



## 8.1.3.3 Platform and Language Support Guide

### *Operating System, Database, and Language Support Information*

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#### Table of Contents

Operating Systems and Databases . . . . .	ii
InQuira Intelligent Search and Information Manager . . . . .	ii
Additional Database Requirements . . . . .	ii
Virtual Machine Support . . . . .	iii
InQuira Analytics . . . . .	iii
Additional Requirements . . . . .	iii
InQuira iConnect for Siebel Call Center . . . . .	iii
Web Browsers . . . . .	iv
Third-party Software . . . . .	iv
Language Support . . . . .	iv
Languages . . . . .	iv
Localization . . . . .	v

## Operating Systems and Databases

The following sections provide operating system and database support information for:

- **InQira Intelligent Search and Information Manager**
- **InQira Analytics**
- **InQira iConnect for Siebel Call Center**

## InQira Intelligent Search and Information Manager

The following table illustrates the platform and database support for InQira Intelligent Search and Information Manager 8.1.3.

	SQL Server 2005 Enterprise <sup>1</sup>	Oracle 10g	Oracle 11g	MySQL 5.0 Enterprise <sup>2</sup>
Windows 2000 Server (32-bit)	Certified	Certified	Supported	Unsupported
Windows 2003 Server (32-bit)	Certified	Certified	Supported	Unsupported
Red Hat Enterprise Server Linux, version 5.2 (native 32-bit and 64-bit <sup>3</sup> )	Unsupported	Supported	Certified	Unsupported
Apple OS X Tiger, version 10.4 (32-bit <sup>4</sup> )	Unsupported	Certified	Supported	Unsupported
Solaris 9 (32-bit)	Unsupported	Certified	Supported	Unsupported
Solaris 10 (32-bit)	Unsupported	Supported	Supported	Unsupported
SUSE Linux Enterprise Server, version 10 (64-bit)	Unsupported	Certified	Supported	Unsupported
Debian Linux, version 4.0 (64-bit)	Unsupported	Unsupported	Unsupported	Certified

1. InQira supports Microsoft SQL Server 2005, Enterprise Edition only.

2. InQira supports MySQL version 5.0, Enterprise Edition only.

3. Red Hat Linux certified on Intel processors only.

4. InQira uses a third-party application, Oracle's Stellent, to preprocess Microsoft Office and Adobe PDF files to the standard InQira format. Because Stellent is not available on Apple OS X, customers need to install Stellent onto a supported platform (e.g., Windows, Linux, or Solaris) and configure it as a distributed work client.

## Additional Database Requirements

InQira Intelligent Search and Information Manager 8.1.3 **does not** support IBM's DB2 database.

## Virtual Machine Support

InQira supports configuration on VMware ESX™ virtual environments, provided the virtualized operating system is a version that InQira products support. Although we test our software on VMware ESX, we have not certified our software on VMware ESX.

## InQuira Analytics

The following table illustrates the platform and database support for InQuira Analytics 8.1.3.

	SQL Server 2005	Oracle 10g	Oracle 11g
Windows 2000 Server (32-bit)	Certified	Certified	Supported
Windows 2003 Server (32-bit)	Certified	Certified	Supported
Red Hat Enterprise Server Linux, version 4.6 (native 64-bit) <sup>1</sup>	Unsupported	Certified	Certified
Solaris 9 (32-bit)	Unsupported	Certified	Supported
Solaris 10 (32-bit)	Unsupported	Supported	Supported
SUSE Linux Enterprise Server, version 10 (64-bit) <sup>1</sup>	Unsupported	Certified	Supported

1. MicroStrategy supports 64-bit Linux platforms only.

### Additional Requirements

MicroStrategy Desktop Agent requires a Windows computer. This agent is required and is not available on Linux, Solaris, and OS X platforms.

Please note that InQuira does not provide the analytics platform on the Apple OS X and Debian Linux operating systems nor on the MySQL database.

InQuira Analytics is supported on Windows/SQL Server only for customers that are using the InQuira IS and IM software on Debian Linux/MySQL.

## InQuira iConnect for Siebel Call Center

The following table illustrates the Siebel version and database support for InQuira iConnect 8.1.3 for Siebel Call Center.

	SQL Server 2005	Oracle 10g	Oracle 11g
Siebel 8.x	Certified	Certified	Supported
Siebel 7.8	Supported	Supported	Supported

### Web Browsers

InQuira supports Microsoft Internet Explorer, version 7 and Mozilla Firefox, version 2 and higher, on all operating system and database combinations.

InQuira supports Apple Safari, version 3, on Apple OS X only.

## Third-party Software

InQira ships third-party software along with the InQira software. This includes components like the Sun Java Virtual Machine and the Apache Tomcat appserver. InQira supports only the components we ship.

## Language Support

The following sections provide operating system and database support for:

- **Languages**
- **Localization**

## Languages

The following table summarizes InQira language support for Intelligent Search.

Language	Search Capabilities		Ontology and Intents				
	Keyword & Stemming	Spell Check	Automotive	Customer Help	Financial Services	Computer	Telecomm
Chinese (Simplified)	X		X	X	X		X
Chinese (Traditional)	X		X	X	X		X
Dutch	X	X					
English	X	X	X	X	X	X	X
French	X	X	X	X	X		X
German	X	X	X	X	X		X
Italian	X	X	X	X	X		X
Japanese	X		X	X	X		X
Korean	X		X	X	X		X
Polish	X						X
Portuguese	X	X	X	X	X		X
Russian	X	X					X
Slovak	X					X	
Spanish	X	X	X	X	X		X
Ukrainian	X	X					X

## Localization

The following table summarizes which user interface components have been localized.

<b>Language</b>	<b>Search UI.jsp</b>	<b>Information Center</b>	<b>IM Console</b>	<b>Language Workbench</b>	<b>CCA.jsp</b>
Chinese (Simplified)	X	X			
Chinese (Traditional)	X	X			
English	X	X	X	X	X
French	X	X			
German	X	X			
Italian	X	X	X		
Japanese	X	X	X		
Korean	X	X			
Portuguese	X	X			
Russian	X	X	X		
Spanish	X	X			
Ukrainian	X	X	X		