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# PeopleSoft Enterprise Customer Relationship Management 9.1 Hardware and Software Requirements

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PeopleSoft Enterprise Customer Relationship Management 9.1  
Hardware and Software Requirements  
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# PeopleSoft Enterprise CRM 9.1 Hardware and Software Requirements

This preface discusses:

- Using Online Source of Information

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## Using Online Source of Information

This PeopleSoft Enterprise Customer Relationship Management Hardware and Software Requirements book reflects what Oracle supports for PeopleSoft Enterprise at the time of this book's posting. However, our certification support levels are continually evolving. In addition, this document purposely provides a high-level view to avoid too many specifics such as version numbers that may quickly become out of date. Fortunately, there are several additional sources of information—described here—from which you can obtain up-to-date details about supported platforms, version numbers, and the like.

My Oracle Support is an online customer support center and information exchange service that enables you to get up-to-the-minute PeopleSoft Enterprise information, search for documentation and problem solutions, and receive PeopleSoft application updates and fixes.

To access My Oracle Support you must have:

- Any browser that is supported for PeopleSoft PeopleTools.
- To log in, you must have a valid Support Identifier.

For information on getting a Support Identifier, go to <https://metalink.oracle.com>, and read the information under Register here.

- My Oracle Support requires Adobe® Flash® Player 9.0.115 or higher.

You can download Adobe Flash Player from the Adobe web site: <http://www.adobe.com/support/flashplayer/downloads.html>.

- Because the delivery mechanism for PeopleSoft “patches” and other PeopleSoft maintenance is an ftp server, you will need ftp capability to take advantage of these updates.

To find the following information, log in to My Oracle Support and search for the documentation name. You can check the following places in My Oracle Support for up-to-date information:

- *Certifications*: Here you can find up-to-the-minute information on our certified database and operating system configurations. *The PeopleSoft supported platforms information should serve as your definitive resource for supported products and their version numbers.* To get there, log in to My Oracle Support. Select the *Certifications* tab, *PeopleSoft Enterprise Certifications*. Follow the instructions to find the supported platforms information.
- *Additional Component Patches*: The document “Operating System, RDBMS & Additional Component Patches Required for Installation” contains all required patches for additional software components.
- *The Hardware and Software Requirements Guide*.
- *Release Notes*: These are documentation updates delivered with every PeopleSoft PeopleTools maintenance release that explain new features and changes, and summarize resolved incidents (fixes).

- *Upgrade Information:* To find tools and instructions for performing upgrades from previous PeopleTools versions, log in to My Oracle Support, search for upgrade documentation, and then choose the PeopleSoft PeopleTools upgrade documentation for the appropriate release.

To find tools and instructions for performing upgrades from previous PeopleSoft application releases, log in to My Oracle Support and search for upgrade documentation. Choose the product family, such as Human Capital Management or Portal Solutions, and select the appropriate release.

- *Installation Documentation:* For a list of installation guides and notes for your products, log in to My Oracle Support, search for installation documentation, and choose the product family, such as Human Capital Management, or Tools and Technology for PeopleSoft PeopleTools. Then select the appropriate release.
- *Oracle Software and Documentation:* You can download Oracle software products and documentation from the following web sites:
  - Oracle® E-Delivery, at URL <http://edelivery.oracle.com>
  - Oracle Technology Network (OTN), at URL <http://www.oracle.com/technology/index.html>.

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**Note.** Another way to get current information is to take classes. Oracle offers training classes for all Oracle's PeopleSoft Enterprise applications at Oracle University (OU). If you are planning an installation or upgrade, OU also offers classes specific to those topics.

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## See Also

Oracle University Country Web Sites, [http://www.oracle.com/education/chooser/selectcountry\\_new.html](http://www.oracle.com/education/chooser/selectcountry_new.html)

# CHAPTER 1

## Defining PeopleSoft Advanced Configurator Requirements

This chapter discusses:

- Hardware Requirements
- Software Requirements
- Client Browser Requirements
- Database Requirements
- Database Server Requirements

This chapter describes the minimum hardware, software, database, and client browser requirements that your system must meet for you to install and run Oracle's PeopleSoft Enterprise Advanced Configurator software. In addition, this chapter provides additional reference information.

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### Hardware Requirements

The following lists the minimum hardware necessary to install and use the PeopleSoft Enterprise Advanced Configurator server on a Microsoft Windows server production system.

The hardware requirement for PeopleSoft Advanced Configurator server on a Microsoft Windows server is a dual-processor 450-MHz (or faster) Pentium III processor system with the following:

- 10 GB of available hard drive space
- 512 MB of RAM

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### Software Requirements

The following lists the minimum software necessary to install and use the PeopleSoft Advanced Configurator server.

Software Requirements for the PeopleSoft Advanced Configurator server are as follows:

- Microsoft 2008 Server
- IBM AIX 5.3 64 bit and IBM AIX 6.1 64 bit
- Sun Solaris 9 or 10
- Oracle WebLogic Server 10.3.1

PeopleSoft Advanced Configurator supports only those releases of Sun Microsystems Java™ Development Kit (JDK) that ship with the supported Oracle WebLogic Service Packs.

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**Note.** The Oracle WebLogic Server 10.3.1 installation includes the Sun Java Development Kit.

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- Web server (optional but recommended). Use this if you are using a standard web server to handle client requests.

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**Note.** Oracle supports Netscape Enterprise Server™ and Microsoft Internet Information Server™. For specific information, refer to the Oracle WebLogic Server documentation.

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## Client Browser Requirements

Browser requirements for the client on Microsoft Windows or Macintosh includes all PeopleSoft PeopleTools supported browsers.

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**Note.** For the proper operation of Configuration Solutions that employs compound models, you must configure your browser to allow per-session cookies.

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## Database Requirements

You must properly install and configure the database that you select before you install the PeopleSoft Advanced Configurator server. This release of the PeopleSoft Advanced Configurator server supports the following types of databases for use on a Microsoft Windows server platform:

- Microsoft SQL Server 2008
- Oracle 11g
- DB2 UDB 8.2

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**Note.** The PeopleSoft Advanced Configurator server installation additionally installs the JDBC drivers and supports the UNICODE character set by default.

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## Database Server Requirements

The database server can reside on a different system than the system where you installed the PeopleSoft Advanced Configurator server components.

The database server that you use with the PeopleSoft Advanced Configurator server must meet the following requirements:

- Allows the database user account to make a minimum of 100 concurrent connections to the system.
- Supports 50 dedicated concurrent connections.
- Sets the value for the maximum number of extents for rollback segments to support 150 or more.

## CHAPTER 2

# Defining PeopleSoft Online Marketing Requirements

This chapter discusses:

- Database Requirements
- Operating System Requirements
- Hardware Requirements
- Software Requirements

This chapter discusses the hardware, software, and other related requirements needed to implement PeopleSoft Enterprise Online Marketing (OLM).

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## Database Requirements

Oracle's PeopleSoft Online Marketing (OLM) only supports a subset of the database systems that PeopleSoft Enterprise CRM 9.1 supports. This includes Microsoft SQL Server 2008, Oracle 11g and IBM DB2 (UDB) 8.2.

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## Operating System Requirements

You can install the PeopleSoft Online Marketing (OLM) Dialog Execution Server (DES) on a subset of the operating systems that PeopleSoft PeopleTools supports. For example: Microsoft Windows 2003 64 bit and Microsoft Windows 2008 64 bit; Sun Solaris 9 or 10; IBM AIX 5.3 64 bit and IBM AIX 6.1 64 bit, Red Hat Enterprise Linux 3.0 and HP-UX Itanium 11.23

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## Hardware Requirements

The PeopleSoft OLM DES supports all web servers that PeopleSoft PeopleTools supports. For example, Oracle WebLogic Server and IBM WebSphere Server. However; PeopleSoft OLM DES does not support all web servers on all operating systems. The DES can be installed on the same server where the PeopleSoft Pure Internet Architecture server is located, or on a different server. If the DES is installed on the same web server as the PeopleSoft Pure Internet Architecture server, additional hardware resources such as memory may be required.

The PeopleSoft OLM Mailcaster (MCR) , Watchdog (WDG), Email Response Processor (ERP) and other runtime components are installed on PeopleSoft PeopleTools Application Server and Process Scheduler. Additional resources may be required on this system if these services are running.

## Software Requirements

The following table lists the certified additional component software for PeopleSoft OLM runtime components.

**Note.** Additional components are supported on the operating system releases that are recommended by their respective companies. If your installation configuration differs from the certified platforms that Oracle recommends, be aware that if you encounter problems that could potentially be caused by software incompatibility, PeopleSoft OLM Technical Support may recommend that you reconfigure your system to meet Oracle's certifications.

Oracle recommends that you use the following additional component software for PeopleSoft OLM runtime components:

Component	Requirements
Client JDBC Drivers	<ul style="list-style-type: none"> <li>• Oracle11g™ version 11.1.0.7.0 – Oracle Type 4 JDBC driver for JDK 1.6: ojdbc6.jar</li> <li>• MSSQL – Microsoft SQL Server 2008 JDBC Driver : sqljdbc.jar</li> <li>• IBM DB2 UDB: IBM's Type 4 JDBC driver: db2jcc.jar, db2jcc_license_cu.jar and db2jcc_license_cisuz.jar</li> </ul>
PeopleSoft Dialog Execution Server (DES)	Supports all PeopleSoft PeopleTools supported browsers.
Outbound Email Processor	SMTP compliant email server : <ul style="list-style-type: none"> <li>• LSoft - LSMTP</li> <li>• Ironport</li> </ul>
Email Response Server (ERP)	POP3 compliant email server: LSoft – LSMTP.  <b>Note.</b> Ironport does not support POP3. If used, then a separate POP3 server is required for inbound mail processing.

## CHAPTER 3

# Defining PeopleSoft Correspondence Management Requirements

This chapter discusses:

Oracle's PeopleSoft Enterprise CRM Correspondence Management requires the installation of X-PDF. You can download the X-PDF software from the following site: <http://www.foolabs.com/xpdf/download.html>.



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