

**Support for 3rd party environments¹****ATG 9.0**

		Platform				Applications						
		ATG 9.0 platform (includes ACC, BCC, CA, and Commerce) ²	Ticketing Features	ATG Search 9.0 ¹⁹	ATG Merchandising 9.0	ATG Campaign Optimizer 9.0	ATG Knowledge 9.0 ⁶	ATG Self Service 9.0 ⁶	ATG Commerce Service Center 9.0 ²²	ATG Outreach 9.0	ATG Customer Intelligence 9.0 ¹⁵	
Platform		N/A	N/A	ATG 9.0	ATG 9.0	ATG 9.0	ATG 9.0	ATG 9.0	ATG 9.0	ATG 9.0	ATG 9.0	
App Servers³	BEA WLS ^{11,21}	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	BEA WLS 10 MP1	N/A ¹²	
	JBoss ²⁰	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	JBoss 4.2.0 GA EAP	N/A ¹²	
	WAS ²²	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	WAS 6.1.0.13	N/A ¹²	
Operating Systems (OSes)	Solaris	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	
	Win2000 ²³	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	Win2000 SP4 Svr/Adv Svr	
	Win2003 ²³	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	Win2003 (Std and Ent)	
	RH Linux ²³	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1 ²⁴	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1	
	WinXP	WinXP (Dev only)	WinXP (Dev only)	x	WinXP (Dev only)	WinXP (Dev only)	WinXP (Dev only)	WinXP (Dev only)	WinXP (Dev only)	WinXP (Dev only)	WinXP (Dev only)	
IBM	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	AIX 5.3 ¹⁸	
Databases⁸	Oracle ⁹	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g ¹⁷	
	MS SQL ^{10,13}	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	MS SQL Server 2005 ¹³	
	IBM (DB2) ¹¹	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	
	Solid FlowEngine	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	x	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	Solid FlowEngine 3.7 (dev only)	x
	MySQL	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	MySQL 5.0.5 (dev only, JBoss only)	x
JDBC Driver¹⁴	Oracle	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)	Oracle thin JDBC 10.1.0.+ only for Oracle 9 (XA); Oracle thin and OCI 10.2.0.1+ for 10g (XA); Oracle thin and OCI 11.1.0.6.0+ for Oracle 11 (XA)
	MSSQL	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶	MS SQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA) ²⁶
	IBM (DB2) ¹¹	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM DB2 UDB Universal Driver Type 4 (XA)	IBM UDB 9.1 via 9.1 JDBC Type 2 Driver
	Solid	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	x	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	Solid 3.7: JDBC 2.0 driver (Solid)	x
	MySQL	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	MySQL Connector/J5.0.5	x
Hardware	x86, x86-64 ⁴	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	Intel or AMD (Win, Linux)	
	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	Sparc (Solaris)	
	pSeries/System p	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	pSeries/System p (AIX)	
Browsers	IE	NA ⁵	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	Internet Explorer 6.x, 7.x (Win)	
	Firefox	NA ⁵	Firefox 2.0.x (Win, Mac)	Firefox 2.0.x (Win, Mac)	Firefox 2.0.x (Win, Mac)	Firefox 2.0.x (Win)	Firefox 2.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 2.0.x (Win, Mac)	Firefox 2.0.x (Win)	Firefox 1.5 (Report viewing only)	
	Safari	NA ⁵	x	x	x	x	x	Safari 3.1	x	x	x	

JDK table for all apps ²⁵	Windows	Solaris	Red Hat Linux	AIX
JBoss	Sun JDK 1.5_14	Sun JDK 1.5_14	Sun JDK 1.5_14	x ¹⁸
BEA WLS	Sun JDK 1.5_14	Sun JDK 1.5_14	Sun JDK 1.5_14	x ¹⁸
IBM WAS	IBM 32-bit SDK for Windows, Java 2 Technology Edition, v5.0 SR6	IBM 64-bit SDK for Solaris, Java 2 Technology Edition, v5.0 SR6	IBM 64-bit SDK for Linux, Java 2 Technology Edition, v5.0 SR6	IBM 64-bit SDK for AIX, Java 2 Technology Edition, v5.0 SR6

Development plugins	All Platforms
Eclipse	2.1, 3.0, 3.1.1, 3.2, 3.3 (Beta)

Notes:¹This document reflects the best information available as of the date published. The information is subject to corrections.²CA 9.0 can deploy to a site running on ATG 9.0, ATG 2007.1p2, or ATG 2006.3p6.³ATG recommends use of an HTTP server supported by these supported application servers.⁴ATG apps are supported on 64-bit JVMs for production (except Windows). ATG supports 64-bit hardware and 64-bit OSes (except Windows). ATG supports the Win32 OS with a 32-bit JVM for production and Linux32 with a 32-bit JVM for development.⁵The ATG platform is a framework and can support any browser that applications built on top of it are designed to support.⁶ATG 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.⁷ATG Customer Intelligence uses JDBC drivers only to connect to the content store. It connects via the native driver (ODBC, OLE DB, etc.) to reporting databases.⁸Customers may run databases on any OS supported by the database vendor, except for mainframe OSes (including z/OS), which are not supported.⁹ATG supports both the standard and enterprise editions of Oracle.¹⁰ATG 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.¹¹ATG apps are not supported for IBM DB2 running on the BEA WebLogic appserver.¹²ATG Customer Intelligence runs on a separate server and comes bundled with the Tomcat appserver.¹³ATG apps are not supported for MSSQL running on the WAS appserver because of significant performance issues with that combination.¹⁴ATG apps require XA drivers except for the development-only databases.¹⁵ATG Customer Intelligence comes bundled with Cognos 8.2.¹⁶ATG does not support Oracle 11g for ATG Customer Intelligence because Cognos does not support it for 8.2.¹⁷WAS does not support Oracle 11g at this time for WAS 6.1.0.13.¹⁸ATG apps are supported on the IBM AIX OS only when running on the IBM WebSphere appserver.¹⁹ATG recommends installing ATG Search on dedicated hardware. A single ATG Search installation may include multiple search engines, each requiring a dedicated processor core.²⁰JBoss requires hotfix JBPAPP-366, which is available on the ATG download page.²¹BEA WLS requires a vendor patch (Patch ID = P3BR; Password = 32KQT6ZX) that is accessible through the Smart Update tool, which is included as part of the WebLogic Server install.²²CSC requires WAS hotfix PK60565, available at http://www-01.ibm.com/support/docview.wss?uid=swg24018270.²³ATG products have been tested and qualified for **development environments only** using VMWare ESX Server 3 (3.5.0 build 84374) and ESX Server 3i (3.5.0 build 82664). This qualification is for Windows 2000, Windows 2003, and RH Linux 5.1 only.²⁴ATG Search 9.0 on 32-bit RH Linux 5.1 is supported for development-only environments. ATG Search on 64-bit RH Linux 5.1 is supported for production environments.²⁵ACI 9.0 has an embedded JDK that is included as part of the product download.²⁶i-Net Merlia driver v7.04 (XA) is supported in ATG 9.0 p1 and higher.