or Campaign-family products (including eMessage, Interact, and Distributed Marketing) require IE.

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 9.0, issues will be addressed as long as they are reproducible only on the fully supported IE 8/9 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 2008, 2008R2 [a]	Windows Server 2008, 2008R2[a]
Novell eDirectory 8.8 SP1	Solaris
Sun ONE Directory Server 5.2	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 2008 and 2008R2 are supported only when the Marketing 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 for IBM Enterprise Marketing Management Applications

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

Hardware	Browser Client	Web Server	Campaign 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 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.

2. 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

3. 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 10.1.1, which is provided as an option with several IBM EMM products. Only the 32-bit version of Cognos 10.1.1 is supported. If Cognos 10.1.1 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 10.1.1 Installation and Configuration Guide*. IBM EMM 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, see the following site:
http://www-01.ibm.com/support/docview.wss?uid=swg27019126#web_servers

Newly Supported

IBM Enterprise Marketing Management version 9.0.0 has added support for the following new versions of third-party software:

Operating System	Cognos Reporting Engine	User Table Database	Client Browser
• RHEL AP 5.8, 6.2 • SLES 11.2 • Solaris 10.10	• Cognos 10.1.1	• DB2 10.1 • Oracle 11gR1 • Teradata 14	• IE 9

No Longer Supported

The following 3rd party applications are no longer supported with IBM Enterprise Marketing Management version 9.0 products:

Application Server	Operating System	System Table Database	User Table Database	Client Browser
• WAS 6.1 • WebLogic 10MP1, 10gR3	• Windows 2003 • RHEL 5.6, 5.7, 6.1 • SLES 11.1 • Solaris 10.4	• DB2 9.5 • Oracle 10gR2	• DB2 9.5 • Oracle 10gR2	• IE 7

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	
PredictiveInsight	X		