



# **Siebel Retail Finance - System Requirements and Supported Platforms**

Version 2004.5, Rev. 1.0

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# Contents

## **1 Introduction 7**

How This Book Is Organized	7
Important Changes in the Current Revision	8
Siebel Product Documentation	8
Contacting Technical Support	9
Siebel Systems Welcomes Your Comments	10

## **2 Overview of Supported Environments 11**

About This Chapter	11
Siebel Retail Finance Modules - Client Types	11
Siebel Finance Transactions WorkBench Module	11
Server Environment	12

## **3 Globalization Requirements 13**

About This Chapter	13
Internationalization and Localization	13

## **4 Environment - Hardware and Network Requirements**

### **14**

About This Chapter	14
Siebel Retail Finance Banking Application –Environment Hardware Requirements	14
Siebel Retail Finance Modules - Client Environment - Hardware Requirements	15
Siebel Retail Finance Modules – Windows Application Environment - Hardware Requirements	15
Server Network Requirements	16
Client Network Requirements	16

## **5 Client / Windows Application Environment - Software Requirements**

### **17**

About This Chapter	17
Requirements for Client Applications	17
Requirements for Windows Applications	18

## **6 Server Environment – Software Requirements**

### **19**

About This Chapter	19
Supported Siebel Retail Finance Banking Application - Server Operating Systems	19

## **7 Supported Database Server Platforms**

### **20**

About This Chapter	20
Supported Relational Database Management Systems	20

## 8 Supported Software and Ancillary Programs 21

About This Chapter	21
Microsoft/ IBM/ BEA Service Pack, Hotfix, and Support	21
Supported Software	22
Ancillary Programs	24
Apache License Agreement	25
The Apache Software License, Version 1.1	25
JDOM	27



# 1

## Introduction

### How This Book Is Organized

This book contains the definitive list of system requirements and supported platforms for the Siebel Retail Finance Modules Release 2004.5, which comprises 2 applications or modules (Branch Teller and WorkBench)

Throughout this document the 3 modules are referred to as **'Siebel Retail Finance Modules'**, or individually as :-

- **'Siebel Branch Teller'**
- **'Siebel Internet Banking Services'**
- **Siebel Retail Finance Foundation Services**
- **'Siebel Financial Transactions WorkBench'**.

For convenience Siebel Branch Teller is referred to as **'Siebel Retail Finance Banking Application''**.

This guide contains the following chapters:

Chapter 1, **"Introduction."**

Chapter 2, **"Overview of Supported Environments,"** describes Siebel Retail Finance 2004.5 client types, and supported environments.

Chapter 3, **"Globalization Requirements,"** describes supported internationalization and localization requirements.

Chapter 4 **"Hardware and Network Requirements,"** describes the hardware and network requirements for the Siebel Retail Finance Banking Application environment and the Siebel Retail Finance Client environment.

Chapter 5, **"Client / Windows-Application Environment – Software Requirements,"** describes the software platform requirements for the Siebel Retail Finance Module clients and Windows Application.

Chapter 6, **"Server Environment – Software Requirements"** describes the software platform requirements for Siebel Retail Finance Banking Application.

Chapter 7, **"Supported Database Server"** describes the software platform requirements for the RDBMS, as well as the connectivity and management software that must be installed on each server.

Chapter 8, **"Supported Software and Ancillary Programs"** provides a comprehensive listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Retail Finance Modules.

## Important Changes in the Current Revision

The table below documents **important** changes made in each revision of the document.

Revision	Chapter	Section	Change

## Siebel Product Documentation

Siebel Retail Finance documentation, which includes the Siebel Retail Finance Bookshelf, Development/ Design Guides and Siebel Third-Party Documentation, is provided on CD-ROMs or via FTP with your product.

Additional documentation, including (this document) System Requirements & Supported Platforms Guide, Release Notes, and Documentation Updates is available only on Siebel SupportWeb.

Updated versions of documentation, including the Siebel Bookshelf, are posted to Siebel SupportWeb regularly.

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Under Self Service, click Browse/Search Knowledge Base.

In the left pane, click Product Documentation.

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# 2 Overview of Supported Environments

## About This Chapter

This chapter describes Siebel Retail Finance Modules client types / windows application type and supported server environments. Chapter 4 through Chapter 8 contains a comprehensive list of hardware and software requirements, as well as supported and ancillary third-party software requirements.

## Siebel Retail Finance Modules - Client Types

**Siebel Retail Finance Banking Application - Java Client.** Siebel Retail Finance Banking Application – is a multi-tier application. The Client software runs as a Java Application (Branch Teller) from the client personal computer.

## Siebel Finance Transactions WorkBench Module

**Siebel Financial Transactions WorkBench.** The Workbench comprises of three tools in total; the Design tool which is a dedicated Microsoft Windows application; and the Financial Process Integrator and Screen Orchestrator, which are Java Applications.

## Server Environment

Siebel Retail Finance Modules are n-Tier, In homogeneous server environments, Application & Web server and the Database are all deployed on the same physical platform.

In heterogeneous server environments, the Application / Webserver and the Database can be deployed on different supported platforms.

Supported homogeneous and heterogeneous server environments are defined in Table 1.

**Table 1. Supported Homogeneous and Heterogeneous Server Environments**

AppServer/ WebServer	App/WebServer on Server Operating System	Database Server Software	RDBMS on Server Operating System	Applicable Release
BEA WebLogic 8.1	Sun Solaris 8	Oracle 9.2.0.4.0	Sun Solaris 8	2004.5
IBM WebSphere 5.1 (Network Deployment) <sup>1</sup>	IBM AIX 5.2	Oracle 9.2.0.4.0	Sun Solaris 8	2004.5
IBM WebSphere 5.1	IBM AIX 5.2	IBM DB2 UDB 8.1 FixPak 5	IBM AIX 5.2	2004.5

<sup>1</sup> Please see the Banking Application Installation Guide for details of deploying on a clustered environment

# 3 Globalization Requirements

## About This Chapter

This chapter lists internationalization and localization requirements.

## Internationalization and Localization

Siebel Retail Finance Modules support internationalization and localization for specific languages based on customer demand. Siebel Retail Finance Modules 2004.5 includes localization support for the languages listed in Table 2, where an “X” indicates support. Please contact your Siebel representative for updates on supported languages.

**Table 2. Localized Languages for Siebel Retail Finance Modules Release 2004.5**

Language Description	Language Code	Siebel Retail Financial Banking Application	Supported Database Code Pages
English	ENU	X	Traditional*/ Unicode

\* - English language (US) is available on all supported database code pages.

# 4 Environment - Hardware and Network Requirements

## About This Chapter

This chapter describes the hardware and network requirements for the Siebel Retail Finance Modules - Server environment /Client environment & Windows application.

These requirements should be used only as a guideline; they do not take into consideration various factors that affect scalability and performance. Please consult Siebel Global Services or your hardware vendor for capacity planning or sizing assistance.

## Siebel Retail Finance Banking Application –Environment Hardware Requirements

**Table 3** lists the minimum hardware requirements for the Siebel Retail Finance Banking Application environment.

**Table 3. Minimum Server Environment Hardware Requirements**

Platform	Server Environment	Hardware Required
IBM AIX 5.2	Application Server	As recommended by the Application Server vendor
	Webserver (comes as part of Appserver, however the WebTier can be deployed separately)	As recommended by the Application Server vendor
	Database Server (RDBMS)	As recommended by the DB vendor
Sun Solaris 8	Application Server	As recommended by the Application Server vendor
	Webserver (comes as part of Appserver, however the WebTier can be deployed separately)	As recommended by the Application Server vendor
	Database Server (RDBMS)	As recommended by the DB vendor

The number of servers and the CPU and memory resources required for operation of Siebel Retail Finance Modules increases with the number and types of users and Siebel Retail Finance Modules deployed.

## Siebel Retail Finance Modules - Client Environment - Hardware Requirements

Table 4. Minimum Hardware Requirements

Client Type	CPU and Storage Requirements	Memory Requirement (MB)
		Windows XP Professional
Siebel Retail Finance Banking Application Java Client Application	One 500 MHz X86 class processor, 40 MB of storage	512 minimum, but 1GB recommended.
Siebel Retail Finance Banking Application JSP Client Application	One 500 MHz X86 class processor, 40 MB of storage	512 minimum, but 1GB recommended.

## Siebel Retail Finance Modules – Windows Application Environment - Hardware Requirements

**Note Siebel Financial Transactions WorkBench is a Java application for windows.**

Windows Application	CPU and Storage Requirements	Memory Requirement (MB)
		Windows XP Professional
Siebel Financial Transactions WorkBench Windows Application	One 500 MHz X86 class processor, 650 MB of storage	300MB to install.

## Server Network Requirements

Siebel Retail Finance Banking Application Server machines require:

A TCP/IP LAN with a minimum 100Mb/s connection between database hosting the Siebel data and the Siebel Servers, this includes all the Siebel associated server components.

## Client Network Requirements

Siebel Retail Finance Banking Application clients require:

**Siebel Retail Finance Banking Application Java Client-Applications** such as Siebel Branch Teller should use a 56kbps modem or better fronting the Siebel application. If lower bandwidth modems are used the application will be functional, however, performance degradation can be expected.



# 5

## Client / Windows Application Environment - Software Requirements

### About This Chapter

This chapter describes the software platform requirements for the Siebel Retail Finance Module clients & windows application. Required software included are those products that must be installed separately by the user on the client machine in order to achieve basic Siebel functionality.

### Requirements for Client Applications

This section lists requirements for supported employee / customer applications.

**Table 5** lists the supported web browser and client operating system combinations where an “X” indicates support. See **Table 6**. for supported versions, required minimum patch levels, and other third party software requirements.

The Siebel Client/ Windows application environments are certified with Windows XP Professional installed.

**Table 5. Supported Clients**

Client Type	Browser	OS System	OS System	SDK	
	IE6	Microsoft Windows 2000 SP4	Microsoft XP Professional 2002 sp1	1.3.1	1.4.2
Siebel Branch Teller Application		X	X		X
Siebel Internet Banking Services	X		X		

## Requirements for Windows Applications

**Note Siebel Financial Transactions WorkBench is a Java application for windows**

Client Type	Browser	OS System	SDK	
	IE6	Microsoft XP Professional 2002 sp1	1.3.1	1.4.2
Siebel Financial Transaction WorkBench – Windows Application		<b>X</b>		<b>X</b>

**Table 6.** lists the third-party software products that must be installed on the various Siebel client / windows application machines. These products are not provided by Siebel Systems; they must be obtained by the customer.

**Table 6. Software Requirements for Clients**

Third Party Product	Prerequisite and Notes	Applicable Release
Microsoft Windows XP Professional	<p>Service Pack 1 is a prerequisite for customers running Windows 2002 XP Professional.</p> <p>Microsoft makes service packs available at:  <a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&amp;DisplayLang=en">http://www.microsoft.com/downloads/details.aspx?FamilyID=d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&amp;DisplayLang=en</a></p> <p>Additional information regarding fixes in this Service Pack can be found at:  <a href="http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720">http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720</a></p>	2004.5

# 6 Server Environment – Software Requirements

## About This Chapter

This chapter describes the software platform requirements for Siebel Retail Finance Modules.

## Supported Siebel Retail Finance Banking Application - Server Operating Systems

Siebel Retail Finance Banking Application supports the operating systems specified in Table 7.

**Table 7. Operating Systems Supported by Siebel Retail Finance Banking Application**

Server Operating System	Applicable Release
Sun Solaris 8	2004.5
IBM AIX 5.2	2004.5

Table 8 lists the third-party software products that must be installed on the Server(s). These products are not provided by Siebel Systems; they must be obtained by the customer.

**Table 8. Software Requirements for Siebel Retail Finance Banking Application**

Operating System Supplier and Product	Patch Level	Applicable Release
IBM AIX 5.2	IBM makes Service Pack available at: <a href="http://www-1.ibm.com/servers/eserver/support/pseries/allproducts.html">http://www-1.ibm.com/servers/eserver/support/pseries/allproducts.html</a>	2004.5
Sun Solaris 8 (32-bit)	For Solaris patch downloads, see <a href="http://www.sun.com/software/download/inter_ecom.html">http://www.sun.com/software/download/inter_ecom.html</a> .	2004.5

# 7

## Supported Database Server Platforms

### About This Chapter

This chapter describes the software platform requirements for Database Server, and management software that must be installed.

### Supported Relational Database Management Systems

The Siebel Retail Finance Modules supports the relational database management systems listed in Table 9.

**Table 9. Supported Relational Database Management Systems**

Vendor and Product	Version	RDMS OS	Applicable Release
Oracle 9i Enterprise Server	9.2.0.4.0	Sun Solaris 8	2004.5
IBM DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)	8.1 with FixPak 5	IBM AIX 5.2	2004.5

\*\*\* While both 32-bit and 64-bit DB2 v8.1 are supported for database servers, only the 32-bit database client is supported on the Siebel Retail Finance Banking Application.

# 8

## Supported Software and Ancillary Programs

### About This Chapter

This chapter provides a listing of software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Retail Finance Modules.

### Microsoft/ IBM/ BEA Service Pack, Hotfix, and Support

Software Vendors often provide new service packs, hot fixes, and patches to address known security issues or defects.

In general, Siebel Systems assumes that new Software Vendor hot fixes and service packs maintain backward compatibility to older versions of these same files as required by Siebel Systems. Based on that fact, Siebel Systems assumes low risk with implementing these security hot fixes and service packs. However, it is recommended that customers perform functional and performance testing prior to deploying these patches in a production environment.

This statement applies to the list of supported Software on **Table 10**:

Please review this Siebel System Requirements and Supported Platforms (SRSP) Guide for a list of minimum requirements for your specific Siebel version. Updates to Siebel 3rd party requirements may occur at any time and are documented regularly in the SRSP guide.

## Supported Software

Siebel Retail Finance Modules support the third-party software products listed in **Table 10**. These products must be obtained directly from the vendors that sell them.

**Table 10. Supported Software**

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
BEA WebLogic	8.1	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	J2EE Application Server (and WebServer)	2004.5
Sun Java J2SE	1.4.1	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	Java software development kit & runtime environment <u>COMES AS STANDARD</u> with WebLogic Application server	2004.5
IBM WebSphere	5.1	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	J2EE Application Server (and WebServer)	2004.5
IBM WebSphere (Network Deployment)	5.1	<input type="checkbox"/> Siebel Branch Teller	J2EE Application Server (and WebServer)	2004.5
IBM Java J2SE	1.4.1	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	Java software development kit & runtime environment <u>COMES AS STANDARD</u> with WebSphere Application server	2004.5

Vendor and Product	Version	Associated Siebel Module	Description	Applicable Release
IBM DB2 UDB	8.1 FixPak 5	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	RDBMS	2004.5
Oracle Database server	9.2.0.4.0	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	RDBMS	2004.5
Sun Java J2SE	1.4.2	<input type="checkbox"/> Siebel Branch Teller – Client <input type="checkbox"/> Siebel Financial Transactions WorkBench	JAVA software development kits and runtime environments used to develop and support java applications.	2004.5
Rational Rose	Professional J Edition 2000e	<input type="checkbox"/> Siebel Financial Transactions WorkBench	UML modeling tool	2004.5
fCoder 2GIF.exe	5.2	<input type="checkbox"/> Siebel Financial Transactions WorkBench	An image converter used to publish documentation to HTML format.	2004.5
Microsoft XML Core Services (MSXML) MSXML	3.0 Service Pack 4	<input type="checkbox"/> Siebel Financial Transactions WorkBench	Microsoft XML Core Services (MSXML) allows customers to build high-performance XML-based applications that provide a high degree of interoperability with other applications that adhere to the XML 1.0 standard	2004.5

## Ancillary Programs

The ancillary programs listed in Table 11 are provided with Siebel Retail Finance Modules through licensing agreements with the vendors that own them. The use of all ancillary programs is governed by the terms of the Software License and Services Agreement (SLSA) between your company and Siebel Systems.

Instructions for installing ancillary programs are provided in the server installation guide for your platform, and in other installation information in the Siebel documentation set.

Your Siebel Retail Finance Modules software may include some or all of the ancillary programs listed in **Table 11**.

**Table 11. Ancillary Programs**

Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Sun Microsystems -- J2EE .jar	1.3.1	<input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services	<u>Distributed</u> . J2EE class libraries provided by Sun Microsystems.	2004.5
The JDOM Project -- JDOM	8 9	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Financial Transactions WorkBench	<u>Embedded</u> . JDOM is, quite simply, a Java representation of an XML document. JDOM provides a way to represent that document for easy and efficient reading, manipulation, and writing. It has a straightforward API, is lightweight and fast, and is optimized for the Java programmer. It's an alternative to DOM and SAX, although it integrates well with both DOM and SAX.	2004.5
Apache Software Foundation -- Log4j (Is governed by the Apache License)	1.2.6 1.2.7 1.2.8	<input type="checkbox"/> Siebel Retail Finance Foundation Services	<u>Embedded</u> . From the Jakarta project at apache.org. With log4j it is possible to enable logging at runtime without modifying the application binary. The log4j package is designed so that these statements can remain in shipped code without incurring a heavy performance cost. Logging behavior can be controlled by editing a configuration file, without touching the application binary.	2004.5



Vendor and Product	Version	Associated Siebel Module	Distribution Method and Description	Applicable Release
Apache Software Foundation -- Ant (Version 1.5.4 is governed by the Apache License )	1.5.4	<input type="checkbox"/> Siebel Retail Finance Foundation Services <input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services <input type="checkbox"/> Siebel Financial Transactions WorkBench	<u>Distributed</u> . This is a Java-based build tool from the Apache ANT project.	2004.5
Statesoft ViewControl runtime product (formerly called JStateMachine runtime).		<input type="checkbox"/> Siebel Branch Teller <input type="checkbox"/> Siebel Internet Banking Services <input type="checkbox"/> Siebel Financial Transactions WorkBench	<u>Embedded</u> . ViewControl is an application framework that simplifies and speeds the development of user interfaces for computer applications	2004.5
Sybase Adaptive Server Anywhere (ASA)	9.0.1(1751)	<input type="checkbox"/> Siebel Branch Teller	<u>Distributed</u> : RDBMS	2004.5

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**END**