



UPK Target Applications Technical Specifications

Version 12.1.0.5

August 2019

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Comprehensive Enterprise Application Support

Oracle User Productivity Kit is a collaborative content development platform that maximizes the return on investment from enterprise applications by improving end-user proficiency, ensuring change management, and achieving organizational readiness. Contact Oracle Support for the latest list of supported releases and patches. Oracle User Productivity Kit only supports application releases and patches that are actively supported by the application vendor. Therefore any application releases and or patches listed in this document that are no longer supported by the application vendor are also no longer supported for use with Oracle User Productivity Kit.

Oracle User Productivity Kit provides enhanced object recognition and context-sensitive support for the following Enterprise Applications' clients. In some cases, in-application support is provided with help integration with the application. For some applications the SmartHelp browser add-on may be necessary. For additional details please see the In-Application Support guide.

Oracle Agile	
Application	Versions Supported
Customer Needs Management	1.0, 1.1, 1.2
Agile Product Lifecycle Management	9.3.3, 9.3.2, 9.3.1, 9.3.0, 9.3.0.2

Oracle CRM On Demand	
Latest Version Verified	
Release 29	

Oracle E-Business Suite	
Release	Versions Supported
R12	12.2.x, 12.1.x

Oracle Enterprise Performance Management (Hyperion)	
Versions Supported	
11.1.1.3, 11.1.2.1, 11.1.2.2, 11.1.2.3	

Oracle Fusion Applications	
Versions Supported	
11 g (Release 7 or later)	

Oracle JD Edwards EnterpriseOne

Release	JDE Tools Version
9.2	Latest version verified: 9.2
9.1	Latest version verified: 9.1.5
9.0	Latest version verified: 9.1

Oracle JD Edwards World

Release	Clients Verified
A9.2/A9.3 Web Enablement MP5	LegaSuite GUI 6.0C6, 6.0C5, 6.0C2, 4.1C10 and 4.1C14

Oracle PeopleSoft

Release	PeopleTools Version
9.2	Latest Version verified 8.55
9.1	Latest version verified: 8.53

Oracle Primavera

Application	Versions Supported
Primavera Prime	14.2
Primavera P6 Enterprise Project Portfolio Management	8.1, 8.2
Primavera Contract Management	14.0
Primavera Portfolio Management	9.0 sp1
Primavera Unifier	9.12.0
Primavera P6 versions 8.3 and 8.4 and Primavera Prime version after 14.2 do not implement the UPK specification correctly, so no context can be recorded.	

Oracle Siebel CRM (On Premise)

Release	Latest Patch Verified
8.2	IP2016
8.1	8.1.1.14

Oracle Transportation Management

Supported Versions

6.2, 6.3, 6.3.1, 6.4, 6.4.1

SAP GUI for Windows

Release	Patches Supported
7.40	15, 16
7.50	2, 3,4, 9

Recording and In-Application Support

Recording

- Recording with object recognition and automatic context capture is supported for the following:
 - Microsoft Internet Explorer for Windows version 11
 - Microsoft Edge - Windows 10 introduced new security enhancements which prevent UPK recording with Edge
 - Mozilla Firefox for Windows version 60.6.1 (ESR)
 - Latest Oracle JRE version tested for object recognition: 8 update 151 and 9 update 1
- Recording with context capture is supported for applications configured using [Oracle UPK's In-Application Support Software Development Kit \(SDK\)](#)

In-Application Support

Help Integration for In-Application Support with Target Applications and applications configured using Oracle UPK's In-Application Support Software Development Kit (SDK) is supported for the following:

- Microsoft Internet Explorer for Windows version 11
- Microsoft Edge
- Mozilla Firefox for Windows version 52 (ESR) and the latest non-ESR release
- Google Chrome for Windows version 63

SmartHelp is supported for the following:

- Microsoft Internet Explorer for Windows version 11
- Mozilla Firefox for Windows stops supporting the technologies SmartHelp was built upon so the latest Firefox version supported by SmartHelp is 47.

Please see the UPK Technical Specifications for supported operating systems and browser combinations.

Contact Us

For more information about Oracle User Productivity Kit, please visit <http://www.oracle.com/us/products/applications/user-productivity-kit/> or call +1.800.ORACLE1 to speak to an Oracle representative.

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