

**Support for 3rd party environments¹**

ATG 9.1

		Platform					Applications					
		ATG 9.1 platform <i>(includes ACC, BCC, CA, and Commerce)²</i>	Ticketing Features	ATG Search 9.1 ³	ATG Merchandising 9.1	ATG Campaign Optimizer 9.1	ATG Knowledge 9.1 ⁴	ATG Self Service 9.1 ⁴	ATG Commerce Service Center 9.1	ATG Outreach 9.1	ATG Customer Intelligence 9.1 ⁵	
Platform		N/A	N/A	ATG 9.1	ATG 9.1	ATG 9.1	ATG 9.1	ATG 9.1	ATG 9.1	ATG 9.1	ATG 9.1	
App Servers ⁶	Oracle WebLogic (WLS) ^{7,8}	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	WLS 10 MP1	N/A ¹⁰	
	JBoss	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	JBoss EAP 4.2.0 CP05	N/A ¹⁰	
	IBM WebSphere (WAS) ⁹	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	WAS 6.1.0.21	N/A ¹⁰	
Operating Systems (OSes)	Solaris	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10 ¹²	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10	Solaris 9, 10 ⁵	
	Win2000 ¹¹	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 ⁵	
	Win2003 ¹¹	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent)	Win2003 SP2 (Std and Ent) ⁵	
	RH Linux ¹¹	RH Linux 5.1	RH Linux 5.1	RH Linux 5.1 ^{12,13}	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 ⁵	
	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) ⁵	
AIX ¹⁴	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3	AIX 5.3 ⁵		
Databases ¹⁵	Oracle (Std & Ent)	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	Oracle 9i, 10g, 10g RAC, 11g RAC, 11g	
	MSSQL ^{16,17}	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	MSSQL Server 2005 SP3	
	IBM (DB2) ⁷	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	DB2 v9	
	Solid FlowEngine ¹⁸	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)	x	
	MySQL	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	MySQL 5.1.32 (dev only, JBoss only)	x	
JDBC Driver ¹⁹	Oracle ²⁰	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)	Oracle 9i: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 10g: Oracle Thin & Oracle OCI JDBC 10.2.0.1(XA) Oracle 11g: Oracle Thin & Oracle OCI JDBC 11.1.0.6 (XA)
	MSSQL ²¹	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	MSSQL Server 2005 JDBC driver 1.2 (XA); i-Net Merlia driver v7.04 (XA)	
	IBM (DB2) ⁷	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	IBM DB2 UDB Universal Driver 3.7.73 (XA)	
	Solid	JDBC 2.0 driver	JDBC 2.0 driver	x	JDBC 2.0 driver	JDBC 2.0 driver	JDBC 2.0 driver	JDBC 2.0 driver	JDBC 2.0 driver	JDBC 2.0 driver	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	x	
	Hardware	x86, x86-64 ²³	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		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 ²⁴	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 ²⁴	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	Firefox 3.0.x (Win, Mac)	
	Safari	NA ²⁴	x	x	x	x	x	Safari 3.2	x	x	x	

JDK table for all apps ²⁵	Windows	Solaris	Red Hat Linux	AIX
JBoss	Sun 32-bit JDK 1.5_16	Sun 64-bit JDK 1.5_16	Sun 64-bit JDK 1.5_16	x ¹³
Oracle WLS	Sun 32-bit JDK 1.5_16	Sun 64-bit JDK 1.5_16	Sun 64-bit JDK 1.5_16	x ¹³
IBM WAS	IBM 32-bit SDK for Windows, Java 2 Technology Edition, v5.0 SR8	IBM 64-bit SDK for Solaris, Java 2 Technology Edition, v5.0 SR8	IBM 64-bit SDK for Linux, Java 2 Technology Edition, v5.0 SR8	IBM 64-bit SDK for AIX, Java 2 Technology Edition, v5.0 SR8

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.²ATG 9.1 platform can deploy to a site running on ATG 9.1, ATG 2007.1p3, or ATG 2006.3p6. Please note that the 9.1 release is the last release that will enable deployment to prior platform releases. In future releases, the platform will only deploy to sites running on the same version.³ATG recommends installing ATG Search on dedicated hardware. A single ATG Search installation may include multiple search engines, each requiring a dedicated processor core.⁴ATG Knowledge and Self Service require ATG Search, which is typically run on separate hardware. See the Supported Environments information for the matching Search version on this page.⁵ATG Customer Intelligence comes bundled with Cognos 8.4. Please check the Cognos website (<http://www-01.ibm.com/support/docview.wss?rs=3442&uid=swg27014428>) for a list of patches needed for Cognos 8.4.⁶ATG recommends use of an HTTP server supported by these supported application servers.⁷ATG apps are not supported for IBM DB2 running on the Oracle WebLogic appserver.⁸Oracle 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.⁹WAS 6.1.0.21 requires IBM fix ID 6.1.0.17-WS-WAS-IFPK78385.¹⁰ATG Customer Intelligence runs on a separate server and comes bundled with the Tomcat appserver.¹¹ATG 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.¹²Search support is limited to installations that have all Search functions (Search Administration, Search Indexing, and Search Answer Engine) on the same OS. With the 9.1 release, support will be provided to customers running the following multiple OS configuration: Search Admin on Solaris 10 and Search Indexing and Search Answer Engine on RH Linux 5.1. This is the only multiple-OS Search configuration that will be supported.¹³ATG Search 9.1 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.¹⁴ATG apps are supported on IBM AIX only when running on IBM WAS.¹⁵Customers may run databases on any OS supported by the database vendor except for mainframe OSes (including z/OS), which are not supported.¹⁶ATG 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. Please refer to the Search documentation for a complete list of languages supported by ATG Search.¹⁷ATG apps are not supported for MSSQL running on the WAS appserver because of significant performance issues with that combination.¹⁸The Solid database is not supported on WAS or WLS. Support is limited to JBoss only.¹⁹ATG apps require XA drivers except for the development-only databases (Solid and MySQL).²⁰Oracle OCI JDBC drivers are not supported for WLS. Support is limited to JBoss and WAS.²¹The MSSQL drivers are not supported for WAS. Support is limited to JBoss and WLS.²²ATG Customer Intelligence 9.1 uses JDBC drivers only to connect to the content store. It connects via the native driver (ODBC, OLE DB, etc.) to reporting databases.²³The ATG platforms and ATG applications 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.²⁴The ATG platform is a framework and can support any browser that applications built on top of it are designed to support.²⁵ATG Customer Intelligence 9.1 has an embedded JDK that is included as part of the product download.