

ORACLE USER PRODUCTIVITY KIT V3.5.1 TECHNICAL SPECIFICATIONS (WITH ENABLEMENT SERVICE PACK 3)

KEY FEATURES AND BENEFITS

DRIVE USER PRODUCTIVITY AND MITIGATE RISK.

FEATURES

- Single, synchronized authoring session for business process documents, test scripts, training manuals, simulations, performance support, and quick reference guides
- Multiple learning methods: viewing simulations, practice simulations, and knowledge tests
- In-application performance support
- Content workflow and management including check-in and checkout, versioning, rollbacks, and status updates
- SmartMatch context sensitive help for generic content
- Multilanguage translation

BENEFITS

- Maximize ROI on enterprise applications by training users quickly and keeping support documents current
- Reduce the costs associated with multilanguage software implementations
- Mitigate compliance risk by ensuring users consistently follow process steps
- Manage knowledge by delivering training within the application itself
- Record training simulations in a way that mirrors how users complete tasks
- Reduce training, documentation, and ongoing help desk costs
- Accelerate training development
- Reduce performance support costs with context sensitive help for generic content

Oracle User Productivity Kit is a collaborative content development platform that allows enterprises to drive user productivity and mitigate risk throughout all phases of the software ownership lifecycle. This document provides the minimum system requirements for various Oracle User Productivity Kit components. Your organization might be implementing some or all of these components, so refer to the sections that are applicable to you.

Multiuser Install

The content authors who create training content use the Oracle User Productivity Kit development tool. This section outlines the technical requirements for a multiuser installation. In a multiuser installation, the core Oracle User Productivity Kit development tool files are installed on a central server for content sharing, and a client version of the Oracle User Productivity Kit development tool is installed locally on the content author's workstation.

Server Requirements for a Multiuser Install

Hardware	
Processor	1GHz or greater
System memory	1GB or greater
Physical storage	380MB for program files
Network connection	100Mb connection capable of communicating via HTTP(S) and TCP/IP
Software	
Operating system	Microsoft Windows 2003 Server 32-bit (SP1 or SP2), 2003 Server 64-bit (SP1 or SP2), or 2008 Server 32-bit (RTM, SP1 or SP2) or 64-bit (RTM, SP1, or SP2)
Internet server	Microsoft Internet Information Server 6.0 or 7.0
Software framework	Microsoft .NET Framework 2.0 or 3.0
Miscellaneous	Citrix environments supported
Database	
Database	Oracle Database v9.2.0.8, v10.1, v10.2 or v11.1 -- OR-- Microsoft SQL Server 2005 (SP2 or SP3) or SQL Server 2008 RTM
Physical storage	200MB for Oracle or 625MB for Microsoft SQL for initial installation; additional storage possibly required depending on amount of content created

Client Requirements for a Multiuser Install	
Hardware	
Processor	1GHz or greater
System memory	1GB or greater
Physical storage	980MB (380MB for program files; 600MB for locally stored content)
DPI setting	95 DPI Fonts
Network connection	Broadband (DSL or faster) connection capable of communicating via HTTP(S) and TCP/IP
Software	
Operating system	Microsoft Windows XP Professional 32-bit (SP2 or SP3) or 64-bit (SP2 or SP3), or Windows Vista 32-bit (RTM, SP1, or SP2) or Vista 64-bit (RTM, SP1, or SP2), or Windows Vista N 32-bit or 64-bit
Browser	Microsoft Internet Explorer 6.0 (SP2) ,7.0, or 8.0
Software framework	Microsoft .NET Framework 2.0 or 3.0
Word processing software	Microsoft Word XP Pro (SP3), 2003 Pro (SP3), or 2007 (RTM, SP1 or SP2) for document outputs (includes PDF format)
Other required applications	<ul style="list-style-type: none"> • Microsoft Word 2007 or Word 2003 or XP with the “Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats” is required to publish and/or edit document styles or player styles using “Print It!” mode. • Microsoft Word 2007 ‘Microsoft Save As PDF’ add-in is required to publish directly to .pdf • Adobe Acrobat 7 or 8 or 9 Standard or Professional is required to create PDF documents with Microsoft Word 2003 or earlier • Microsoft Windows Media Player 6.4, 7.1, 9, 10, or 11 is required for sound playback • HP Test Director 9.0 or 9.2 and HP Quality Center Microsoft Excel Add-on for Quality Center 9.0 or 9.2 are required to create HP Quality Center documents • Microsoft Excel 2007 or Excel 2003 or XP with the “Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats” is required to view and/or export UPK-generated HP Quality Center documents into HP Quality Center. Excel is not required to generate the documents.
Miscellaneous	Citrix environments supported

Single User Install

The Oracle User Productivity Kit development tool is installed for use by content authors who will be creating training content. This section outlines the system requirements for a single user installation. In a single user installation, the core Oracle User Productivity Kit development tool files are installed locally on the content author's workstation.

Technical Requirements for a Single User Install	
Hardware	
Processor	1GHz or greater
System memory	1GB or greater
Physical storage	1.085GB of physical storage (485MB for program files; 600MB for content); additional physical storage possibly required depending the amount of content created
DPI setting	95 DPI Fonts
Software	
Operating system	Microsoft Windows XP Professional 32-bit (SP2 or SP3) or 64-bit (SP2 or SP3), or Windows Vista 32-bit (RTM, SP1, or SP2) or Vista 64-bit (RTM, SP1, or SP2), or Windows Vista N 32-bit or 64-bit
Browser	Microsoft Internet Explorer 6.0 (SP2), 7.0, or 8.0
Software framework	Microsoft .NET Framework 2.0 or 3.0
Word processing software	Microsoft Word XP Pro (SP3), 2003 Pro (SP3), or 2007 (RTM, SP1 or SP2) for document outputs (includes PDF format)
Other required applications	<ul style="list-style-type: none"> Microsoft Word 2007 or Word 2003 or XP with "Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats" is required to publish and/or edit document styles or player styles using "Print It!" mode. Microsoft Word 2007 'Microsoft Save As PDF' add-in is required to publish directly to .pdf Adobe Acrobat 7, 8 or 9 Standard or Professional is required to create PDF documents with Microsoft Word 2003 or earlier Microsoft Windows Media Player 6.4, 7.1, 9, 10, or 11 is required for sound playback HP Test Director 9.0 or 9.2 and HP Quality Center Microsoft Excel Add-on for Quality Center 9.0 or 9.2 are required for HP Quality Center documents Microsoft Excel 2007 or Excel 2003 or XP with the "Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats" is required to view and/or export UPK-generated HP Quality Center documents into HP Quality Center. Excel is not required to generate the documents.

Content Publication

This section discusses the system requirements for published output from Oracle User Productivity Kit—that is, the content that end users will view and use. After recording Oracle User Productivity Kit content using Oracle User Productivity Kit developer tools, content authors will publish the content to one or more different published outputs. There are three types of published outputs discussed in this document: player, learning management system (LMS), and HTML Web site.

Server Requirements for Player, LMS Package, and HTML Web Site	
Hardware	
Processor	1GHz or greater
System memory	1GB or greater
Physical storage	Between 500MB and 4GB of physical storage adequate for most implementations
Network connection	Network connection capable of communicating via HTTP(S) and TCP/IP
Software	
Operating system	Any
Web server	Any
LMS package	Compliant with AICC 3.5, SCORM 1.2, or SCORM 2004

End-User Requirements for Player, LMS Package, and HTML Web Site	
Browser	Operating System
Microsoft Internet Explorer 6.0, 7.0, or 8.0	Microsoft Windows 2000 SP4, Microsoft Windows XP Professional 32-bit (SP2 or SP3) or 64-bit (SP2 or SP3), or Windows Vista 32-bit (RTM, SP1, or SP2) or Vista 64-bit (RTM, SP1, or SP2), or Windows Vista N 32-bit or 64-bit
Firefox 2.0, 3.0, or 3.5	<ul style="list-style-type: none"> • Microsoft Windows 2000 SP4, Microsoft Windows XP Professional 32-bit (SP2 or SP3) or 64-bit (SP2 or SP3), or Windows Vista 32-bit (RTM, SP1, or SP2) or Vista 64-bit (RTM, SP1, or SP2), or Windows Vista N 32-bit or 64-bit • Macintosh OS X 10.2.x or later • Modern Linux distribution • Note: Do It! mode is not supported with Firefox

Usage Tracking Component

Oracle User Productivity Kit includes a usage tracking component that can be used to track end-user progress through the published training content. Usage tracking is included on the Oracle User Productivity Kit development tool CD. It is an optional

component and is not required to create or deploy Oracle User Productivity Kit content. This section discusses the requirements for implementing the optional usage tracking component.

Server Requirements for a Usage Tracking Install	
Hardware	
System memory	1GB or greater
Physical storage	Between 500MB and 4GB of physical storage adequate for most implementations
Network connection	Network connection capable of communicating via HTTP(S) and TCP/IP
Software	
Operating system	Microsoft Windows 2003 Server 32-bit (SP1 or SP2), 2003 Server 64-bit (SP1 or SP2), or 2008 Server 32-bit (RTM, SP1 or SP2) or 64-bit (RTM, SP1, or SP2)
Browser	Microsoft Internet Explorer 6.0 (SP2), 7.0, or 8.0
Internet server	Microsoft Internet Information Server 6.0 or 7.0
Software framework	Microsoft .NET Framework 2.0 or 3.0
Database	
Database	Oracle Database v9.2.0.8, v10.1, v10.2 or v11.1 -- OR-- Microsoft SQL Server 2005 (SP2 or SP3) or SQL Server 2008 RTM

Target Applications: Comprehensive Enterprise Application Support

Oracle User Productivity Kit provides both enhanced object recognition & context-sensitive deployment and is explicitly supported for the following applications/versions. Enhanced recording features are available for application vendor validated versions of Internet Explorer, context-sensitivity is supported for content developed and deployed from the same application version. Contact Oracle Technical Support for a full and current list of supported releases and patches.

Oracle Applications

Oracle E-Business Suite	
Application Version	JInitiator Version
11.5.10.x	Latest version verified: 1.1.8.25 and 1.3.1.30
12.1.1 (R12)	Does not require Oracle JInitiator
Other Requirements	
<ul style="list-style-type: none"> Oracle custom library-related changes must be made to the Oracle E-Business Suite server prior to recording content, if context-sensitive content is desired. Not all Oracle E-Business Suite applications have a configurable help menu to integrate context-sensitive content. PLL files now support both SPECIALX and MENUX slots 	

Oracle's PeopleSoft Enterprise	
Application Version	PeopleTools Version
8.8	Latest version verified: 8.46
8.9	Latest version verified: 8.49
9.0	Latest version verified: 8.50
9.1	Latest version verified: 8.50

Oracle's JD Edwards EnterpriseOne	
Application Version	PeopleTools Version
8.11 SP1	Latest version verified: 8.95
8.12	Latest version verified: 8.97
9.0	Latest version verified: 8.98.01

Oracle's JD Edwards World	
Application Version	Client Verified
A9.1/A9.2 Web Enablement MP5	Seagull LegaSuite GUI 4.1C10

Oracle's Agile PLM	
Oracle Agile PLM 9.3	
Additional Details	
<ul style="list-style-type: none"> Context-sensitive deployment with Oracle Agile PLM is supported with SmartHelp add-in for browsers 	

Oracle's Siebel CRM (On Premise)	
Application Version	Tools Version
Siebel 7.7	Latest version verified: 7.7.2.11
Siebel 7.8	Latest version verified: 7.8.2.13
Siebel 8.0	Latest version verified: 8.0.0.8
Siebel 8.1.1	Latest version verified: 8.1.1.1
Additional Details	
<ul style="list-style-type: none"> Siebel Analytics is supported for recording with object recognition; integrated context-sensitive help is not offered Siebel help menu integration deployment requires an ActiveX control that will be automatically configured and installed when the content is accessed. 	

Oracle's Siebel CRM (On Demand)	
Application Version	Tools Version
Release 17	Latest version verified: Web: 000740,1.10.0.1079.0.01

Oracle's Hyperion Enterprise Performance Management	
Application Version	
11.1.1.1 Web-based applications	
11.1.1.2 Web-based applications	
Additional Details	
<ul style="list-style-type: none"> Context-sensitive deployment with Oracle Hyperion Performance Management is supported with SmartHelp add-in for browsers ExactMatch context and enhanced object recognition are supported for Hyperion Performance Scorecard, Hyperion Capital Asset Planning, Hyperion Workforce Planning, Hyperion Profitability and Cost Management, and Hyperion Reporting and Analysis. Strategic Finance, Financial Data Quality Management, Integrated Operational Planning, and Oracle Crystal Ball Enterprise Performance Management are not supported 	

Oracle Transportation Management	
Application Version	
OTM 6.0	
Additional Details	
<ul style="list-style-type: none"> Context-sensitive deployment with Oracle Transportation Management is supported with SmartHelp add-in for browsers 	

SAP Applications

SAP GUI for Windows	
Application Version	Patch
6.20	Latest patch verified: 77
7.10	Latest patch verified: 15
Additional Detail	
<ul style="list-style-type: none"> Enhanced Object Recognition & context-sensitive deployment of content is available for application modules using the SAP GUI. Context-sensitivity is based on SAP Program Name, Transaction Code, and Screen Number 	

SAP GUI for HTML (WebGUI)	
Application Version	Minimum Support Package Levels
6.20	For external ITS 6.20, patch level 22
6.40	For integrated ITS 6.40, SP19 and kernel patch 124
7.10	For integrated ITS 7.00, SP10 and kernel patch 59
Additional Detail	
<ul style="list-style-type: none"> WebGUI Context-sensitivity is based on SAP Program Name & Transaction Code 	

SAP NetWeaver Enterprise Portal	
Object recognition	Oracle User Productivity Kit provides enhanced object recognition in the SAP NetWeaver Portal for a wide variety of user-interface technologies; some of this support includes HTML, Sun Java, SAP GUI for Windows, SAP GUI for HTML (WebGUI), Web Dynpro, HTMLB, BSP, and Accessibility-enabled Flash components.
Context recognition	For portal-embedded applications the context is captured to the page-level iView and, if available, the guided procedure step. The same context recognition is available for SAP GUI for Windows and SAP GUI for HTML, whether the GUI is embedded inside the portal or not.
Help menu integration	Help menu integration is also offered for SAP NetWeaver Portal using its help link. Note: With portal-embedded SAP GUI for Windows, context-sensitive help is available using a SAP GUI help menu option.
Cross-domain requirements	There are additional “cross-domain” related requirements for context-sensitive deployment with the portal that are detailed in the ‘UPK SAP Help Menu Integration Guide’.
Additional Details	
<ul style="list-style-type: none"> When recorded and deployed with SAP GUI for Windows or SAP GUI for HTML, context-sensitive help is supported for SAP Business Suite applications, including SAP Enterprise Resource Planning, SAP Business Intelligence, SAP Customer Relationship Management, SAP Supplier Relationship Management, and SAP Solution Manager. Segmented delivery of context-sensitive help is available to support multiple organizations, audiences, or user groups The low-speed connection setting for SAP GUI must be turned off during recording and can be turned on during playback 	

Microsoft Applications

Microsoft Dynamics CRM	
Application	Version Verified
Microsoft Dynamics CRM (Web Interface) 3.0	3.0.5300.0
Microsoft Dynamics CRM (Web Interface) 4.0	4.0.7333.3
Additional Detail	
<ul style="list-style-type: none"> UPK SmartHelp add-in for browsers is not available with version 3.0 	
Microsoft Active Accessibility	
Windows operating system	Windows XP, Windows Vista
Microsoft Office suite	Office XP, Office 2003, and Office 2007
Additional Details	
<ul style="list-style-type: none"> Integrated context-sensitive help is not offered. Many other Windows applications that support Active Accessibility will 	

RELATED PRODUCTS

Pre-delivered application-specific content is available to jump-start any implementation or upgrade for the following enterprise software applications:

- Oracle's PeopleSoft Enterprise
- Oracle's JD Edwards EnterpriseOne & JD Edwards World
- Oracle E-Business Suite
- Oracle's Agile PLM
- Oracle's Demantra
- Oracle's Siebel CRM

A full list of available content titles can be found online at oracle.com/applications/tutor/upk_collateral.html.

Oracle User Productivity Kit Professional is the leading solution for creating, deploying, and accessing content for major enterprise application deployments. It comprises the following:

- Oracle User Productivity Kit
- Oracle User Productivity Kit Professional's Knowledge Pathways designer, manager, and player modules

Oracle Tutor creates, customizes, and maintains process documentation for enterprise applications.

benefit from enhanced object recognition during recording.
<ul style="list-style-type: none"> • Active Accessibility enabled Flash/Flex applications and Browser embedded components benefit from enhanced object-recognition during recording

Browser-based HTML Applications	
Recording with enhanced object recognition	
Internet Explorer 6.0, 7.0, and 8.0	
Deployment with SmartMatch context-sensitivity (using SmartHelp add-in for Browsers)	
Internet Explorer 6.0, 7.0, & 8.0	
Mozilla Firefox 2.0, 3.0, and 3.5	

Sun Java Technology Platform

Sun Java Runtime (JRE)	
Enhanced object recognition for applications using JRE	
Version	Latest Version Verified
JRE 1.4.2 and later	JRE 1.6.0_16
Additional Details	
<ul style="list-style-type: none"> • Applications built with Java technology are supported for recording with object recognition; integrated context-sensitive help is not offered. • SWING and abstract windowing toolkit (AWT) component implementations for Sun Java are supported. 	

Contact Us

For more information about Oracle User Productivity Kit, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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