

**ORACLE KNOWLEDGE 8.6 SUPPORTED ENVIRONMENTS MATRIX**

Support for 3rd Party Environments<sup>1</sup>

	Vendor	Version	Bit Support	Processors
<b>Operating System<sup>2</sup></b>	Oracle Linux	5.8, 6.3, 7.1 <sup>12</sup>	64-bit	Intel x86-64, Oracle Exalogic
	Oracle Solaris	11.2	64-bit	SPARC
	Red Hat Enterprise Linux	5.8, 6.3, 7.1 <sup>12</sup>	64-bit	Intel x86-64
	Microsoft Windows Server	2008 R2 Enterprise, 2012 R2 Enterprise, 2016 Enterprise <sup>13</sup>	64-bit	Intel x86-64
<b>Database<sup>2</sup></b>	Vendor	Version		
	Oracle	11gR2 (11.2.0.1), 12cR1 (12.1.0.1)		
	Microsoft SQL Server	2008, 2012 <sup>3</sup> , 2016 SP1 <sup>13</sup>		
<b>Application Server</b>	Vendor	Version		
	Oracle WebLogic	11gR1 (10.3.6), 12c (12.1.3, 12.2.1 <sup>13</sup> )		
	Apache Tomcat	7.0.57 <sup>4</sup> , 8.5.29 <sup>13</sup>		
	IBM WebSphere	8.0.0.6 <sup>5,6,7</sup>		
<b>Java</b>	Vendor	Version		
	Java SE HotSpot	7 update 72, 8 update 31		
	Oracle JRockit	R28.2.5 <sup>7</sup>		
	IBM J9 JVM	Build 2.6, JRE 1.6.0		
<b>Browsers</b>	Vendor	Version		
	Apple Safari	5, 6, 7, 8		
	Google Chrome	69		
	Microsoft Edge	41		
	Microsoft Internet Explorer	8 <sup>8</sup> , 9, 10, 11		
	Mozilla Firefox	360		
<b>Business Intelligence</b>	Vendor	Version	App Server	
	Oracle Business Intelligence	11.1.1.7.1, 11.1.1.9.0, 12.2.1.3.0 <sup>13</sup>	WebLogic	
	Oracle Business Intelligence	11.1.1.7.0	WebSphere	
<b>Data Integration</b>	Vendor	Version		
	Oracle Data Integrator	11.1.1.7.0, 11.1.1.9.0 <sup>9</sup> 12.2.1.3.0 <sup>13</sup>		
<b>Customer Relationship Management</b>	Vendor	Version		
	Oracle CRM On Demand <sup>10</sup>	R27		
	Oracle Service Cloud <sup>11</sup>	May-13		
	Oracle Siebel	8.1, 8.2, and Innovation Packs for 2015, 2016, 2018 <sup>13</sup>		

**Footnotes**

<sup>1</sup> This document reflects the best information available as of the date published. The information is subject to change. This document only describes the certifications related directly to Oracle Knowledge. Please refer to the certification matrices for the other Oracle products to verify their dependencies.

<sup>2</sup> 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.

<sup>3</sup> Use of Microsoft SQL Server is supported only on Microsoft Windows.

<sup>4</sup> Apache Tomcat is not supported for use with Oracle Knowledge Analytics.

<sup>5</sup> IBM WebSphere is supported on Linux and Oracle database only.

<sup>6</sup> Oracle Knowledge Analytics requires WebSphere App Server 7.0.0.27.

<sup>7</sup> JRockit is supported on Linux and Windows only.

<sup>8</sup> Deprecated support for Internet Explorer 8

<sup>9</sup> Higher minor versions are supported on WebLogic only. WebSphere users must use 11.1.1.7.0

<sup>10</sup> Deprecated support for Oracle CRM On Demand

<sup>11</sup> Higher versions of Oracle Service Cloud are also supported

<sup>12</sup> The 8.6.1 roll-up patch must be deployed

<sup>13</sup> The 8.6.3 roll-up patch must be deployed

## 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.

*This document covers Oracle Knowledge only. It does not document the requirements for other products, for example, Oracle Data Integrator or Oracle Business Intelligence. Please refer to the platform certification matrices for those products for more information.*

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 that 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. There are no documented exceptions to this policy.

Oracle supports Oracle Knowledge on Oracle Business Intelligence (OBI), 11.1.1.7.x and 11.1.1.9.x. That is, Oracle Knowledge supports various patch levels of OBI, such as 11.1.1.7.1, but it is not supported higher minor point releases of OBI. However, Oracle supports the WebSphere version of the Oracle Knowledge on OBI, 11.1.1.7.0 only. Oracle does not support the WebSphere version of the Oracle Knowledge on other patched versions 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.

### Oracle Real Application Clusters (RAC)

Oracle has certified the use of this version of Oracle Knowledge with Oracle RAC.

### Linux and Solaris Search Requirements

The Search component of Oracle Knowledge uses Oracle Language Technology (OLT) to process documents. OLT requires access to gcc 4.5.2 on Linux and CC 5.11 on Solaris.

### Windows Version Support

Windows Server 2008 R2 Enterprise Edition and Windows Server 2012 R2 Enterprise Edition are 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 10) 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.

### Apache Tomcat Support

Oracle Knowledge Analytics requires WebLogic Server. Oracle does not support the use of Oracle Knowledge Analytics with Apache Tomcat.

Oracle supports the use of WebLogic Server, Apache Tomcat or IBM WebSphere App Server with Oracle Knowledge for Contact Center and Oracle Knowledge for Enterprise Edition.

## Deprecation

**Deprecation** is a status applied to a computer software feature indicating it should be avoided, typically because it is being superseded. The deprecated software feature remains in Oracle Knowledge and is supported. Deprecated status indicates that feature may be removed in the future. Features are deprecated rather than immediately removed to provide backward compatibility and provide customers time to bring affected software into compliance with the new standard.<sup>1</sup>

With version 8.6 Oracle deprecates support for Internet Explorer 8. Customers can continue to use these browsers with version 8.6 of Oracle Knowledge, but Oracle strongly encourages customers to upgrade to higher versions of these browsers. However, Oracle will support customers that use Internet Explorer 8.

With version 8.6 Oracle Knowledge is distributed with three Client Library jars, compiled with Java 5, 6 and 7. With version 8.6 Oracle deprecates support for the Java 5 Client Library.

Oracle may terminate support for Internet Explorer 8 and the Java 5 Client Library in a future release.

## 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 \[ID 249212.1\]](#)

## Browser Size

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

## WebLogic Server Clustering

Oracle does not currently support the use of Oracle Knowledge with WebLogic Server clusters.

## 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 environment.

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<sup>1</sup> "Deprecation." *Wikipedia*. Wikimedia Foundation, 04 Mar. 2013. Web. 24 Apr. 2013