



Infor Enterprise Marketing Suite

Omni-channel
Campaign Management 10.1
Platform Support Matrix

September 2015

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Introduction

Infor Omni-channel Campaign Management has a number of dependencies on other software components. This document contains a summary of all supported software components, version numbers, platforms, languages, and code pages. This document contains information regarding Infor Omni-channel Campaign Management (formerly Infor Outbound Marketing).

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Application Service Tier

Operating Systems

| Infor Campaign Management Version | Operating System | Version | Notes |
|-----------------------------------|------------------|---|--|
| 10.1 | Windows (x86-64) | Server 2012 Server 2012 R2 Server 2008 R2 | <ul style="list-style-type: none"> All Microsoft-supported Windows Server service packs are supported For all versions, 64 bit support only. |

Notes

- Infor strongly recommends staying current with the most recent supported Oracle patch level.
- Note that the Oracle/Sun UltraSPARC T1 processor has known limitations with floating point operations. Since the Campaign Management application uses floating point operations, servers using this processor are not recommended.
- Note that the Oracle/Sun UltraSPARC T2 processor has known limitations with single threaded processes. Since the Campaign Management application can use single threaded processes (particularly EpiChannel), servers using this processor are not recommended.

64-Bit Support for Application Server Tier

- Support for x86-64 refers to the Intel 64-bit extensions to the Xeon architecture (a.k.a. EM64T, AMD64)
- The Campaign Management application server is not supported in 32-bit mode.
- For SQL Server, Campaign Management 10.1 is available as a fully 64 bit application on 64 bit Windows machines with native support for 64 bit kernel.
- For Oracle, the application server, EpiChannel and the Scheduler are available as fully 64 bit applications on 64 bit Windows machines with native support for 64 bit kernel.

J2EE Application Server

IBM WebSphere

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---------|--|---|
| 10.1 | WebSphere | 8.5.5.0 | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems | <ul style="list-style-type: none"> Campaign Management requires Network Deployment Edition |

Oracle WebLogic

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|--------------|--|-------|
| 10.1 | WebLogic | 12c (12.1.2) | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems | |

JBoss Application Server

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---------|---|---|
| 10.1 | JBoss AS | 7.2.0 | <ul style="list-style-type: none"> Only Windows - see specific versions in Operating Systems section above | <ul style="list-style-type: none"> Also known as JBoss Enterprise Application Platform 6.1.0 |

Supported Java Versions

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|---|---------------------|--|-------|
| 10.1 | Any supported by Campaign Management Server supported application servers | Java 7 Update (60+) | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems | |
| | Any supported by Email Marketing | Java 7 Update (51+) | <ul style="list-style-type: none"> All Email Marketing supported operating systems | |

Notes

- The Java JDK must be installed if using Oracle WebLogic
- When using the Encrypt EML tag with key sizes greater than 128 bits the "Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files" must be installed. The extension for the Java version can be downloaded from Oracle (for Windows)

Web Server

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---------------|---|--|
| 10.1 | IIS | Bundled w/ OS | <ul style="list-style-type: none"> Only Windows - see specific versions in Operating Systems section above | |
| | Apache | 2.4 | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems except AIX | |
| | IBM Http Server | 8.5 | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems | <ul style="list-style-type: none"> On platforms other than AIX, corresponding IBM HTTP Server versions of Apache Web Server are supported for use with WebSphere only |

Notes

- With Campaign Management, heterogeneous application server and web server platforms are not supported.
- Email Marketing uses Embedded Apache Tomcat as a web service.

Supporting Software

Virtualization Software

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|-------------------------------|---|-------|
| 10.1 | VMware vSphere | ESXi 5.0 Update 2 ESXi 4.x | <ul style="list-style-type: none"> Windows | |

Notes

- Virtual machine software not listed above are not supported platforms. Infor does no formal testing for Campaign Management on virtual machines other than those listed above - supportability relies on the compatibility claims of the VM vendors themselves. Officially, customers deploying Campaign Management on virtual machines not listed above may be required to reproduce problems on non-virtual machines. Infor Development and Xtreme Support will treat and support a virtual installation as if it were a non-virtual installation. However, if there happens to be an issue with a virtual installation that is not reproducible on a non-virtual installation we would require that you engage the virtual machine vendor to solve any issues with their software.

Authentication and Authorization Services

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|---------------------------------------|---------|---|--|
| 10.1 | Microsoft NTLM Windows Authentication | N/A | <ul style="list-style-type: none"> Any supported by vendor | |
| | Microsoft Active Directory | N/A | <ul style="list-style-type: none"> Any supported by vendor | <ul style="list-style-type: none"> |
| | IBM Tivoli Directory Server | N/A | <ul style="list-style-type: none"> Any supported by vendor | <ul style="list-style-type: none"> Needs to be LDAP v3 compliant |
| | Oracle/Sun ONE Directory Server | N/A | <ul style="list-style-type: none"> Any supported by vendor | <ul style="list-style-type: none"> Needs to be LDAP v3 compliant |
| | OpenLDAP | 2.3.43 | <ul style="list-style-type: none"> Any supported by vendor | <ul style="list-style-type: none"> Please contact Support for an additional patch: Devdrop_100420_7x_10x_112071 |

External Single Sign-on Solutions

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|---------------------------|------------|---|-------|
| 10.1 | IBM Tivoli Access Manager | 5.1 | <ul style="list-style-type: none"> Any supported by vendor | |
| | Netegrity Siteminder | 5.0 6.0 | <ul style="list-style-type: none"> Any supported by vendor | |

Notes

- Campaign Management does not support accessing group membership information from SSO Server – direct access to backend authentication service is required.

Load Balancing Solutions

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|--------------------------------------|---------|---|-------|
| 10.1 | Any IP-based Load Balancing Solution | N/A | <ul style="list-style-type: none"> N/A | |

DNS Server – For Email Marketing

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---|---|---|
| 10.1 | Microsoft DNS | Bundled w/ OS | <ul style="list-style-type: none"> Only Windows - see specific versions in Operating Systems section above | <ul style="list-style-type: none"> Windows DNS Server cannot be multi-home (i.e. only one network interface card, with one IP address) |
| | BIND | 9.6.1-P1 9.2.3 9.2.0 8.2.3 8.2.2 P7 | <ul style="list-style-type: none"> All Campaign Management supported operating systems except Windows | |

Notes

- Multiple round-robin DNS Servers can be employed for greater reliability.

Database Tier

Oracle

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---------|--|--|
| 10.1 | Oracle 12c | 12.1 | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems | <ul style="list-style-type: none"> If integrating to Infor Interaction Advisor, support for this database is not currently available. |

Notes

- Infor strongly recommends staying current with the most recent supported Oracle patch level
- When connecting to a Windows application server, the 64 bit Oracle client is only supported for the application server, EpiChannel and the Scheduler on Windows.
- Except where explicitly stated, use the versions of the Oracle client, ODBC driver, and JDBC driver shipped with the supported Oracle Server version. The Oracle client includes Oracle JDBC and ODBC drivers.
- Oracle RAC is supported, however if there are any transactions or user interactions that are working against multiple nodes and one or more nodes fails before the transaction completes, those transactions or user interactions would have to be resubmitted
- For data export from Campaign Management to other Enterprise Marketing solutions, both must share a homogenous database server platform and version (e.g. both server platforms using Oracle 12.1 or both using SQL Server 2012).
- Campaign Management has only been tested with Oracle Enterprise Edition.

Microsoft SQL Server

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|---------|---|-------|
| 10.1 | MS SQL Server | 2012 | <ul style="list-style-type: none"> Only Windows - see specific versions in Operating Systems section above | |

Notes

- Use the version of the SQL Server client that ships with the SQL Server version being used.
- SQL Server Clustering is supported, however if there are any transactions or user interactions that are working against multiple nodes and one or more nodes fails before the transaction completes, those transactions or user interactions would have to be resubmitted
- For performance reasons the Bulk-Logged recovery model or Simple recovery model are recommended rather than Full recovery model
- For data export from Campaign Management to other Enterprise Marketing solutions, both must share a homogenous database server platform and version (e.g. both server platforms using Oracle 12.1 or both using SQL Server 2012).
- Later Service Packs are supported if stated by vendor to be backward compatible with the certified version.

External Data Access

For access to external data, Campaign Management supports a broader range of data sources than listed above. The list below, in addition to the detailed SQL Server and Oracle versions above, represents the complete catalog of data sources for use in accessing external data.

External Data Access (via EpiChannel)

Access to additional databases and database versions is also available through EpiChannel. This support is provided for the purpose of accessing external data only and is not applicable for EpiMart, EpiOp, or EpiMeta data stores.

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|------------------|-----------------|---|--|
| 10.1 | ODBC | N/A | <ul style="list-style-type: none"> Only Windows - see specific versions in Operating Systems section above | <ul style="list-style-type: none"> Any ODBC-compliant Windows database driver can be used to access data through EpiChannel |
| | ODBC | N/A | <ul style="list-style-type: none"> All Campaign Management Server supported operating systems except Windows | <ul style="list-style-type: none"> |
| | Hive | 0.11.0 0.9.0 | <ul style="list-style-type: none"> Windows 2012 Windows 2012 R2 Windows 2008 R2 | <ul style="list-style-type: none"> Hive should be installed on top of Hadoop versions 2.2.0 or 1.1.0 respectively Any ODBC-Compliant Hive driver can be used Support for Hive requires an additional solution published under KB# 1488203 |

Email Marketing

| Infor Email Marketing Version | Required Product | Version | Operating System | Notes |
|-------------------------------|----------------------------------|---------|---|---|
| 10.1 | JDBC Driver for desired database | N/A | <ul style="list-style-type: none"> All Campaign Management supported operating systems | Tested databases include: <ul style="list-style-type: none"> Derby 10.8.(2+) running in Embedded Network Mode within the Outgoing Service. Derby 10.8.(2+) running as an external database. MS SQL Server 2012 Oracle 12c |

Client Tier

Application Interfaces

Infor Campaign Management User Interface

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|-------------------|---------|---|-------|
| 10.1 | Internet Explorer | 11 | <ul style="list-style-type: none">Windows 7Windows 8.1 | |
| | Chrome | 43(+) | <ul style="list-style-type: none">Windows 7Windows 8.1 | |

Email Marketing Configuration Manager and Administration Manager User Interface

| Infor Campaign Management Version | Required Product | Version | Operating System | Notes |
|-----------------------------------|-------------------|---------|---|-------|
| 10.1 | Internet Explorer | 11 | <ul style="list-style-type: none">Windows 7Windows 8.1 | |
| | Firefox | 11(+) | <ul style="list-style-type: none">Windows 7Windows 8.1 | |
| | Safari | 5.1(+) | <ul style="list-style-type: none">Windows 7Windows 8.1 | |
| | Chrome | 43(+) | <ul style="list-style-type: none">Windows 7Windows 8.1 | |

Developer Tools

Admin Manager

| Infor Campaign Management Version | Operating System | Version | Notes |
|-----------------------------------|------------------|---|-------|
| 10.1 | Windows | <ul style="list-style-type: none">Server 2012Server 2012 R2Server 2008 R2Windows 7Windows 8.1 | |

Notes

- Machines that are running Admin Manager need to have Microsoft Internet Explorer 11 installed, even though Admin Manager never directly uses IE
- Admin Manager is supported as a 64 bit application for SQL Server.

Internationalization

Translated Product Availability

The table below lists end-user interface translation availability by language.

| Infor Campaign Management Application | English | German | French | Spanish | Dutch | Italian | Portuguese | Japanese | Simplified Chinese |
|---------------------------------------|---------|--------|--------|---------|-------|---------|------------|----------|--------------------|
| 10.1 | √ | * | * | * | * | * | * | * | * |

Legend

√ - Support expected on General Availability (GA) date

* - Support expected but will follow initial General Availability (GA) date

Locale Availability

Formatting of dates and numbers is controlled by selection of the appropriate locale for a given geographic region. The table below shows all pre-configured locale entries. Additional locales can be added using the Admin Manager.

| Operating System | Locale | Geographic Region |
|------------------|--------------|-------------------|
| Windows | da_DK | Denmark |
| | de_AT | Austria |
| | de_CH | Switzerland |
| | de_DE | Germany |
| | de_LU | Luxembourg |
| | el_GR | Greece |
| | en_CA | Canada |
| | en_GB | United Kingdom |
| | en_IE | Ireland |
| | en_US | United States |
| | es_ES | Spain |
| | fi_FI | Finland |
| | fr_BE | Belgium |
| | fr_CA | Canada |
| | fr_CH | Switzerland |
| | fr_FR | France |
| | fr_LU | Luxembourg |
| | it_CH | Switzerland |
| | it_IT | Italy |
| | ja_JP | Japan |
| | ko_KR | Korea |
| | nl_BE | Belgium |
| | nl_NL | Netherlands |
| | pt_BZ | Brazil |
| | pt_PT | Portugal |
| | sv_SE | Sweden |
| | tr_TR | Turkey |
| | zh_CN | China |
| | zh_TW | Taiwan |
| | ja_JP | Japan |
| | ja_JP | Japan |
| | no_NO | Norway |
| no_NO_NY | NY Norway | |
| en_ZA | South Africa | |

International Data Code Page Support

| Code Page & Supported Languages | Database | Source DB Code Page | EpiMart DB Code Page | Web Browser Encoding | |
|--|------------|---|---|----------------------|--|
| Western European Latin-1 Western European languages (see note for list) | Oracle | US7ASCII WE8ISO8859P1 WE8MSWIN1252 WE8ISO8859P9 UTF-8 AL32UTF8 | WE8ISO8859P1 WE8MSWIN1252 UTF-8 AL32UTF8 | Western European | |
| | SQL Server | CP1252 CP850 UCS-2 UTF-8 | CP1252 UCS-2 | | |
| | DB2 | 1252 850 UTF-8 | 1252 UTF-8 | | |
| Japanese Japanese and English languages | Oracle | UTF-8 Shift-JIS (JA16SJIS) EUC (JA16EUC) AL32UTF8 | UTF-8 Shift-JIS (JA16SJIS) AL32UTF8 | UTF-8 Shift-JIS | |
| | SQL Server | Shift-JIS (932) UCS-2 | Shift-JIS (932) UCS-2 | | |
| | DB2 | Shift-JIS (932) Shift-JIS (943) EUC (954) | AIX: Shift-JIS (932) Shift-JIS (943) EUC (954) UTF-8 | | |
| | | | Solaris:UTF-8 | | |
| HP-UX:UTF-8 | | | | | |
| Korean Korean Language | Oracle | KSC5601 UTF-8 AL32UTF8 | KSC5601 UTF-8 AL32UTF8 | Korean | |
| Unicode Multiple Language | Oracle | UTF-8 AL32UTF8 AL16UTF16 | UTF-8 AL32UTF8 | Unicode | |
| | SQL Server | UCS-2 | UCS-2 | | |
| | DB2 | UTF-8 | UTF-8 | | |

Notes

- Western European languages supported by Campaign Management with a Latin-1 code page: Albanian, Basque, Breton, Catalan, Danish, Dutch, English, Faeroese, Finnish, French, German, Greenlandic, Icelandic, Irish Gaelic, Italian, Latin, Luxembourgish, Norwegian, Portuguese, Rhaeto-Romanic, Scottish Gaelic, Spanish, Swedish
- For Campaign Management, the EpiMart, EpiMeta, EpiOp must all have the same code page.
- Campaign Management permits storage/retrieval of multi-language data including: 1) extraction of multi-language data, 2) browser display of multi-language data, 3) export of multi-language data in the List Manager & Campaign Manager
- Campaign Management applies the following restrictions for multilingual data:
 - Only those non-UTF-8 and non-UCS-2 source systems that have been previously certified by Campaign Management are supported.
 - Only languages supported by Microsoft Visual Basic are supported for metadata.
 - Filtering in the end-user interface is only supported on data from one of the above metadata-supported languages. Columns containing data in other languages are permitted for display only, not filtering, drill-down, or other activities.
 - Extraction SQL may use data values and constants (in WHERE clause, IN clauses, etc.) for filtering or otherwise manipulating source system data rows in one of the above metadata-certified languages only.
 - Entry of non-English metadata requires Admin Manager to be run on a version of Windows with the appropriate language pack for the language being entered.
 - Between entering different languages, users may need to log out of and log back into the Windows server on which Admin Manager resides.
 - For some Admin Manager data entry dialogs, the implementer may need to enter non-English values into relational tables and join to the table from Admin Manager.
 - Some spreadsheet programs may not support download of multi-language data.
 - Certain Unicode character ranges are not supported, as listed below, because they are not displayable in the browser using standard Unicode fonts. By convention Unicode characters are denoted by the prefix U+ followed by a hexadecimal code

| Unicode Range | Description |
|-----------------------|------------------------------------|
| U+2E80 through U+2EFF | CJK Radicals Supplement |
| U+3400 through U+4DB5 | CJK Unified Ideographs Extension A |

International Email Message Code Page Support

Email Marketing

The following email encodings are supported by Email Marketing Server release 10.1:

| | |
|-------------------------|-------------------------------|
| • US-ASCII (7 bit) | • Korean (EUC-KR) |
| • ISO-8859-1 (Latin 1) | • Traditional Chinese (Big5) |
| • ISO-8859-2 (Latin 2) | • Simplified Chinese (GB2312) |
| • ISO-8859-3 (Latin 3) | • Thai (MS874) |
| • ISO-8859-4 (Latin 4) | • Thai (TIS620) |
| • ISO-8859-5 (Cyrillic) | • Shift_JIS |
| • ISO-8859-6 (Arabic) | • CP936 |
| • ISO-8859-7 (Greek) | • CP949 |
| • ISO-8859-8 (Hebrew) | • CP950 |
| • ISO-8859-9 (Latin 5) | • Windows-1250 |
| • ISO-8859-15 (Latin 9) | • Windows-1251 |
| • JIS (ISO-2022-JP) | • Windows-1257 |
| • UTF-8 | |

Product Compatibility

With Infor Interaction Advisor

The table outlines the compatibility of Campaign Management and Interaction Advisor releases.

| Infor Campaign Management Release | Infor Interaction Advisor Release | Insight for Infor Interaction Advisor Release |
|-----------------------------------|-----------------------------------|---|
| 10.1 | 10.0.3.1 | 10.0.3 |

Notes

- For data export, both Campaign Management and Interaction Advisor must share a homogenous database server platform and version (e.g. both using SQL Server 2012).
- For Campaign Management data extraction, heterogeneous database platforms are supported.
- If integrating to Infor Interaction Advisor, support for Oracle 12c database is not currently available.

With Infor Email Marketing

The Email Marketing Client is installed along with the Campaign Management Server (and certified with a specific release of Campaign Management). The table below outlines the compatibility of Campaign Management Server and Email Marketing Server releases.

| Infor Campaign Management Release | Infor Email Marketing Release |
|-----------------------------------|-------------------------------|
| 10.1 | 10.1 |

Notes

- Campaign Management 10.1 is not compatible with older versions of Email Marketing.
- Email Marketing 10.1 is not compatible with older versions of Campaign Management.

Publication Information

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