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PeopleSoft Customer Relationship Management 9.1 Hardware and Software Requirements Guide

June 2012

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PeopleSoft Customer Relationship Management 9.1
Hardware and Software Requirements Guide
SKU crm91hwsw

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About This Documentation

This preface discusses:

- Understanding This Documentation
- Audience
- Typographical Conventions
- Products
- Related Information
- Comments and Suggestions

Note. This documentation is a supplement to the PeopleSoft PeopleTools Hardware and Software Requirements guide and discusses the additional requirements specific to this PeopleSoft application. Use this guide along with your PeopleSoft PeopleTools and your licensed PeopleSoft application installation guides. You can access all PeopleSoft application and hardware and software guides on My Oracle Support.

See *PeopleSoft PeopleTools 8.5x Hardware and Software Requirements for your database platform.*

See My Oracle Support

Understanding This Documentation

This PeopleSoft Customer Relationship Management 9.1 Hardware and Software Requirements guide reflects what Oracle supports for PeopleSoft when the guide is posted. 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purposely provides a high-level view to avoid too many specifics such as version numbers that may quickly become out of date.

To obtain the up-to-date details about supported platforms, version numbers, and the like, use My Oracle Support.

This guide includes the hardware and software requirements for Oracle's PeopleSoft Customer Relationship Management 9.1 application. To carry out your installation, you also need the PeopleSoft PeopleTools hardware and software requirements, provided separately. For example, if you are installing Oracle's PeopleSoft Customer Relationship Management (CRM), you need both the PeopleSoft CRM Hardware and Software Requirements guide and the PeopleSoft PeopleTools Hardware and Software Requirements guide.

Note. Check My Oracle Support periodically for updated addendums to this documentation.

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

To access My Oracle Support you must meet the following requirements:

- Any browser that is supported for PeopleSoft PeopleTools and your PeopleSoft application.
- A valid Support Identifier for login.

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

- Adobe® Flash® Player 9.0.115 or higher, a requirement to use My Oracle Support.

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

- FTP capability.

  FTP is the delivery mechanism for PeopleSoft “patches” and “Fixes Required at Install,” as well as other PeopleSoft maintenance. You need FTP capability to take advantage of these updates.

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

Note. Oracle University offers CDs and online self-paced courses, as well as instructor led courses. Not all topics are available as instructor led courses.

See Also

"Oracle University Country Web Sites, http://my.oracle.com/site/ou/Regions/index.html"

Audience

This documentation is written for the individuals responsible for installing and administering the PeopleSoft environment. This documentation assumes that you have a basic understanding of the PeopleSoft system. One of the most important components in the installation and maintenance of your PeopleSoft system is your on-site expertise.

You should be familiar with your operating environment and RDBMS and have the necessary skills to support that environment. You should also have a working knowledge of:

- SQL and SQL command syntax.
- PeopleSoft system navigation.
- PeopleSoft windows, menus, and pages, and how to modify them.
- Microsoft Windows.

Oracle recommends that you complete training, particularly the PeopleSoft Server Administration and Installation course, before performing an installation.

See Oracle University http://education.oracle.com

Typographical Conventions

To help you locate and understand information easily, the following conventions are used in this documentation:

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Convention	Description
`Monospace`	Indicates a PeopleCode program or other code, such as scripts that you run during the install. Monospace is also used for messages that you may receive during the install process.
Italics	Indicates field values, emphasis, and book-length publication titles. Italics is also used to refer to words as words or letters as letters, as in the following example: Enter the letter *O*.
Initial Caps	Field names, commands, and processes are represented as they appear on the window, menu, or page.
lower case	File or directory names are represented in lower case, unless they appear otherwise on the interface.
Menu, Page	A comma (,) between menu and page references indicates that the page exists on the menu. For example, “Select Use, Process Definitions” indicates that you can select the Process Definitions page from the Use menu.
Cross-references	Cross-references that begin with *See* refer you to additional documentation that will help you implement the task at hand. We highly recommend that you reference this documentation. Cross-references under the heading *See Also* refer you to additional documentation that has more information regarding the subject.
“ ” (quotation marks)	Indicate chapter titles in cross-references and words that are used differently from their intended meaning.
Note. Note text.	Text that begins with *Note.* indicates information that you should pay particular attention to as you work with your PeopleSoft system.
Important! Important note text.	A note that begins with *Important!* is crucial and includes information about what you need to do for the system to function properly.
Warning! Warning text.	A note that begins with *Warning!* contains critical configuration information or implementation considerations; for example, if there is a chance of losing or corrupting data. Pay close attention to warning messages.

Products

This documentation may refer to these products and product families:

- Oracle® BPEL Process Manager
- Oracle® Enterprise Manager
- Oracle® Tuxedo
- Oracle® WebLogic Server
- Oracle’s PeopleSoft Application Designer

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- Oracle’s PeopleSoft Change Assistant
- Oracle’s PeopleSoft Change Impact Analyzer
- Oracle’s PeopleSoft Data Mover
- Oracle’s PeopleSoft Process Scheduler
- Oracle’s PeopleSoft Pure Internet Architecture
- Oracle’s PeopleSoft Customer Relationship Management
- Oracle’s PeopleSoft Financial Management
- Oracle’s PeopleSoft Human Capital Management
- Oracle’s PeopleSoft Enterprise Learning Management
- Oracle’s PeopleSoft Enterprise Pay/Bill Management
- Oracle’s PeopleSoft PeopleTools
- Oracle’s PeopleSoft Performance Management
- Oracle’s PeopleSoft Portal Solutions
- Oracle’s PeopleSoft Staffing Front Office
- Oracle’s PeopleSoft Supply Chain Management

Note. This documentation may refer to both Oracle’s PeopleSoft Portal Solutions and to PeopleSoft PeopleTools portal or portal technologies. PeopleSoft Portal Solutions is a separate application product. The PeopleSoft PeopleTools portal technologies consist of PeopleSoft Pure Internet Architecture and the PeopleSoft PeopleTools portal technology used for creating and managing portals.

See http://www.oracle.com/applications/peoplesoft-enterprise.html for a list of PeopleSoft Enterprise products.

Related Information

Oracle provides reference information about PeopleSoft PeopleTools and your particular PeopleSoft application. The following documentation is available on My Oracle Support:

- Release Notes.

  These are documentation updates that are delivered with every PeopleSoft application and PeopleSoft PeopleTools maintenance release and explain new features, changes and summarize resolved incidents (fixes).

- PeopleTools PeopleBook: Getting Started with PeopleTools for your release.

  This documentation provides a high-level introduction to PeopleSoft PeopleTools technology and usage.

- PeopleSoft Application Fundamentals PeopleBook for your PeopleSoft application and release.

  This documentation provides essential information about the setup, design, and implementation of your PeopleSoft application.

- Installation guides.

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Search for the installation guides for PeopleSoft applications and PeopleSoft PeopleTools on My Oracle Support.

- Hardware and Software Requirement guides.

  Search for the hardware and software guides for PeopleSoft applications and PeopleSoft PeopleTools on My Oracle Support.

- Oracle Software and Documentation.

  In addition to My Oracle Support, you can download Oracle software products and documentation, including PeopleSoft PeopleBooks, from the following web sites:

  - Oracle Software Delivery Cloud, at URL http://edelivery.oracle.com
  - Oracle Technology Network (OTN), at URL http://www.oracle.com/technology/index.html

- Upgrade information.

  Documentation and supporting files for performing upgrades from previous releases are available on My Oracle Support.

- Certifications.

  For current information on certified database, operating system, and additional component configurations, see the PeopleSoft certifications on My Oracle Support. Go to My Oracle Support and select the Certifications tab.

- Additional Component Patches.

  The document “Operating System, RDBMS & Additional Component Patches Required for Installation” on My Oracle Support contains all of the required patches for additional software components.

  To install additional component software products for use with PeopleSoft products, including those products that are packaged with your PeopleSoft products, you should refer to the documentation provided with those products, as well as this documentation.

Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like changed about our documentation, PeopleSoft PeopleBooks, and other Oracle reference and training materials. Please send your suggestions to:

PSOFT-Infodev_US@oracle.com

While we cannot guarantee to answer every email message, we pay careful attention to your comments and suggestions. We are always improving our product communications for you.

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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 Advanced Configurator software. In addition, this chapter provides additional reference information.

Hardware Requirements

The following lists the minimum hardware necessary to install and use the PeopleSoft 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

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 6.1 64 bit
- Sun Solaris 10
- Oracle WebLogic Server 10.3.4

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

Note. The Oracle WebLogic Server 10.3.4 installation includes the Sun Java Development Kit.

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

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

Client Browser Requirements

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

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

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 9.5

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

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.

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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 Online Marketing (OLM).

Database Requirements

Oracle's PeopleSoft Online Marketing (OLM) only supports a subset of the database systems that PeopleSoft CRM 9.1 supports. This includes Microsoft SQL Server 2008, Oracle 11g and IBM DB2 (UDB) 9.5.

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 2008 64 bit; Sun Solaris 10; IBM AIX 6.1 64 bit, Oracle Enterprise Linux 5.5 and zLinux Red Hat 5.1; HP-UX Itamium 11.31.

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.

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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	• Oracle11g™ – Oracle Type 4 JDBC driver for JDK 1.6: ojdbc6.jar • MSSQL – Microsoft SQL Server 2008 JDBC Driver : sqljdbc.jar • IBM DB2 UDB: IBM's Type 4 JDBC driver: db2jcc.jar, db2jcc_license_cu.jar and db2jcc_license_cisuz.jar
PeopleSoft Dialog Execution Server (DES)	Supports all PeopleSoft PeopleTools supported browsers.
Outbound Email Processor	SMTP compliant email server : • LSoft - LSMTP • Ironport
Email Response Server (ERP)	POP3 compliant email server: LSoft – LSMTP. **Note.** Ironport does not support POP3. If used, then a separate POP3 server is required for inbound mail processing.

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CHAPTER 3

Defining PeopleSoft Correspondence Management Requirements

This chapter discusses:

Oracle's PeopleSoft 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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