



Support for 3rd party environments¹
ATG 7.1 patch 1

Platform	Platform				Applications						
	ATG 7.1p1 platform (includes CA and Commerce) ²	ATG Portal	ATG Search 2006.1 ^{3,9}	Ticketing Features	ATG Knowledge 2006.1 ¹⁰	ATG Self Service 2006.1 ¹⁰	ATG Response Management 2006.1 ^{6,7}	ATG Response Management Services 2006.1 ^{6,7}	ATG Commerce Assist 2006.1	ATG Outreach 2006.1	
Platform	N/A	N/A	N/A	N/A	ATG 7.1p1	ATG 7.1p1	ATG 7.1p1	N/A	ATG 7.1p1	ATG 7.1p1	
App Servers	ATG DAS IBM WAS BEA WLS JBoss	ATG DAS 6.3.0p3 IBM WAS 6.0.1 BEA WLS 8.1 SP3 JBoss 4.0.1 SP1	ATG DAS 6.3.0p3 IBM WAS 6.0.1 BEA WLS 8.1 SP3 JBoss 4.0.1 SP1	x x x JBoss 4.0.1 SP1	ATG DAS 6.3.0p3 x x x	ATG DAS 6.3.0p3 x x x	ATG DAS 6.3.0p3 x x x	N/A N/A N/A N/A	ATG DAS 6.3.0p3 x x x	ATG DAS 6.3.0p3 IBM WAS 6.0.1 BEA WLS 8.1 SP3 JBoss 4.0.1 SP1	
Operating Systems <i>Note: Linux and Windows are the ONLY Op Systems supported with JBOSS</i>	Solaris Win 2k Win 2003 RH Linux AIX ⁴ HP-UX WinXP	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) 4 AIX 5.3 HP-UX 11i WinXP (dev only)	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) RH Linux AS, ES v3.0 update 4 AIX 5.3 HP-UX 11i WinXP (dev only)	Solaris 9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) x x x x	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) 4 x x x WinXP (dev only)	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) 4 x x x WinXP (dev only)	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) 4 x x x WinXP (dev only)	Solaris 8 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) x x x WinXP (dev only)	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) 4 AIX 5.3 x WinXP (dev only)	Solaris 8/9 Win2k SP4 Svr/Adv Svr Win2003 (Std and Ent) RH Linux AS, ES v3.0 update 4 AIX 5.3 x WinXP (dev only)	
Databases¹⁶ <i>Note: Oracle is the ONLY Database supported with JBOSS</i>	Oracle ¹⁵ MS SQL ¹¹ DB2 Sybase Solid FlowEngine	Oracle 8i, 9i, 10g MS SQL Server 2000 SP3a DB2 8.2 FP1 Sybase 12.5.3 Solid FlowEngine 3.7 (dev only)	Oracle 8i, 9i, 10g MS SQL Server 2000 SP3a DB2 8.2 FP1 Sybase 12.5.3 Solid FlowEngine 3.7 (dev only)	Oracle 9i MS SQL Server 2000 SP3a x x x	Oracle 9i, 10g MS SQL Server 2000 SP3a x x Solid FlowEngine 3.7 (dev only)	Oracle 9i, 10g MS SQL Server 2000 SP3a x x Solid FlowEngine 3.7 (dev only)	Oracle 9i, 10g MS SQL Server 2000 SP3a x x Solid FlowEngine 3.7 (dev only)	Oracle 9i, 10g MS SQL Server 2000 SP3a x x x	Oracle 9i, 10g MS SQL Server 2000 SP3a x DB2 8.2 FP1 x Solid FlowEngine 3.7 (dev only)	Oracle 8i, 9i, 10g MS SQL Server 2000 SP3a DB2 8.2 FP1 x Solid FlowEngine 3.7 (dev only)	
JDK	Sun JDK IBM JDK BEA Jrockit	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 BEA Jrockit 1.4.2 (for Linux only)	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 BEA Jrockit 1.4.2 (for Linux only)	Sun JDK 1.4.2_xx x x	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 x	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 x	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 x	Sun JDK 1.4.2_xx x x	Sun JDK 1.4.2_xx x x	Sun JDK 1.4.2_xx IBM Dev Kit 1.4.2 BEA Jrockit 1.4.2 (for Linux only) BEA Jrockit 1.4.2 (for Linux only)	
JDBC driver	Oracle MSSQL IBM (DB2) jConnect (Sybase) Solid	Drivers 8.1.7 for Oracle 8, Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g i-Net OPTA XS v6.02 for MS SQL Server (MS SQL) DB2 v8.2 CLI Type 2 jConnect 5.5 (Sybase) (Solid)	Drivers 8.1.7 for Oracle 8, Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g i-Net OPTA XS v6.02 for MS SQL Server (MS SQL) DB2 v8.2 CLI Type 2 jConnect 5.5 (Sybase) Solid 3.7: JDBC 2.0 driver (Solid)	Oracle thin JDBC 10.1.0+ only for Oracle 9 x x x	Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g x x x	Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g x x x	Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g x x x	Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g x x x	Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g x DB2 v8.2 CLI Type 2 x (Solid)	Drivers 8.1.7 for Oracle 8, Oracle thin JDBC 10.1.0+ only for Oracle 9, Oracle thin or OCI 10.1.0+ for 10g i-Net OPTA XS v6.02 for MS SQL Server (MS SQL) DB2 v8.2 CLI Type 2 x x (Solid)	
HTTP Servers <i>These are for DAS - for other app servers, we support what they support</i>	Apache Sun Java System (fka iPlanet) IIS	Apache 2.0 (for Solaris, Linux, Hpx) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux, Hpx) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	Apache HTTP Server 1.3 x x	Apache 2.0 (for Solaris, Linux) Sun Java System Web Server 6.1 SP1 Microsoft Internet Information Server 6.0 (win2003), IIS 5.0 (Win 2000)	
Hardware	x86, x86-64 Sparc Itanium PA-RISC	Intel or AMD (Win, Linux) Sparc (solaris) Itanium (HP-UX) PA-RISC (HP-UX)	Intel or AMD (Win, Linux) Sparc (solaris) Itanium (HP-UX) PA-RISC (HP-UX)	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	Intel or AMD (Win, Linux) Sparc (solaris) x x	
Browsers	IE Netscape Mozilla Firefox Safari	NA ⁸ NA ⁸ NA ⁸ NA ⁸ NA ⁸	Internet Explorer 6.x (Win) x x Firefox 1.0.x (Win, Mac) x	Internet Explorer 6.x (Win) x x Firefox 1.0.x (Win, Mac) x	Internet Explorer 6.x (Win) x Mozilla 1.4 (Solaris, Linux) Firefox 1.0.x (Win, Mac) x	Internet Explorer 6.x (Win) x Mozilla 1.4 (Solaris, Linux) Firefox 1.0.x (Win, Mac) x	Internet Explorer 5.5 (Win) Netscape 7.x (Win) Mozilla 1.0.x (Win) Firefox 1.0.x (Win, Mac) x	Internet Explorer 6.x (Win) x Mozilla 1.4 (Solaris, Linux) Firefox 1.0.x (Win, Mac) x	N/A N/A N/A N/A N/A	Internet Explorer 6.x (Win) x Mozilla 1.4 (Solaris, Linux) Firefox 1.0.x (Win) x	

Notes:

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

²CA 7.1p1 can deploy to a site running on 7.1p1 or 6.4p3

³ATG Search is the only product on ATG 7.1p1 in which we support JBoss with MSSQL. Otherwise, only Oracle is supported with JBoss.

⁴WebSphere is the only appserver supported on AIX

⁵Response Management includes the Response Management Nucleus Components, Response Management Agent (Workspace), and the Response Management Web Reporting Client

⁶Response Management Services includes Receiver, Classifier, Distributor, Composer, Dispatcher, Alerts, Message Monitor, Database Service, Host Monitor, Archive/Restore, & Scheduler

⁷Response Management Administration is a Java client running only on Windows with Sun Java 1.4.2_xx

⁸The ATG platform is a framework and can support any browser that applications built on top of it are designed to support

⁹ATG Search includes both Java and C++ components. The JBoss application server is bundled with Search for the Java components.

¹⁰ATG Knowledge and Self Service require ATG Search which is typically run on separate hardware. See the supported environment information for the matching Search version on this page

¹¹ATG supports only Latin1 (ISO 8859-1) (Western European) languages with MSSQL at this time. The following additional languages are supported for use with MSSQL one at a time only: Vietnamese, Baltic, Arabic, Hebrew, Turkish, Greek, Cyrillic, Central European, Chinese (Traditional and simplified), Korean, Japanese, Thai

¹⁵ATG supports both the standard and enterprise editions of Oracle

¹⁶Customers may run databases on any operating system supported by the database vendor, except for mainframe operating systems (including zOS) which are not supported