

Lifetime Support Summary for PeopleSoft Releases (Doc ID 1348959.1)

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APPLIES TO:

PeopleSoft Enterprise PT PeopleTools - Version 8.1 and later
Information in this document applies to any platform.

PURPOSE

This document intends to clarify the lifetime support policy as it relates to PeopleSoft application releases and PeopleTools releases.

SCOPE

This summary is useful to anyone planning for upgrade and maintenance of a PeopleSoft release. The information summarized here is as current as possible with the source documents, but in case of any disagreement, the source documents listed below contain the most recent, and official information.

[Lifetime Support Summary for PeopleSoft Releases](#)
[Oracle PeopleTools Support Policies](#)

DETAILS

September 30, 2011. With Oracle Support, you know with certainty how long your Oracle products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle products and consists of three support stages: Premier Support, Extended Support, and Sustaining Support. It delivers maximum value by providing you with rights to major product releases so you can take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard support period for Oracle Technology and Oracle Applications products. You can extend support with our Extended Support for specific releases or receive indefinite technical support with Sustaining Support. Once an application release enters Sustaining Support (following any Extended Support period offered), it will remain supported with the current PeopleTools level at that time. Newer PeopleTools releases will not be tested with application releases in Sustaining Support.

PeopleTools Considerations for PeopleSoft Applications on Sustaining Support

Important! Must Read:

PeopleSoft Application releases can be run on the PeopleTools version that the application initially shipped with, up through and including the latest available PeopleTools release. Oracle recommends using the latest available PeopleTools release. New PeopleTools releases provide current technical capabilities, the latest available security improvements, as well as certified interoperability with current third party components such as the database and operating system.

Impact to Patches and Updates

New PeopleTools releases are not tested with application releases on Sustaining Support, however we expect PeopleTools releases to be largely backward compatible. If an issue is found within the PeopleTools version itself and can be replicated with a current application release (one that is on Premier or Extended support), PeopleSoft will resolve the problem according to the PeopleTools support policy. If the issue is exclusive to the older application release, a new fix will not be delivered since the application is on Sustaining Support.

It is also important to note that newer PeopleTools versions may no longer support, certify, or include third parties or other technologies that you may currently be using. As with any PeopleTools upgrade, you should consult Certify, Release Notes, and the Tech Notes page, and conduct thorough testing.

Impact to Application Upgrades

Application upgrade scripts are certified on a specific combination of Application and PeopleTools versions. The table below outlines the last certified PeopleTools release for upgrade paths from applications that are now on Sustaining Support.

Customers that have upgraded beyond the last certified PeopleTools release will encounter upgrade issues. In that event, you will need to (1) upgrade to the latest available PeopleTools release and (2) use the corresponding Upgrade Editing Instructions document to modify the application upgrade templates to work with the latest PeopleTools release. You will be responsible for resolving any issues encountered during the upgrade. The [Oracle Upgrade Lab](#) has services available to assist you with the upgrade, if desired.

Upgrade Editing Instructions

[Editing Instructions for 8.51 Templates.doc](#)

Use for Upgrade Paths	Last Certified PeopleTools Release
Customer Relationship Management 8.4 to 9.0 MP5	8.51
Customer Relationship Management 8.8 to 9.1	8.51
Enterprise Learning Management 8.81 to 9.1	8.51
Enterprise Performance Management 8.8 to 9.1	8.51
Financials & Supply Chain Management 8.4 to 9.0 MP5	8.51
Human Capital Management 8.8 to 9.1 FP 2010	8.51
Portal Solutions 8.4 to 9.0	8.51
Portal Solutions 8.8 to 9.1	8.51

[Editing Instructions for 8.52 Templates.doc](#)

Use for Upgrade Paths	Last Certified PeopleTools Release
Campus Solutions 8.9 to 9.0	8.52
Customer Relationship Management 8.9 to 9.1	8.52
Enterprise Performance Management 8.9 to 9.1	8.52
Financials & Supply Chain Management 8.8 to 9.1 FP2	8.52
Human Capital Management 8.9 to 9.1 FP2	8.52
Portal Solutions 8.9 to 9.1 FP1	8.52

[Editing Instructions for 8.53 Templates.doc](#)

Use for Upgrade Paths	Last Certified PeopleTools Release
Financials & Supply Chain Management 8.9 to 9.2	8.53
Financials & Supply Chain Management for Argentina 8.9 to 9.1	8.53
Financials & Supply Chain Management for Brazil 8.9 to 9.1	8.53

PeopleTools Support Policy

The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

[Oracle Software Technical Support Policies](#) (PDF)

PeopleTools Release	General Availability Date	General Patches and Platform Certifications Delivered Through (12 Months After GA of Next Release)	Date CPUs Delivered Through (24 Months After GA of Next Release)
PT8.51	September 10, 2010	October 28, 2012	October 28, 2013
PT8.52	October 28, 2011	February 1, 2014	February 1, 2015
PT8.53	February 1, 2013	July 11, 2015	July 11, 2016
PT8.54	July 11, 2014	TBD – Based on GA of Next Release	TBD – Based on GA of Next Release

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PeopleTools Replacement Media

Should the need arise due to extraordinary circumstances, customers may place replacement media requests through Oracle Support. Oracle will honor the request for replacement media when able to do so. For the PeopleTools 8.4x code line (which progresses to, and includes 8.5x as well), media for PeopleTools 8.49 and above are obtainable; replacement media for prior releases (including PeopleTools 8.40 to 8.48) is no longer available.

Target PeopleTools Releases for “Continuous Delivery” PeopleSoft Applications

A small number of PeopleSoft applications follow a release model of “continuous delivery”. With this release model, Oracle will periodically provide maintenance and enhancements throughout the year rather than maintenance followed by a new “major” release every few years. PeopleSoft Campus Solutions and PeopleSoft Applications Portal are two products that follow this model.

These applications need to establish a point in time to start delivering enhancements to customers that take advantage of features in newer PeopleTools releases. The PeopleTools adoption policy for these applications is designed to provide reasonable options for customers to stay current on PeopleTools while adopting newer PeopleTools features. The basic policy is as follows:

Campus Solutions and Applications Portal customers must upgrade to a target (or newer) PeopleTools release no later than 24 months after the target PeopleTools release becomes generally available.

For example, PeopleTools 8.51 was released in September, 2010. Therefore, customers who use the continuous release Campus Solutions or Applications Portal will be required to upgrade to PeopleTools 8.51 (or newer, such as PeopleTools 8.52) no later than September, 2012, which is 24 months after the original release date of PeopleTools 8.51. At that date, PeopleTools 8.51 will no longer be "certified" for use with Campus Solutions or Applications Portal.

This policy defines the "Target PeopleTools Release" supported for the continuous delivery applications. These applications will not have a "Maximum PeopleTools Release".

The Certifications tab on My Oracle Support will always identify the "Target PeopleTools Release" for continuous delivery application.

For more information on Campus Solutions, please see [PeopleTools Adoption Policy for Campus Solutions 9.0](#).

For more information on the PeopleSoft Delivery Model, please see this My Oracle Support document, [ID 1401770.1](#)

Additional Information for Product Lines exclusively on Continuous Delivery

For the PeopleSoft application releases that have moved to Continuous Delivery exclusively (no major new releases in development at this time), the support dates will be evaluated for extension on a yearly basis. However, there may be individual products that Oracle will not extend support for, beyond the already committed dates. In these cases, the individual products will be noted in the PeopleSoft Continuous Delivery Exceptions Table in the Lifetime Support Policy datasheet, and we will support these products through the last committed support dates, as documented.

What this means:

- If you use products that are on Continuous Delivery exclusively, be sure to consult the Exceptions Table in the Lifetime Support Policy datasheet.
- If a product you are using is listed on the Exceptions Table, we will support that product in accordance with the dates shown. Note that the support dates in the Applications Releases Table do NOT apply to these product exceptions. The dates in the Exceptions Table supercede the dates in the Applications Releases table for these product exceptions only.
- If you are using products that are not listed on the Exceptions Table, then the support dates in Applications Releases table apply.

For the purpose of clarity, the following EPM 9.1 products have been extended for an additional year of premier support, as of April 2013.

- PeopleSoft Campus Solutions Warehouse

- PeopleSoft CRM Warehouse
- PeopleSoft Financial s Warehouse
- PeopleSoft HCM Warehouse
- PeopleSoft Performance Management Warehouse
- PeopleSoft Planning and Budgeting
- PeopleSoft Supply Chain Warehouse

If you do not see an EPM product listed here, see the Continuous Delivery Exceptions Table in the Lifetime Support Policy datasheet.

PeopleSoft Update Manager (PUM) and Technical Support

The introduction of PeopleSoft Update Manager does not change Oracle's standard policies as it relates to providing technical support for PeopleSoft applications. This section provides confirmation and / or clarification on frequently asked questions relating to technical support for PUM-enabled applications:

- Regardless of whether the release is PUM-enabled or uses PeopleSoft's classic patching methods (bundles, maintenance packs, etc.), all suspected bugs need to be replicated on a fully-patched, current PeopleSoft instance before reporting the issue to Oracle Support. If desired, the demo images provided in conjunction with each patching image can be used for issue replication. For more information on the various virtual machine images available, see [Oracle's PeopleSoft Virtualization Products](#).
- As with prior releases, we will continue to provide technical support to customers that are current on tax and regulatory updates for affected products (for example, Human Resources, Payroll for North America, Global Payroll, Financials Tax functionality), independent of getting current on all other maintenance.
- PeopleSoft Update Manager tools and utilities enable customers to apply patches selectively (i.e. choosing specific fixes), making every effort to ensure the accuracy of requisites. The set of fixes included in a change package through PUM is unique to each customer and will be a combination that Oracle may not have tested. Customers must conduct thorough testing in the process of patching PeopleSoft environments. For more information on PUM, see the Getting Started with PeopleSoft Update Manager guide, available along with other materials on the [PeopleSoft Update Manager Home Page](#).
- PeopleSoft Update Manager tools and utilities are available with PeopleTools 8.53 or higher.
- PeopleSoft Update Manager tools and utilities are only supported for use with application releases that have formally announced that they have moved to PeopleSoft Update Manager. PUM-enabled application releases will need to be running on PeopleTools 8.53 or higher. See the [Certifications tab of My Oracle Support](#) for the supported PeopleTools release for the respective Application release. See the [PeopleSoft Update Manager Home Page](#) for the list of application releases that are now using PeopleSoft Update Manager.
- PeopleSoft Update Manager will identify and enforce specific PeopleTools patch level prerequisites for application bugs or enhancements. However, PeopleSoft Update Manager is not being used for the delivery of PeopleTools maintenance and patches. PeopleTools continues to use the same patch delivery mechanisms, timeframes, and processes as used previously.
- When available, PeopleSoft Release Patchsets (PRPs) must always be applied to the most currently available patching image. For more information on working with PRPs, see Applying Updates with PUM-Enabled Applications, on the [PeopleSoft Update Manager Home Page](#).

We strongly recommend that every customer develops a maintenance strategy that ensures PeopleSoft applications get current on a regular basis. For PUM-

related best practices and specific guidance, see the PUM Best Practices and Maintenance Strategy document on the [PeopleSoft Update Manager Home Page](#).

Certification Data for PeopleSoft Applications

Certification for PeopleSoft software is controlled by the PeopleTools version that is being used. When you search for a PeopleSoft application in the Certification tab of My Oracle Support, you will find 'Certification Notes'. The Certification Notes may be presented automatically, or you may need to click on the 'View Certification Notes' link (see screen shot below for an example).

The Certification Notes will communicate the versions of PeopleTools that are certified, along with any exclusions that need to be considered. For example, some PeopleSoft applications are not supported on a specific database or operating system, even if the PeopleTools version lists that as a supported component. The Certification Notes may also include other important information that you should be aware of for that release.

After reading the Certification Notes for the application, start a new search for the desired PeopleTools version to get the relevant certification details.

Example of a Certification Note:

The screenshot shows the 'Certification Search' interface. At the top, there's a tabbed menu with 'Search', 'Saved', and 'Recent'. Below this is a checkbox for 'Compare Releases and Platforms'. The search criteria are defined by three fields: '* Product' (set to 'PeopleSoft Campus Solutions'), '* Release' (set to '8.9'), and 'Platform' (set to 'Any'). Below the search fields, a yellow box displays the results for 'PeopleSoft Campus Solutions 8.9'. The text states that this version is not in the certification system and provides a list of certified PeopleTools versions (8.46 through 8.52). It also includes a link to My Oracle Support Doc ID 1348959.1 for MPR information. A section titled 'Note the following exceptions:' lists two specific exclusions: IBM z/OS and certain databases (IBM DB2 for z/OS, IBM Informix, and Sybase Adaptive Server Enterprise).

PeopleSoft Campus Solutions 8.9 is not in the certification system

PeopleSoft Campus Solutions 8.9 is certified with PeopleSoft PeopleTools 8.46, 8.47, 8.48, 8.49, 8.50, 8.51, 8.52. Please refer to the PeopleTools entry for all component certifications (Operating Systems, Databases, Desktop Applications, etc.).

For **MPR** information see [My Oracle Support Doc ID 1348959.1](#)

Note the following exceptions:

- 1)PeopleSoft Campus Solutions 8.9 is not certified on the following Operating Systems: IBM z/OS.
- 2)PeopleSoft Campus Solutions 8.9 is not certified on the following Databases: IBM DB2 for z/OS, IBM Informix, Sybase Adaptive Server Enterprise.

If the Certification Notes do not automatically display upon entering the desired product and release number, press the 'Search' button and click on 'View Certification Notes' as shown below.

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Switch to Cloud Support Rebekah (Available) (0) Contact Us Help

Community Certifications Managed Cloud CRM On Demand More...

Certifications >

Search Results: PeopleSoft Human Resources Management System 9.1

Certification Search Edit Search (PeopleSoft Human Resources Management System 9.1)

Certification Results

Displaying PeopleSoft Human Resources Management System 9.1 Certifications. View Certification Notes Group by Product Category Show All Certifications

View Share Link

Certified With	Number of Releases / Versions
Middleware (1 Item)	
Oracle Business Intelligence Applications	2 Releases (11.1.1.7.1, 7.9.6.4.0)

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Sybase and Informix Support

Due to the extremely low customer adoption of the Sybase and Informix database platforms within the PeopleSoft install base, Oracle has elected to modify the certified database platforms for PeopleSoft applications. PeopleSoft 9.1 will be the terminal release for PeopleSoft applications supporting the Informix and Sybase database platforms. No support for these platforms will be provided with PeopleSoft 9.2. PeopleTools 8.54 will be the last release supporting the Sybase and Informix databases. No extended support for PeopleSoft 9.1 applications will be offered with the Sybase and Informix database platforms.

HRMS / CS 8.9 ANZ Support Clarification

For non-Higher Education customers that are running HCM 8.9, Oracle will support the HCM products and any localizations made specifically for Australia and New Zealand. Oracle will not be supporting or maintaining localizations, tax or regulatory updates for any other countries outside of Australia or New Zealand.

Support for mobile and ADF functionality in Campus Self Service

As of May 1, 2013, customers licensed for the Campus Self Service product now have access to new mobile capabilities, delivered via [Oracle Technology Network \(OTN\)](#). These mobile capabilities are built using Oracle Application Development Framework (ADF) Mobile. The Certifications tab of

MyOracleSupport will reflect the version of ADF Mobile that is certified for use with Campus Self Service. To obtain support for the mobile capabilities, customers must be on a currently supported version of ADF Mobile.

As of Feb 3, 2014, customers licensed for the Campus Self Service product now have access to new Simplified Campus Experience Templates, delivered via Campus Self Service patch 17234625. These templates are built using Oracle Application Development Framework (ADF). The Certifications tab of MyOracleSupport will reflect the version of ADF that is certified for use with Campus Self Service. To obtain support for the templates, customers must be on a currently supported version of ADF and WebLogic.

Additional Information:

For related information, please see the following additional resources:

- [Lifetime Support page](#)
- Certification Database (My Oracle Support > Certifications)
- [Oracle Support Lifecycle Advisors](#) (My Oracle Support signon required)

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