ORACLE KNOWLEDGE 8.5 SUPPORTED ENVIRONMENTS MATRIX

Support for 3rd Party Environments[1]

Category	Vendor	Version	Bit Support	Processors
Operating System[2]	Oracle Linux	5.8	64-bit	Intel x86-64, Oracle Exalogic X2-2
	Oracle Solaris	10	64-bit	SPARC
	Red Hat Enterprise Linux	5.8	64-bit	Intel x86-64
	Microsoft Windows Server	2008 R2 Enterprise	64-bit	Intel x86-64

Category	Vendor	Version		
Database[2]	Oracle	10gR2 (10.2.0.5)[5], 11gR2 (11.2.0.1)		

Category	Vendor	Version		
Application Server	Oracle WebLogic	11gR1 (10.3.6)		

Category	Vendor	Version		
Java	Java SE HotSpot	1.6.0_22		
	Oracle JRockit	6 R28.2.5[4,5]		

Category	Vendor	Version		
Virtualization[3]	Oracle VM	2.2.2		

Category	Vendor	Version		
Browsers	Apple Safari	4, 5		
	Microsoft Internet Explorer	7, 8[6]		
	Mozilla Firefox	19		

Category	Vendor	Version		
Business Intelligence	Oracle Business Intelligence	11.1.1.6.0		

Category	Vendor	Version		
Data Integration	Oracle Data Integrator	11.1.1.6.0		

Category	Vendor	Version		
Customer Resource Management	Oracle CRM On Demand	R20		
	Oracle Siebel	7.8.2, 8.1, 8.2		

Footnotes

[1] This document reflects the best information available as of the date published. The information is subject to change.

[2] Customers may run databases on any operating system supported by the database vendor except for mainframe operating systems (including z/OS), which are not supported.

[3] Use of virtualization may require additional hardware to maintain throughput volumes relative to a non-virtualized environment.

[4] JRockit is supported on Linux and Windows only

[5] To support JRockit and Oracle 10g, the 8.5.0.2 roll-up patch (MOS patch id 15936040) must be deployed

[6] AnswerFlow requires a plug-in for Internet Explorer

Oracle Knowledge Supported Environments Matrix and Customer Support Services FAQs

The Oracle Knowledge Supported Environments Matrix is a listing of the applications, operating systems, databases, and key system components that each particular Oracle Knowledge release is formally certified against. This certification is done to ensure compatibility and supportability of the Oracle Knowledge applications and to provide basic guidelines for our customer environments. Note that a given environment is described as either supported or not supported, depending on whether or not it appears in this matrix.

Oracle Customer Support Services only provides direct support services for the Oracle Knowledge programs and components that are actively licensed by customers when they are deployed in an application stack that fully adheres to this certification for the given Oracle Knowledge product version. Oracle does not provide support for any non-Oracle Knowledge program or component on the matrix or for any external or third-party system. Furthermore, Oracle is not able to extend any support agreement to customers that it may have with its own vendors. We strongly encourage all customers to maintain active support agreements with any third-party vendors whose software is part of their Oracle Knowledge application environment. Please note Oracle is willing to work in conjunction with vendor's software support organization to troubleshoot and resolve issues affecting an Oracle Knowledge customer.

Oracle Knowledge Product Lifecycle Policy

Please refer to the Oracle Lifetime Support Policy for Oracle Applications. See here for the latest version of Oracle's Product Lifetime Support Policy.

General Support Policy for Third-Party Platforms

If you experience a problem with Oracle Knowledge software that is running in a supported environment, please let Oracle Customer Support Services know. We will do our best to resolve the issue.

Please be aware that support for third-party products or point version upgrades that differ from what is indicated on the Supported Environments matrix is not provided unless otherwise noted in this FAQ and at Oracle's discretion. If an unsupported third-party product is the likely cause of a problem, you are required to reproduce the issue in an environment that fully adheres to that Oracle Knowledge Supported Environments Matrix for Oracle assistance in resolving the problem. Certain configurations of third-party software will not be compatible. Oracle strongly advises that you confirm support for all component versions of your configuration.

Point Version Policy for Third-Party Platforms

Because other products frequently ship fixes, updates, and new releases, we cannot test every possible configuration. Product versions that are minor point releases above the listed certified versions are generally supported by Oracle, as long as the minor point release is backward compatible. This section lists the exceptions.

Oracle supports Oracle Knowledge on Oracle Business Intelligence, version 11.1.1.6.0 only. That is, Oracle Knowledge is not supported higher minor point releases of Oracle Business Intelligence.

Supported Embedded Third-Party Release Versions Policy

Oracle Knowledge generally upgrades its embedded third-party support to the latest stable release(s) of the platforms our customers use. We do not maintain full backwards or forwards compatibility nor do we update third-party support except in cases of high demand.

Windows Version Support

Windows Server 2008 R2 Enterprise Edition is currently supported for use with Oracle Knowledge applications.

For client and end-user systems accessing Oracle Knowledge applications via browsers, Oracle supports any version of the Microsoft Windows operating system (including Windows 7) running a supported browser and version listed in the Supported Environments matrix.

Solaris Hardware Support

Currently Oracle supports Oracle Knowledge on Solaris on SPARC and UltraSPARC hardware only. Oracle does not support it on Solaris on x86 hardware.

The performance of Oracle Knowledge Information Manager and Search varies substantially across different SPARC chips. The better the single-threaded integer performance of the SPARC chip, the better the performance of the Oracle Knowledge Search. Please contact Oracle Consulting Services or Customer Support for additional information.

Browser Size Statement

Unless otherwise noted, the minimum supported browser window size for Oracle Knowledge-supplied user interfaces (UIs) is 1024x768 pixels.

Virtual Machine Support

Oracle Knowledge has been tested and qualified for virtualization support on select versions of Oracle Virtual Machine only. The specific details of this qualification are listed in the Supported Environments Matrix for Oracle Knowledge.

Oracle Customer Support can provide support to customers using other virtual machine solutions only to the extent that we believe the issue is related to Oracle Knowledge. Should we believe the issue is related to the uncertified virtual machine, we reserve the right to ask the customer to reproduce the issue within a fully supported environment. For more information, please refer to Support Position for Oracle Products Running on VMWare Virtualized Environments [ID 249212.1]

Mixed Patch Level Environment

A patch cannot be applied to some Oracle Knowledge applications without applying it to each Oracle Knowledge application. The same patch level is released for all of the Oracle Knowledge applications.   An environment where the patch level is different among Oracle Knowledge applications is not supported, and Oracle Customer Support will not be able to provide any support assistance until the same patch level is applied to each application in that given environment.