

# PeopleSoft Enterprise CRM 8.9 Hardware and Software Requirements

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# CRM HARDWARE AND SOFTWARE REQUIREMENTS

This appendix describes specific hardware and software requirements for the CRM products.

CRM products do not contain COBOL programs, so if you're using only CRM, you do not need to purchase MicroFocus COBOL.

CRM 8.9 runs only on Sybase 12.5 (12.0 is not supported).

CRM 8.9 requires that the database server be set up for 4 KB pages instead of the default setting.

Note: PeopleSoft CRM products do not support Netscape Navigator 4.7.

## Advanced Configurator

The PeopleSoft Enterprise CRM 8.9 Advanced Configurator run-time server supports the following operating systems:

- Microsoft Windows 2003.
- IBM AIX 5.3.
- Sun Solaris 9 or 10.
- BEA WebLogic Server 8.1 SP5 (included with the Configurator installation).

The Advanced Configurator run-time server supports the following database systems:

- Microsoft SQL Server 2000 for Windows.
- Oracle 8i and 9i for Unix and Windows NT/2000.
- IBM DB2 (UDB) for DB2 7.2 and 8.1 FP4a, running on Windows 2000, Unix, and Linux.

The Advanced Configurator model development environment (PeopleSoft Enterprise CRM 8.9 Visual Modeler) supports:

- Microsoft Windows 2000 and Windows XP.

- Microsoft SQL Server 2000 for Windows.
- Oracle 8i and 9i for Unix and Windows NT/2000.
- IBM DB2 (UDB) for DB2 7.2 and 8.1 FP4a, running on Windows 2000, Unix, and Linux.

An ODBC connection to the database is required.

## Mobile Configurator

The PeopleSoft Enterprise CRM 8.9 Mobile Configurator Solution Packaging Tool supports:

- Microsoft Windows 2000 and XP

The Mobile Configurator Client supports:

- Microsoft Windows 2000 and XP.
- Microsoft Internet Explorer 5.5 or greater (required).

## InfoSync Server

PeopleSoft Enterprise CRM 8.9 InfoSync Server requires a dedicated machine on which no other applications are running.

### *Hardware*

- Pentium III 600 MHz or greater.
- 128 MB RAM (512 MB recommended).
- 1 GB available disk space for system files, plus 10 MB for each user.
- CD-ROM drive.
- TCP/IP LAN connection.

### *Software*

- One of the following operating systems—
  - Microsoft Windows XP Server, or personal editions, with Microsoft Internet Information Server (IIS) Snap-In, SMTP Service, and World Wide Web Service
  - Microsoft Windows 2000 Professional or Server with SP3

Or,

- Windows NT 4.0 Server with SP 6 and Option Pack 4 components Certificate Server (for SSL use only) and Internet Information Server (IIS)
- Internet Explorer 5.5 (SP 2 recommended) or greater.
- Microsoft IIS Web server, IIS version 4.0 or greater, with:
  - Internet Service Manager
  - SMTP Service
  - World Wide Web Server
  - Microsoft Data Access Components 1.5
  - Microsoft Management Console
  - NT Option Pack Common Files

(For greater security, we recommend that you install all of the latest patches available for IIS.)

You may need additional files depending on the machine's operating system.

If you're using IIS Web Server on Windows XP or Windows 2000, the following IIS components should be present on the machine:

- Common files
- IIS Snap-In
- SMTP Service
- World Wide Web Service

If you're using IIS Web Server with Windows NT 4, the following IIS components should be present on the machine:

- Certificate Server (required if you are using SSL).
- Microsoft Internet Information Server (IIS).

## *Groupware Support*

Intellisync Server supports synchronizing information with Microsoft Exchange Server 5.5 and 2000, and Lotus Domino 4.6, 5.0, and 6.0.

If you use Microsoft Exchange Server, install the latest service pack. You also need Microsoft Outlook 98, 2000, or 2002, with the latest service pack (installed on the Intellisync Server machine).

## Online Marketing

The Online Marketing run-time server supports the following operating systems:

- Microsoft Windows 2000
- Sun Solaris 9
- IBM AIX 5.2

The Online Marketing run-time server supports the following Database Systems:

- Microsoft SQL Server 2000 for Windows
- Oracle 9i
- IBM DB2 (UDB) 8.1 FP4a

**Note.** Microsoft Server 2003 and SQL Server 2005 are supported versions for CRM OLM 8.9. Support was added with PeopleTools 8.48 or higher, and ICE Enhancement Request ID 1575708000, that was delivered in CRM 8.9 Bundle #23.

## Correspondence Management

The Correspondence Management requirements are:

- You must run a Windows Process Scheduler.
- You must install the following software:
  - Windows Host Script 5.5 or 5.6.
  - Microsoft Office 2000.
  - Adobe Acrobat 5.0 software (for converting Word documents to PDFs).
  - Microsoft XML Parser 4.0 or higher.

## Natural Language Processing

Banter System's natural language processing (NLP) solution requires the following hardware:

- 500 MHz CPU
- 256 MB RAM

- 75 MB hard disk space for Banter Server. Additional space required for each knowledgebase is:
  - 35 MB for one KB
  - 55 MB for two KBs
  - 20 MB for each additional KB

Banter's NLP solution requires the following software:

- Banter Server 6.0
- Operating System—Windows 2000 (SP2 or above) or NT 4 (SP6) or Windows XP (SP1)
- Database—SQL Server 2000 (SP2 or SP3)
- Microsoft Internet Information Server (IIS) 5.0 or above
- Microsoft .Net Framework Redistributable Package 1.1 (<http://www.microsoft.com/net>)

## CRM Process Integration Packs

The following lists the minimum hardware and software requirements for CRM Process Integration Packs. It is recommended that you run the gateways on separate machines.

### Hardware Requirements

Component	RAM	HDD	CPU Speed
CRM PIP services	1 GB	40 GB	1.0 GHz
Oracle applications gateway	1 GB	40 GB	1.0 GHz
SAP gateway	1 GB	40 GB	1.0 GHz
PeopleSoft synchronous gateway	1 GB	40 GB	1.0 GHz

### Software Requirements

#### PeopleSoft Components

Component	Operating System	Participating Applications	Database Installed	XML Parsers
CRM PIP services	Windows	PeopleSoft CRM 8.9, People Tools 8.45	Oracle MS SQL	Xalan Version 2.3.1 Xerces Version 2.0.1
Oracle gateway	Windows	Oracle Applications 11.5.5 (Patch level Order Management G).	Oracle	Xalan Version 2.3.1 Xerces Version 2.0.1
SAP gateway	Windows	SAP 4.6C. (Patch level appl 44).	Oracle MS SQL	Xalan Version 2.3.1 Xerces Version 2.0.1
PeopleSoft Synchronous gateway	Windows	PeopleSoft CRM 8.9, People Tools 8.45	Oracle MS SQL	Xalan Version 2.3.1 Xerces Version 2.0.1

**Note.** You can install the CRM Process Integration Packs on any platform that supports JDK 1.3.



## Third-Party Components (not provided)

Download the third-party components listed in the table and place in the directories indicated:

JAR file	Source Location	Component	Target Directories
mail.jar	<PS_HOME>\class directory of PeopleSoft Application Server	OracleGateway SAPGateway PeopleSoft Gateway	cspol\gwoa\lib
activation.jar	<PS_HOME>\class directory of PeopleSoft Application Server		cspol\gwsap\lib
xalan.jar	<a href="http://xml.apache.org/dist/xalan-j/old/">http://xml.apache.org/dist/xalan-j/old/</a>		fspol\gwoa\lib
xercesImpl.jar	<a href="http://xml.apache.org/dist/xerces-j/old_xerces2/">http://xml.apache.org/dist/xerces-j/old_xerces2/</a>		fspol\crmpipservice_bi\lib
xml-apis.jar	<a href="http://xml.apache.org/dist/xalan-j/old/">http://xml.apache.org/dist/xalan-j/old/</a>		fspol\gwsap\lib
log4j-1.2.8.jar	<a href="http://apache-origin.towardex.com/jakarta/log4j/">http://apache-origin.towardex.com/jakarta/log4j/</a>		fspol\crmpipservice_bi\lib
classes12.jar (JDBC driver for Oracle database)	<a href="http://otn.oracle.com/software/tech/java/sqlj_jdbc/htdocs/jdbc9201.html?opt1_rb=NewUser">http://otn.oracle.com/software/tech/java/sqlj_jdbc/htdocs/jdbc9201.html?opt1_rb=NewUser</a> <b>OR</b> %ORACLE_HOME%\jdbc\lib	OracleGateway  SAP Gateway for SAP Application on Oracle database only  PeopleSoft Gateway for PeopleSoft CRM application on Oracle database only	cspol\gwoa\lib cspol\gwsap\lib fspol\gwoa\lib fspol\crmpipservice_bi\lib fspol\gwsap\lib fspol\crmpipservice_bi\lib fspol\gwoa\lib fspol\crmpipservice_bi\lib isps\gwsap\lib isps\crmpipservice_bi\lib
jCO.jar	<a href="https://websmp103.sap-ag.de/connectors">https://websmp103.sap-ag.de/connectors</a>	SAP Gateway	cspol\gwsap\lib fspol\gwsap\lib isps\gwsap\lib
jRFC11.dll jRFC12.dll librfc32.dll	<a href="https://websmp103.sap-ag.de/connectors">https://websmp103.sap-ag.de/connectors</a>	SAP Gateway	cspol\gwsap\bin fspol\gwsap\bin isps\gwsap\bin

msbase.jar (MS SQL Server)	<a href="http://www.microsoft.com/sql/downloads/jdbcregister.asp">http://www.microsoft.com/sql/downloads/jdbcregister.asp</a>	SAP Gateway for SAP Application on MS SQL Server database only	cspslgwsap\lib
mssqlserver.jar (MS SQL Server)		PeopleSoft Gateway on MS SQL Server database only	fspolcrmpipservice_bi\lib
msutil.jar (MS SQL Server)			fspslgwsap\lib
			fspslcrmpipservice_bi\lib
			ispolcrmpipservice_bi\lib
			ispsslgwsap\lib
			ispsslcrmpipservice_bi\lib