



Siebel Retail Finance System Requirements and Supported Platforms

Version 2007

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Introduction

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

- How This Book Is Organized
- Siebel Documentation
- Contacting Technical Support
- Oracle Welcomes Your Comments

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 CD-ROMs or using FTP with your product.

Additional documentation, including *Siebel Retail Finance System Requirements and Supported Platforms*, *Siebel Retail Finance Release Notes*, *Siebel Retail Finance Maintenance Release Guides*, Documentation Updates, is available only on Siebel SupportWeb. Updated versions of documentation, including the Siebel Retail Finance Bookshelf, are posted to Siebel SupportWeb 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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- 2 Under Self Service, click Browse/Search Knowledge Base.

- 3 In the left pane, click Product Documentation.

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You should attend Oracle training to become a designated contact:

- To provide efficient, timely support and access to the Global Customer Support knowledge base
- To maximize your knowledge of Siebel products and your return on investment

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- Global Customer Support is primarily Web-based; it can be accessed through Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb>). Please submit new service requests to us through SupportWeb, where you can also search the knowledge base for solutions.
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Please submit your technical issues and updates to Siebel SupportWeb (<http://ebusiness.siebel.com/supportweb>). If you do not have a SupportWeb account, or if you have a question, please contact us at support@siebel.com or call your local Siebel Support Center:

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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
- Siebel Financial Transactions WorkBench
- Supported Server Environments

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 Environments

Siebel Retail Finance modules can be deployed on heterogeneous environments, where the application servers and database servers reside on different supported platforms. Table 1 lists the Siebel Retail Finance supported server environments.

Table 1. Supported Server Environments.

Application Server or Web Server	Application Server or Web Server Operating System	RDBMS Server	RDBMS Operating System
IBM WebSphere 6.1 (Network Deployment)	IBM AIX 5.3	Oracle 10g R2	Sun Solaris 9

3

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 Version 2007 includes the localization support listed in Table 2, where *Yes* indicates support. Please contact your Oracle representative for updates on supported languages.

Table 2. Localized Languages for Siebel Retail Finance Version 2007

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

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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 Environment
- Server Network Requirements
- Hardware Requirements for Siebel Retail Finance Client Environment
- Client Network Requirements

Hardware Requirements for Banking Application Server Environment

Table 3 lists the minimum hardware requirements for the Siebel Retail Central Server.

Table 3. Siebel Retail Finance Central Server Hardware Requirements

Platform	Server Environment	Minimum Hardware Required
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

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 4 lists the minimum hardware requirements for the Branch Server.

Table 4. 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.

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 Environment

Table 5 lists the minimum hardware requirements for the Siebel Retail Finance client environments.

Table 5. 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.

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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
- Software Requirements for Internet Banking Clients
- Software Requirements for Financial Components WorkBench
- Requirements for Third-Party Software

Software Requirements for Branch Teller Clients

Table 6 lists the supported client operating system, Web browser and Java Runtime Environment (JRE) combinations for Siebel Retail Finance Branch Teller clients. See Table 9 for supported versions, required minimum patch levels, and other third-party software requirements.

Table 6. Branch Teller Client Software Requirements

Operating System	Web Browser	JRE
Microsoft XP Professional 2002 SP2	Microsoft Internet Explorer 6	1.5

Software Requirements for Internet Banking Clients

Table 7 lists the supported client operating system, Web browser and Java Development Kit (JDK) combinations for Siebel Retail Finance Internet Banking client. See Table 9 for supported versions, required minimum patch levels, and other third-party software requirements.

Table 7. Internet Banking Client Software Requirements

Operating System	Web Browser	JDK
Microsoft XP Professional 2002 SP2	Microsoft Internet Explorer 6	Not Applicable

Software Requirements for Financial Components WorkBench

Siebel Retail Finance Financial Components WorkBench is a Java application for Windows. Table 8 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 8. 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 9 Lists third-party supported versions and required minimum patch levels.

Table 9. Third-party Software Requirements

Third-Party Product	Prerequisites and Notes	Latest Supported Version
Microsoft Windows XP Professional	<p>Service Pack 2 is a prerequisite for customers running Windows 2002 XP Professional.</p> <p>Microsoft makes service packs available at:</p> <p>http://www.microsoft.com/downloads/details.aspx?FamilyID=d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&DisplayLang=en</p> <p>Additional information regarding fixes in this Service Pack can be found at:</p> <p>http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720</p>	2002 SP2
Microsoft Internet Explorer	<p>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</p>	6.0

Third-Party Product	Prerequisites and Notes	Latest Supported Version
	<p>their support organization or the following download location: http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.aspx 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.</p>	

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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 System
- Supported Siebel Retail Finance Branch Server Operating System

Supported Siebel Retail Finance Central Server Operating System

Table 10 lists the third-party software products that must be installed on the Siebel Retail Finance Central Server. These products are not provided by Oracle; they must be obtained by the customer.

Table 10. Supported Central Server Operating System

Operating System Supplier and Product	Patch Level
IBM AIX 5.3	IBM makes Service Pack available at: http://www-1.ibm.com/servers/eserver/support/pseries/allproducts.html .

Supported Siebel Retail Finance Branch Server Operating System

The Branch server supports offline transactions when the central server is offline. Table 11 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 11. Supported SRF Branch Server Operating System

Supplier and Software Product	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=

Supplier and Software Product	Patch Level
	<p data-bbox="656 344 1377 373">d4d8a9a4-31fc-480b-9cd9-adccb6997ce3&DisplayLang=en</p> <p data-bbox="656 394 1406 453">Additional information regarding fixes in this Service Pack can be found at:</p> <p data-bbox="656 478 1328 537">http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720</p>

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Supported Database Server Platforms

This chapter describes the software platform requirements 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 and platforms listed in Table 12.

Table 12. Supported Relational Database Management System Platforms

Vendor and Product	Version	Character Set*	Supported Operating System
Oracle 10g Enterprise Server	10g R2	Unicode AL32UTF8	Sun Solaris 9

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

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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
- Ancillary Programs
- Apache License
- IBM ICU License
- JDOM License

Supported Software

Siebel Retail Finance Applications support the software products listed in Table 13. These products are not distributed with Siebel Retail Finance and must be obtained directly from the vendors that sell them.

Table 13. Supported Relational Database Management Systems

Product	Vendor	Version	Associated Siebel Retail Finance Module	Description
WebSphere (Network Deployment)	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
Java 2 Runtime Environment (J2RE), Standard Edition	Sun	1.5	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://javashop1m.sun.com/ECom/docs/Welcome.jsp?StoreId=22&PartDetailId=7235-javacomm-2.0-spec-oth-JSpec&SiteId=JSC&TransactionId=noreg
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
Siebel CRM Financial Services	Oracle	7.8.2	Branch Teller CRC functionality	An installation of Siebel CRM Financial Services is required to enable the Branch Teller CRC functionality.

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 14.

Table 14. Ancillary Programs

Product	Vendor	Version	Associated Siebel Retail Finance Module	Distribution Method and Description
Ant	Apache Software Foundation	1.5.4	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ 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.
Oracle Database Lite	Oracle	10g	Branch Teller — Branch Server	Distributed. Branch Server database used for offline transaction support.
Statesoft	ViewControl (formerly called JStateMachine runtime)	Not applicable	<ul style="list-style-type: none"> ■ 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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