Siebel Retail Finance - Foundation Services
System Requirements and Supported Platforms

Version 2005, Rev. A
May 2005
Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404

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Introduction

How This Book Is Organized

This book contains the definitive list of system requirements and supported platforms for the Siebel Retail Finance Foundation Services.

Throughout this document the Siebel Retail Finance module is referred to as:-

- Siebel Retail Finance Foundation Services

This guide contains the following chapters:

Chapter 1, "Introduction."

Chapter 2, "Overview of Supported Environments," describes Siebel Retail Finance Foundation 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 Foundation Services environment and the Siebel Retail Finance Client environment.

Chapter 5, "Client Environment – Software Requirements," describes the software platform requirements for the Siebel Retail Finance Foundation Services clients.

Chapter 6, "Server Environment – Software Requirements" describes the software platform requirements for Siebel Retail Finance Foundation Services.

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 Foundation Services.
Important Changes in the Current Revision

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

<table>
<thead>
<tr>
<th>Revision</th>
<th>Chapter</th>
<th>Section</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

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.

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Brazil (São Paulo): +55 11 3444 0800
UK (London): +44 (0) 1784 494949
Germany (Munich): +49 89 957 18 400
France (Paris): +44 1784 494949
Ireland (Galway): +44 1784 494949
Japan (Tokyo): 0120 606 750 (toll-free, Japan domestic only),
+81 3 5464 7948 (outside of Japan)
Singapore: +65 6212 9266

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Technical Publications Department
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San Mateo, CA 94404-5009

doc@siebel.com

We appreciate your feedback.
About This Chapter

This chapter describes Siebel Retail Finance Foundation Services 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.

Server Environment

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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>BEA WebLogic 8.1.0</td>
<td>Sun Solaris 9</td>
<td>Oracle 9.2.0.4.0</td>
<td>Sun Solaris 9</td>
<td>2005</td>
</tr>
<tr>
<td>IBM WebSphere 5.1.1 (Network Deployment)¹</td>
<td>IBM AIX 5.2</td>
<td>Oracle 9.2.0.4.0</td>
<td>Sun Solaris 9</td>
<td>2005</td>
</tr>
<tr>
<td>IBM WebSphere 5.1.1 (Network Deployment)²</td>
<td>IBM AIX 5.2</td>
<td>IBM DB2 UDB 8.1 FixPak 5</td>
<td>IBM AIX 5.2</td>
<td>2005</td>
</tr>
</tbody>
</table>

¹ Please see the Siebel Retail Finance Foundation Services 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 Foundation Services support internationalization and localization for specific languages based on customer demand. Siebel Retail Finance Foundation Services 2005 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 Foundation Services Release 2005

<table>
<thead>
<tr>
<th>Language Description</th>
<th>Language Code</th>
<th>Siebel Retail Financial Foundation Services</th>
<th>Supported Database Code Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>ENU</td>
<td>X</td>
<td>Traditional*/ Unicode</td>
</tr>
</tbody>
</table>

*- English language (US) is available on all supported database code pages.
**Environment - Hardware and Network Requirements**

**About This Chapter**

This chapter describes the hardware and network requirements for the Siebel Retail Finance Foundation Services - Server environment /Client environment.

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 Foundation Services –Environment Hardware Requirements**

Table 3 lists the minimum hardware requirements for the Siebel Retail Finance Foundation Services environment.

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

<table>
<thead>
<tr>
<th>Platform</th>
<th>Server Environment</th>
<th>Hardware Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM AIX 5.2</td>
<td>Application Server</td>
<td>As recommended by the Application Server vendor</td>
</tr>
<tr>
<td></td>
<td>Webserver (comes as part of Appserver, however the WebTier can be deployed separately)</td>
<td>As recommended by the Application Server vendor</td>
</tr>
<tr>
<td></td>
<td>Database Server (RDBMS)</td>
<td>As recommended by the DB vendor</td>
</tr>
<tr>
<td>Sun Solaris 9</td>
<td>Application Server</td>
<td>As recommended by the Application Server vendor</td>
</tr>
<tr>
<td></td>
<td>Webserver (comes as part of Appserver, however the WebTier can be deployed separately)</td>
<td>As recommended by the Application Server vendor</td>
</tr>
<tr>
<td></td>
<td>Database Server (RDBMS)</td>
<td>As recommended by the DB vendor</td>
</tr>
</tbody>
</table>
The number of servers and the CPU and memory resources required for operation of Siebel Retail Finance Foundation Services increases with the number and types of users and Siebel Retail Finance Foundation Services deployed.

### Siebel Retail Finance Foundation Services - Client Environment - Hardware Requirements

Table 4. Minimum Hardware Requirements

<table>
<thead>
<tr>
<th>Client Type</th>
<th>CPU and Storage Requirements</th>
<th>Memory Requirement (MB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siebel Retail Finance Foundation Services JSP Client Application</td>
<td>One 500 MHz X86 class processor, 40 MB of storage</td>
<td>512 minimum, but 1GB recommended.</td>
</tr>
</tbody>
</table>

### Server Network Requirements

Siebel Retail Finance Foundation Services Server machines requirements:

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 Foundation Services clients require:

**Siebel Retail Finance Foundation Services Java Client** - 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.
About This Chapter

This chapter describes the software platform requirements for the Siebel Retail Finance Foundation Services client. 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 environments are certified with Windows XP Professional installed.

Table 5. Supported Clients

<table>
<thead>
<tr>
<th>Client Type</th>
<th>Browser</th>
<th>OS System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siebel Retail Finance Foundation Services</td>
<td>IE6</td>
<td>Microsoft XP Professional 2002 sp1</td>
</tr>
<tr>
<td>(Administrator)</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
### Table 6. Software Requirements for Clients

<table>
<thead>
<tr>
<th>Third Party Product</th>
<th>Prerequisite and Notes</th>
<th>Applicable Release</th>
</tr>
</thead>
</table>
| Microsoft Windows XP Professional | Service Pack 1 is a prerequisite for customers running Windows 2002 XP Professional.  
Microsoft makes service packs available at:  
Additional information regarding fixes in this Service Pack can be found at:  
About This Chapter

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

**Supported Siebel Retail Finance Foundation Services - Server Operating Systems**

Siebel Retail Finance Foundation Services supports the operating systems specified in Table 7.

**Table 7. Operating Systems Supported by Siebel Retail Finance Foundation Services**

<table>
<thead>
<tr>
<th>Server Operating System</th>
<th>Applicable Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Solaris 9</td>
<td>2005</td>
</tr>
<tr>
<td>IBM AIX 5.2</td>
<td>2005</td>
</tr>
</tbody>
</table>

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 Foundation Services**

<table>
<thead>
<tr>
<th>Operating System Supplier and Product</th>
<th>Patch Level</th>
<th>Applicable Release</th>
</tr>
</thead>
</table>
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 Foundation Services supports the relational database management systems listed in Table 9.

Table 9. Supported Relational Database Management Systems

<table>
<thead>
<tr>
<th>Vendor and Product</th>
<th>Version</th>
<th>RDMS OS</th>
<th>Applicable Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle 9i Enterprise Server</td>
<td>9.2.0.4.0</td>
<td>Sun Solaris 9</td>
<td>2005</td>
</tr>
<tr>
<td>IBM DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)</td>
<td>8.1 with FixPak 5</td>
<td>IBM AIX 5.2</td>
<td>2005</td>
</tr>
</tbody>
</table>

*** 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 Foundation Services.
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 Foundation Services.

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 Foundation Services 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**

<table>
<thead>
<tr>
<th>Vendor and Product</th>
<th>Version</th>
<th>Associated Siebel Module</th>
<th>Description</th>
<th>Applicable Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEA WebLogic</td>
<td>8.1.0</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>J2EE Application Server (and WebServer)</td>
<td>2005</td>
</tr>
<tr>
<td>Sun Java J2SE</td>
<td>1.4.2</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>Java software development kit &amp; runtime environment COMES AS STANDARD with WebLogic Application server</td>
<td>2005</td>
</tr>
<tr>
<td>IBM WebSphere (Network Deployment)</td>
<td>5.1.1</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>J2EE Application Server (and WebServer)</td>
<td>2005</td>
</tr>
<tr>
<td>IBM Java J2SE</td>
<td>1.4.2</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>Java software development kit &amp; runtime environment COMES AS STANDARD with WebSphere Application server</td>
<td>2005</td>
</tr>
<tr>
<td>IBM DB2 UDB</td>
<td>8.1 FixPak 5</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>RDBMS</td>
<td>2005</td>
</tr>
<tr>
<td>Oracle Database server</td>
<td>9.2.0.4.0</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>RDBMS</td>
<td>2005</td>
</tr>
</tbody>
</table>
Ancillary Programs

The ancillary programs listed in Table 11 are provided with Siebel Retail Finance Foundation Services 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 Foundation Services software may include some or all of the ancillary programs listed in Table 11.

Table 11. Ancillary Programs

<table>
<thead>
<tr>
<th>Vendor and Product</th>
<th>Version</th>
<th>Associated Siebel Module</th>
<th>Distribution Method and Description</th>
<th>Applicable Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sun Microsystems -- J2EE.jar</td>
<td>1.3.1</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>Distributed. J2EE class libraries provided by Sun Microsystems.</td>
<td>2005</td>
</tr>
<tr>
<td>The JDOM Project -- JDOM</td>
<td>8, 9</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>Embedded. 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.</td>
<td>2005</td>
</tr>
<tr>
<td>Apache Software Foundation -- Log4j (Is governed by the Apache License)</td>
<td>1.2.6, 1.2.7, 1.2.8</td>
<td>□ Siebel Retail Finance Foundation Services</td>
<td>Embedded. 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.</td>
<td>2005</td>
</tr>
</tbody>
</table>
### Supported Software and Ancillary Programs

<table>
<thead>
<tr>
<th>Vendor and Product</th>
<th>Version</th>
<th>Associated Siebel Module</th>
<th>Distribution Method and Description</th>
<th>Applicable Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apache Software Foundation -- Ant (Version 1.5.4 is governed by the Apache License)</td>
<td>1.5.4</td>
<td>Siebel Retail Finance Foundation Services</td>
<td>Distributed. This is a Java-based build tool from the Apache ANT project.</td>
<td>2005</td>
</tr>
</tbody>
</table>

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Supported Software and Ancillary Programs

JDOM

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END