Siebel Retail Finance
System Requirements
and Supported Platforms

Version 2007
April 2007
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1 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.

To access Siebel documentation on Siebel SupportWeb

1. Go to http://ebusiness.siebel.com/supportweb and log in using the login name and password given to you by Siebel Support Services. If you do not have this information, contact Support Services at siebelsupport@oracle.com.

3 In the left pane, click Product Documentation.

Oracle reserves the right to modify the documentation for Siebel Business Applications at any time.

Contacting Technical Support

To maximize your Siebel product implementation success and your return on investment, it is the recommended standard that your designated support contacts are trained representatives of your company. Such training should include initial basic product training and, as needed, supplemental training appropriate for the specific role or implementation phase, specialized product usage, and/or migration. This training ensures that your implementation team has the right level of knowledge to troubleshoot issues and provide the necessary technical information to the Global Customer Support (Siebel CRM) team so that Oracle can effectively work with you to resolve your issues quickly.

Your designated contacts are the sole liaisons between you and Global Customer Support for technical support of programs. It is a recommended industry best practice that you establish and maintain the organization and processes to provide first-line support for Siebel applications directly to your users. Global Customer Support provides second-line support to Oracle’s Siebel-trained designated contacts who have administration access and are able to provide information such as repository files, log files, or database extracts required for issue diagnosis.

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

Oracle’s Siebel-trained designated contacts provide technical support to your users. Global Customer Support provides support directly to your designated contacts only.

To provide efficient, timely support and access to the Technical Support knowledge base:

- 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.
- Designated contacts receive read/write access to Siebel SupportWeb. Other project team members at your company receive read-only accounts so that they can access the knowledge base.

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:

North America:  +1 800 214 0400 or +1 650 341 0700
Brazil (São Paulo):  +55 11 5189 3330
UK (London):  +44 118 92 45678
Germany (Munich):  +49 891 430 1710
France (Paris):  +44 118 92 45678
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To help us improve our products, we want to know about any corrections or clarifications to this guide that you would find useful. Please include in your message:

- The title and version of the guide (essential)
- The name and version number of the Siebel application you are using
- Your name, job title or functional area, company name, phone number, and email address

Contact us through regular mail or email at:

Oracle
Siebel Technical Publications Department
500 Oracle Parkway
Redwood Shores, CA 94065

Siebeldoc_ww@oracle.com

We appreciate your feedback.
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.

<table>
<thead>
<tr>
<th>Application Server or Web Server</th>
<th>Application Server or Web Server Operating System</th>
<th>RDBMS Server</th>
<th>RDBMS Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM WebSphere 6.1 (Network Deployment)</td>
<td>IBM AIX 5.3</td>
<td>Oracle 10g R2</td>
<td>Sun Solaris 9</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Language Description</th>
<th>Language Code</th>
<th>Branch Teller</th>
<th>Internet Banking</th>
<th>Supported Database Code Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>ENU</td>
<td>Yes</td>
<td>Yes</td>
<td>Unicode</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Platform</th>
<th>Server Environment</th>
<th>Minimum Hardware Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM AIX 5.3</td>
<td>Application Server</td>
<td>As recommended by the Application Server vendor</td>
</tr>
<tr>
<td></td>
<td>Web server (comes as part of the application server, however,</td>
<td>As recommended by the application server vendor</td>
</tr>
<tr>
<td></td>
<td>the Web tier can be deployed separately)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Database Server (RDBMS)</td>
<td>As recommended by the database server vendor</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Platform</th>
<th>CPU and Storage Requirements</th>
<th>Memory Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft XP Professional 2002 SP2</td>
<td>One class processor with a</td>
<td>2 gigabytes (GB) recommended.</td>
</tr>
<tr>
<td></td>
<td>capacity of 1 Ghz, and with</td>
<td></td>
</tr>
<tr>
<td></td>
<td>100 GB of storage</td>
<td></td>
</tr>
</tbody>
</table>
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

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

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.
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>
<thead>
<tr>
<th>Operating System</th>
<th>Web Browser</th>
<th>JRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft XP Professional 2002 SP2</td>
<td>Microsoft Internet Explorer 6</td>
<td>1.5</td>
</tr>
</tbody>
</table>

### 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>
<thead>
<tr>
<th>Operating System</th>
<th>Web Browser</th>
<th>JDK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft XP Professional 2002 SP2</td>
<td>Microsoft Internet Explorer 6</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Module</th>
<th>Operating System</th>
<th>JDK</th>
<th>Rational Rose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Design Tools</td>
<td>Microsoft XP Professional 2002 SP2</td>
<td>1.5</td>
<td>Enterprise Edition 2003</td>
</tr>
<tr>
<td>Screen Orchesturator</td>
<td>Microsoft XP Professional 2002 SP2</td>
<td>1.5</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Financial Process Integrator</td>
<td>Microsoft XP Professional 2002 SP2</td>
<td>1.5</td>
<td>Not applicable</td>
</tr>
</tbody>
</table>

Requirements for Third-Party Software

Table 9 Lists third-party supported versions and required minimum patch levels.

Table 9. Third-party Software Requirements

<table>
<thead>
<tr>
<th>Third-Party Product</th>
<th>Prerequisites and Notes</th>
<th>Latest Supported Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer</td>
<td>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</td>
<td>6.0</td>
</tr>
<tr>
<td>Third-Party Product</td>
<td>Prerequisites and Notes</td>
<td>Latest Supported Version</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Sun Java Runtime Environment (JRE)</td>
<td>1.5.0 or above is a prerequisite.</td>
<td></td>
</tr>
<tr>
<td>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: <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&amp;displaylang=en</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Latest Supported Version</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Third-Party Product</th>
<th>Prerequisites and Notes</th>
<th>Latest Supported Version</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>their support organization or the following download location: <a href="http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx">http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.mspx</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>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: <a href="http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?FamilyId=06F49985-F19F-4B50-A75F-7636D8BEE576&amp;displaylang=en</a></td>
<td></td>
</tr>
</tbody>
</table>
Software Requirements for Client Environment

Requirements for Third-Party Software
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>
<thead>
<tr>
<th>Operating System Supplier and Product</th>
<th>Patch Level</th>
</tr>
</thead>
</table>

### 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>
<thead>
<tr>
<th>Supplier and Software Product</th>
<th>Patch Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier and Software Product</td>
<td>Patch Level</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td>d4d8a9a4-31fc-480b-9cd9-adccbc97ce3&amp;DisplayLang=en</td>
</tr>
</tbody>
</table>

Additional information regarding fixes in this Service Pack can be found at:

http://support.microsoft.com/default.aspx?scid=kb;en-us;Q324720
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

<table>
<thead>
<tr>
<th>Vendor and Product</th>
<th>Version</th>
<th>Character Set*</th>
<th>Supported Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle 10g Enterprise Server</td>
<td>10g R2</td>
<td>Unicode AL32UTF8</td>
<td>Sun Solaris 9</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Product</th>
<th>Vendor</th>
<th>Version</th>
<th>Associated Siebel Retail Finance Module</th>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>WebSphere (Network Deployment)</td>
<td>IBM</td>
<td>6.1.0.2</td>
<td>Branch Teller</td>
<td>J2EE application server and Web server</td>
<td></td>
</tr>
<tr>
<td>Oracle Database server</td>
<td>Oracle</td>
<td>10g R2</td>
<td>Branch Teller</td>
<td>RDBMS</td>
<td></td>
</tr>
<tr>
<td>Java 2 Runtime Environment (J2RE), Standard Edition</td>
<td>Sun</td>
<td>1.5</td>
<td>Branch Teller</td>
<td>Java software development kits and run-time environments used to develop and support Java applications.</td>
<td></td>
</tr>
<tr>
<td>Java Development (JDK)</td>
<td>Sun</td>
<td>1.5</td>
<td>Financial Transactions WorkBench</td>
<td>Java software development kits and run-time environments used to develop and support Java applications.</td>
<td></td>
</tr>
<tr>
<td>Java Communications API Specification</td>
<td>Sun</td>
<td>2.0</td>
<td>Branch Teller</td>
<td>Java communications API used to interface with peripheral devices. The win32 API is available for download at:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><a href="http://javashoplm.sun.com/ECom/docs/Welcome.jsp?StoreId=22&amp;PartDetailId=7235-javacomm-2.0-spec-oth-JSpec&amp;SiteId=JSC&amp;TransactionId=noreg">http://javashoplm.sun.com/ECom/docs/Welcome.jsp?StoreId=22&amp;PartDetailId=7235-javacomm-2.0-spec-oth-JSpec&amp;SiteId=JSC&amp;TransactionId=noreg</a></td>
<td></td>
</tr>
<tr>
<td>Ancillary Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Product</th>
<th>Vendor</th>
<th>Version</th>
<th>Associated Siebel Retail Finance Module</th>
<th>Distribution Method and Description</th>
</tr>
</thead>
</table>
| 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.                                                                                                                                                                     |
| 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 | - 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.                                                                                   |
Apache License

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