Siebel Retail Finance System Requirements and Supported Platforms

Version 2007.1, Rev.A

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ORACLE

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1 What's New in This Release

What's New in Siebel Retail Finance System Requirements and Supported Platforms, Version 2007.1

Following are the environments on which Siebel Retail Finance is tested for the release in May, 2010.

- Operating Sytem - **IBM AIX 6.1**.
- Database Server - **IBM DB2 9.7**.
- Web Server - **IBM Web Sphere 6.1.0.0** and **6.1.0.29**.
- Client - **Windows XP SP2**.

Table 1 lists changes in this version of the documentation to support version 2007.1 of the software.

Table 1. What's New in Siebel Retail Finance System Requirements and Supported Platforms, Version 2007.1

Topic	Description
"Supported Server and Client Environments" on page 12	Support has been added for Oracle Application Server 10.1.3.1g.
"Software Requirements for Branch Teller Clients" on page 19	Red Hat Linux 4 has been added to the list of operating systems supported by Branch Teller clients.
"Software Requirements for Internet Banking Clients" on page 20	Support has been added for the following Internet Banking client operating systems: ■ Mac OS X 10.4.3 ■ Microsoft Windows Vista Enterprise ■ Red Hat Linux 4 Support has been added for the following Internet Banking client browsers: ■ Firefox 2.0.0.4 ■ Microsoft Internet Explorer 7 ■ Netscape 8.1.3 ■ Safari 2.0.3

Table 1. What's New in Siebel Retail Finance System Requirements and Supported Platforms, Version 2007.1

Topic	Description
"Supported Siebel Retail Finance Central Server Operating Systems" on page 23	Red Hat Linux 4 has been added to the list of operating systems supported for Oracle's Siebel Retail Finance Central Server.
"Supported Siebel Retail Finance Branch Server Operating Systems" on page 24	IBM AIX 6.1 and Red Hat Linux 4 has been added to the list of operating systems supported for the Branch Server.
"Supported Relational Database Management System Platforms" on page 25	Support for the following relational database management systems: ■ Oracle 10g Enterprise Server ■ IBM DB2 Universal Database (UDB) Enterprise Server Edition
"Supported Software" on page 27	Siebel CRM Financial Services Version 8.0 has been added to the list of supported software.

2 Introduction

This chapter provides an overview of how this book is organized and includes the following topics:

- "How This Book Is Organized" on page 7
- "Siebel Documentation" on page 7
- "Contacting Technical Support" on page 8
- "Oracle Welcomes Your Comments" on page 9

How This Book Is Organized

This book contains the definitive list of system requirements and supported platforms for Oracle's Siebel Retail Finance modules for Release 2007. Siebel Retail Finance is comprised of the following modules:

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

Siebel Documentation

Oracle's Siebel Retail Finance Bookshelf is available on Oracle Technology Network at http://www.oracle.com/technology//index.html.

Additional documentation, such as *Siebel Retail Finance System Requirements and Supported Platforms*, is also available on Oracle Technology Network. Documentation such as *Siebel Retail Finance Release Notes* and *Siebel Retail Finance Maintenance Release Guides*, is available on Oracle MetaLink at https://metalink.oracle.com/. Updated versions of documentation, including the Siebel Retail Finance Bookshelf, are posted on Oracle Technology Network regularly.

Siebel Retail Finance Release Notes contain the most current information on known product anomalies and workarounds. The information contained in the current version of the *Siebel Retail Finance Release Notes* supersedes the content of all documentation provided with or for the Siebel Retail Finance Programs. It is important that you thoroughly review the *Siebel Retail Finance Release Notes* prior to the installation and use of the software to ensure a smooth installation and upgrade process.

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3 Overview of Supported Environments

This chapter describes Siebel Retail Finance client types and supported environments. This chapter includes the following topics:

- "Siebel Retail Finance Banking Application Client Types" on page 11
- "Siebel Financial Transactions WorkBench" on page 11
- "Supported Server and Client Environments" on page 12

Siebel Retail Finance Banking Application Client Types

The Siebel Retail Finance banking application modules include the following clients:

- Siebel Branch Teller. Siebel Branch Teller is a multi-tier application. The client software runs as a Java Swing application.
- Siebel Internet Banking. Siebel Internet Banking is a multi-tier application. The client software runs as an Oracle ADF Faces based Java application.

Siebel Financial Transactions WorkBench

The Siebel Retail Finance Financial Transactions WorkBench module is comprised of the following applications:

- Design Tools. The Design Tools are a collection of Microsoft Windows applications which are integrated with Rational Rose.
- Screen Orchestrator. The Screen Orchestrator is a stand-alone Java application.
- Financial Process Integrator. The Financial Process Integrator is a stand-alone Java application.

Supported Server and Client Environments

Siebel Retail Finance modules can be deployed on heterogeneous environments, where the application servers and database servers reside on different supported platforms. Table 2 provides an overview of the Siebel Retail Finance banking application supported server and client environment combinations.

NOTE: Mac OS X is supported for Internet Banking only.

Table 2. Table 2. Supported Banking Application Server and Client Environments.

Application Server or Web Server	Application Server or Web Server Operating System	RDBMS Server	Banking Application Client Operating System	Internet Banking Browser
Oracle Application Server 10.1.3.1g	Red Hat Linux 4	Oracle 10g R2	Microsoft Windows XP SP2	Microsoft Internet Explorer 6
				■ Firefox 2.0.0.4
				■ Netscape 8.1.3
			Mac OS X 10.4.3	Safari 2.0.3
IBM WebSphere 6.1.0.0 and 6.1.0.29 (Network Deployment)	IBM AIX 6.1	IBM DB2 9.7	Microsoft Windows XP SP2	Microsoft Internet Explorer 6
IBM WebSphere 6.1 (Network Deployment)	IBM AIX 5.3	IBM DB2 UDB 8.2 FP5	Microsoft Windows XP SP2	Microsoft Internet Explorer 6
IBM WebSphere 6.1 (Network Deployment)	IBM AIX 5.3	IBM DB2 UDB 8.2 FP5	Red Hat Linux 4	Firefox 2.0.0.4
			Microsoft Windows Vista Enterprise	Microsoft Internet Explorer 7
				Firefox 2.0.0.4

4 Globalization Requirements

This chapter includes the topic Internationalization and Localization.

Internationalization and Localization

Siebel Retail Finance banking application modules support internationalization and localization for specific languages, based on customer demand. Siebel Retail Finance Modules include the localization support listed in Table 3, where *Yes* indicates support. Please contact your Oracle representative for updates on supported languages.

Table 3. Localized Languages for Siebel Retail Finance

Language Description	Language Code	Branch Teller	Internet Banking	Supported Database Code Pages
English	ENU	Yes	Yes	Unicode

5 Hardware and Network Requirements

This chapter describes the hardware and network requirements for the Siebel Retail Finance Server and Client environment and includes the following topics:

- "Hardware Requirements for Banking Application Server Environments" on page 15
- "Server Network Requirements" on page 16
- "Hardware Requirements for Siebel Retail Finance Client Environments" on page 16
- "Client Network Requirements" on page 17

Hardware Requirements for Banking Application Server Environments

Table 4 lists the minimum hardware requirements for the Siebel Retail Finance Central Server.

Table 4. Siebel Retail Finance Central Server Hardware Requirements

Platform	Server Environment	Minimum Hardware Required
IBM AIX 6.1	Application Server	As recommended by the Application Server vendor
	Web server (comes as part of the application server, however, the Web tier can be deployed separately)	As recommended by the Application Server vendor
	Database Server (RDBMS)	As recommended by the database server vendor
IBM AIX 5.3	Application Server	As recommended by the Application Server vendor
	Web server (comes as part of the application server, however, the Web tier can be deployed separately)	As recommended by the Application Server vendor
	Database Server (RDBMS)	As recommended by the database server vendor
Red Hat Linux 4	Application Server	As recommended by the Application Server vendor
	Web server (comes as part of the application server, however the web tier can be deployed separately)	As recommended by the application server vendor
	Database Server (RDBMS)	As recommended by the database server vendor

NOTE: The number of servers, CPU, and memory capacity that are required to operate Siebel Retail Finance Modules increase with the number and types of users, and the number of Siebel Retail Finance Modules deployed.

Table 5 lists the minimum hardware requirements for the Branch Server.

Table 5. Minimum and Recommended Hardware Requirements for Siebel Retail Finance Branch Server

Platform	CPU and Storage Requirements	Memory Requirement
Microsoft XP Professional 2002 SP2	One class processor with a capacity of 1 Ghz, and with 100 GB of storage	2 gigabytes (GB) recommended.
Red Hat Linux 4	One class processor with a capacity of 1 Ghz, and with 100 GB of storage	2 gigabytes (GB) recommended.

Server Network Requirements

Siebel Retail Finance Banking Application server machines require a TCP/IP LAN with a minimum 100 megabytes (MB) per second connection between the database that hosts the Siebel data and the Siebel Servers.

Hardware Requirements for Siebel Retail Finance Client Environments

Table 6 lists the minimum hardware requirements for the Siebel Retail Finance client environments.

Table 6. Table 6. Minimum and Recommended Hardware Requirements for Siebel Retail Finance Client Environment

Client Type	CPU and Storage Requirements	Minimum Memory Requirement on Windows XP Professional
Banking Application Java client (Branch Teller and Internet Banking clients)	One 500 megahertz (MHz) X86 class processor, and 250 MB of storage	512 megabytes (MB) minimum. 1 gigabyte (GB) is recommended.
Siebel Financial Transactions WorkBench Windows Application	One 500-MHz X86 class processor, and 650 MB of storage	1 GB minimum. 2 GB is recommended.

Client Network Requirements

Siebel Retail Finance Banking Application Java clients, such as Siebel Branch Teller, should use a 56-kilobytes per second (kbps) modem or better. If lower bandwidth modems are used the application will be functional, however, performance degradation can be expected.

6 Software Requirements for Client Environment

This chapter describes the software platform requirements for the Siebel Retail Finance clients, and Financial Transactions WorkBench Windows application. Required software lists products that must be installed separately by the user on the client machine in order to achieve basic Siebel functionality.

This chapter includes the following topics:

- "Software Requirements for Branch Teller Clients" on page 19
- "Software Requirements for Internet Banking Clients" on page 20
- "Software Requirements for Financial Components WorkBench" on page 20
- "Requirements for Third-Party Software" on page 21

Software Requirements for Branch Teller Clients

Table 7 lists the supported client operating system, Web browser and Java Runtime Environment (JRE) combinations for Siebel Retail Finance Branch Teller clients. See Table 10 for supported versions, required minimum patch levels, and other third-party software requirements.

Table 7. Branch Teller Client Software Requirements

Operating System	Web Browser	JRE
Microsoft Windows XP Professional 2002 SP2	Microsoft Internet Explorer 6	1.5.0.11
Microsoft Windows Vista Enterprise	Microsoft Internet Explorer 7	1.5.0.11
Red Hat Linux 4	Firefox 2.0.0.4	1.5.0.11

Software Requirements for Internet Banking Clients

Table 8 lists the supported client operating system, Web browser and Java Development Kit (JDK) combinations for Siebel Retail Finance Internet Banking client. See Table 8 for supported versions, required minimum patch levels, and other third-party software requirements.

Table 8. Internet Banking Client Software Requirements

Operating System	Web Browser	JDK
Microsoft XP Professional 2002 SP2	Microsoft Internet Explorer 6	Not Applicable
	Firefox 2.0.0.4	Not Applicable
	Netscape 8.1.3	Not Applicable
Microsoft Windows Vista Enterprise	Microsoft Internet Explorer 7	Not Applicable
	Firefox 2.0.0.4	Not Applicable
Mac OS X 10.4.3	Safari 2.0.3	Not Applicable
Red Hat Linux 4	Firefox 2.0.0.4	Not Applicable

Software Requirements for Financial Components WorkBench

Siebel Retail Finance Financial Components WorkBench is a Java application for Windows. Table 9 lists the software requirements for each WorkBench Module. See Table 9 for supported versions, required minimum patch levels, and other third-party software requirements.

Table 9. Financial Components WorkBench Software Requirements

Module	Operating System	JDK	Rational Rose
Design Tools	Microsoft XP Professional 2002 SP2	1.5	Enterprise Edition 2003
Screen Orchestrator	Microsoft XP Professional 2002 SP2	1.5	Not applicable
Financial Process Integrator	Microsoft XP Professional 2002 SP2	1.5	Not applicable

Requirements for Third-Party Software

Table 10 Lists third-party supported versions and required minimum patch levels.

Table 10. Third-party Software Requirements

Third-Party Product	Prerequisites and Notes	Latest Supported Version
Microsoft Windows XP Professional	Service Pack 2 is a prerequisite for customers running Windows 2002 XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/downloads/details.aspx?FamilyID=d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&DisplayLang=en Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720	2002 SP2
Microsoft Internet Explorer	Internet Explorer 6.0 Service Pack 2 or above is a prerequisite for customers running Microsoft Windows XP Professional. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx Cumulative Security Update for Internet Explorer 6 Service Pack 1 (KB867801) or above is a prerequisite. Microsoft makes this patch and related information available through their support organization or the following download location: http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&displaylang=en Sun Java Runtime Environment (JRE) 1.5.0 or above is a prerequisite.	6.0

7 Software Requirements for Server Environment

This chapter describes the software platform requirements for Siebel Retail Finance Server Modules. It includes the following topics:

- "Supported Siebel Retail Finance Central Server Operating Systems" on page 23
- "Supported Siebel Retail Finance Branch Server Operating Systems" on page 24

Supported Siebel Retail Finance Central Server Operating Systems

Table 11 lists the third-party software products that must be installed on the Siebel Retail Finance Banking Application Central Server. These products are not provided by Oracle; they must be obtained by the customer.

Table 11. Supported Central Server Operating System

Operating System	Patch Level
IBM AIX 6.1	IBM makes Service Packs available at http://www-933.ibm.com/support/fixcentral/main/System+p/AIX.
IBM AIX 5.3	IBM makes Service Packs available at http://www-933.ibm.com/support/fixcentral/main/System+p/AIX.
Red Hat Linux 4	Red Hat makes updates available at https://www.redhat.com/wapps/sso/rhn/login.html?redirect=https%3A%2F%2Frhn.redhat.com%2Frhn%2FYourRhn.do.

Supported Siebel Retail Finance Branch Server Operating Systems

The Branch server supports offline transactions when the central server is offline. Table 12 lists the third-party software products that must be installed on the servers. These products are not provided by Oracle; they must be obtained by the customer.

Table 12. Supported SRF Branch Server Operating System

Operating System	Patch Level
Microsoft Windows XP Professional	Service Pack 2 is a prerequisite for customers running Windows 2002 XP Professional. Microsoft makes service packs available at: http://www.microsoft.com/downloads/details.aspx?FamilyID=d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&DisplayLang=en Additional information regarding fixes in this Service Pack can be found at: http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720
Red Hat Linux 4	Red Hat makes updates available at https://www.redhat.com/wapps/sso/rhn/login.html?redirect=https%3A%2F%2Frhn.redhat.com%2Frhn%2FYourRhn.do.

8 Supported Database Server Platforms

This chapter describes the supported software platforms for the Siebel Retail Finance database. It includes the topic Supported Relational Database Management System Platforms.

Supported Relational Database Management System Platforms

The Siebel Retail Finance Modules support the relational database management systems listed in Table 13.

Table 13. Supported Relational Database Management Systems

RDBMS	Version	Character Set*
Oracle 10g Enterprise Server	10g R2	Unicode AL32UTF8
IBM DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)	9.7	UTF-8
IBM DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)	8.2	UTF-8

* Referred to as "character set" for Oracle RDBMS and "code set" for IBM DB2 RDBMS.

9 Supported Software and Ancillary Programs

This chapter provides a comprehensive listing of the software developed by third-party vendors that is supported by, embedded in, or distributed with Siebel Retail Finance Applications. The third-party software and respective versions contained in this chapter supersede any other documentation that may be available.

This chapter includes the following topics:

- "Supported Software" on page 27
- "Ancillary Programs" on page 29
- "Apache License" on page 31
- "IBM ICU License" on page 32
- "JDOM License" on page 33

Supported Software

Siebel Retail Finance Applications support the software products listed in Table 14. These products are not distributed with Siebel Retail Finance and must be obtained directly from the vendors that sell them.

Table 14. Siebel Retail Finance Supported Software

Product	Vendor	Version	Associated Siebel Retail Finance Module	Description
Oracle Application Server	Oracle	10.1.3.1g	Branch Teller Internet Banking	J2EE application server and Web server
WebSphere (Network Deployment) Application Server	IBM	6.1.0.2	Branch Teller Internet Banking	J2EE application server and Web server
Oracle Database server	Oracle	10g R2	Branch Teller Internet Banking	RDBMS

Table 14. Siebel Retail Finance Supported Software

Product	Vendor	Version	Associated Siebel Retail Finance Module	Description
DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)	IBM	9.7	Branch Teller	RDBMS
DB2 Universal Database (UDB) Enterprise Server Edition for AIX (32 bit)	IBM	8.2	Branch Teller Internet Banking	RDBMS
Siebel CRM Financial Services	Oracle	7.8.2 and 8.0	Branch Teller CRC functionality Internet Banking CRC functionality	An installation of Siebel CRM Financial Services is required to enable the Branch Teller and Internet Banking CRC functionality.
Java 2 Runtime Environment (J2RE), Standard Edition	Sun	1.5 or above	Branch Teller Internet Banking	Java software development kits and run-time environments used to develop and support Java applications.
Java Development (JDK)	Sun	1.5	Financial Transactions WorkBench	Java software development kits and run-time environments used to develop and support Java applications.
Java Communications API Specification	Sun	2.0	Branch Teller	Java communications API used to interface with peripheral devices. The win32 API is available for download at: http://javashoplm.sun.com/ECom/docs/Welcome.jsp?StoreId=22&PartDetailId=7235-javacomm-2.0-spec-oth-JSpec&SiteId=JSC&TransactionId=noreg

Table 14. Siebel Retail Finance Supported Software

Product	Vendor	Version	Associated Siebel Retail Finance Module	Description
Rational Rose	Rational Rose	Enterprise Edition 2003	Financial Transactions WorkBench	Unified Modelling Language (UML) tool
2GIF	fCoder	5.2	Siebel Financial Transactions WorkBench (Design Tools application)	An image converter used to publish documentation to HTML format.
XML Core Services (MSXML)	Microsoft	3.0 Service Pack 4	Siebel Financial Transactions WorkBench (Design Tools application)	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

Ancillary Programs

The ancillary programs listed in Table 14 are provided with Siebel Retail Finance 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 Oracle.

Instructions for installing ancillary programs are provided in the *Siebel Retail Finance Installation Guide* on the Siebel Retail Finance Bookshelf. Your Oracle Siebel Retail Finance software may include some or all of the ancillary programs listed in Table 15.

Table 15. Ancillary Programs

Product	Vendor	Version	Associated Siebel Retail Finance Module	Distribution Method and Description
Ant	Apache Software Foundation	1.5.4	■ Branch Teller ■ Internet Banking ■ Foundation Services ■ Financial Transactions WorkBench	Distributed. This is a Java-based build tool.
ICU	IBM	3.0	Branch Teller	Embedded. ICU is a set of Java library components used to develop Unicode supported software services
J2EE JAR	Sun Microsystems	1.3.1	■ Branch Teller ■ Internet Banking	Distributed. J2EE class libraries provided by Sun Microsystems.
JDOM	The JDOM Project	8 and 9	■ Foundation Services ■ Financial Transactions WorkBench	Embedded. Provides a Java representation of XML documents.
Log4J	Apache Software Foundation	1.2.6, 1.2.7 and 1.2.8	Foundation Services	Embedded. Provides logging functionality.

Table 15. Ancillary Programs

Product	Vendor	Version	Associated Siebel Retail Finance Module	Distribution Method and Description
Oracle Database Lite	Oracle	10g	Branch Teller (Branch offline server)	Distributed. Branch Server database used for offline transaction support.
Statesoft	ViewControl (formerly called JStateMachine runtime)	Not applicable	■ Branch Teller ■ Financial Transactions WorkBench—Screen Orchestrator application.	Embedded. The ViewControl runtime product is an application framework that simplifies and speeds the development of user interfaces.

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