

**Oracle® Siebel Retail Finance**  
System Requirements and Supported Platforms  
Release 8.1.1 for Siebel Branch Teller  
**E20079-01**

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# Contents

<b>Preface</b> .....	v
Audience.....	v
Documentation Accessibility .....	v
Related Documents .....	vi
Conventions .....	vi
<b>1 Introduction</b>	
1.1 How This Book Is Organized .....	1-1
1.2 Siebel Documentation .....	1-1
1.3 Contacting Technical Support.....	1-1
<b>2 Overview of Supported Environments</b>	
2.1 Siebel Branch Teller Banking Application Client Types .....	2-1
2.2 Supported Server and Client Environments.....	2-1
<b>3 Globalization Requirements</b>	
3.1 Internationalization and Localization.....	3-1
<b>4 Hardware and Network Requirements</b>	
4.1 Hardware Requirements for Banking Application Server Environments .....	4-1
4.2 Server Network Requirements.....	4-2
4.3 Hardware Requirements for Siebel Branch Teller Client Environments.....	4-2
4.4 Client Network Requirements .....	4-2
<b>5 Software Requirements for Client Environment</b>	
5.1 Software Requirements for Branch Teller Clients.....	5-1
5.2 Software Requirements for Screen Orchestrator .....	5-1
5.3 Requirements for Third-Party Software .....	5-2
<b>6 Software Requirements for Server Environment</b>	
6.1 Supported Siebel Branch Teller Central Server Operating Systems.....	6-1
6.2 Supported Siebel Branch Teller Branch Server Operating Systems .....	6-1

## **7 Supported Database Server Platforms**

7.1	Supported Relational Database Management System Platforms .....	7-1
-----	---	-----

## **8 Supported Software and Ancillary Programs**

8.1	Supported Software .....	8-1
8.2	Ancillary Programs.....	8-2
8.3	IBM ICU License .....	8-3
8.4	JDOM License .....	8-3

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# Preface

This guide contains the system requirements and supported platforms for Siebel Branch Teller, Version 8.1.1.

## Audience

This document is intended for the administrators who install the Siebel Branch Teller products.

## Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at <http://www.oracle.com/accessibility/>.

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## Related Documents

For more information, see the following documents on Siebel Bookshelf on Oracle Technology Network (OTN):

- *Siebel Branch Teller Online Documentation Library Release 8.1.1*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Introduction

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

- Section 1.1, "How This Book Is Organized"
- Section 1.2, "Siebel Documentation"
- Section 1.3, "Contacting Technical Support"

## 1.1 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 8.1.1. Siebel Retail Finance is comprised of the following modules:

- Siebel Branch Teller
- Siebel Retail Finance Foundation Services

## 1.2 Siebel Documentation

Oracle's Siebel Branch Teller Bookshelf is available on Oracle Technology Network at <http://www.oracle.com/technetwork/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 My Oracle Support at <https://support.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 Siebel Branch Teller. 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.

## 1.3 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.

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.

Oracle Global Customer Support Contacts Directory is available at <http://www.oracle.com/us/support/contact-068555.html>

We appreciate your business and look forward to working with you.



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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:

- [Section 2.1, "Siebel Branch Teller Banking Application Client Types"](#)
- [Section 2.2, "Supported Server and Client Environments"](#)

### 2.1 Siebel Branch Teller Banking Application Client Types

The Siebel Branch Teller 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 Branch Administrator. Siebel Branch Teller is a multi-tier application for performing the administration functionality provided for Oracle's SiebelRetail Finance Branch Teller application.

The ScreenOrchestrator module is comprised of the following application:

- Screen Orchestrator. The Screen Orchestrator is a stand-alone Java application.

### 2.2 Supported Server and Client Environments

Siebel Branch Teller modules can be deployed on heterogeneous environments, where the application servers and database servers reside on different supported platforms. The following table provides an overview of the Siebel Branch Teller banking application supported server and client environment combinations.

<b>Application Server or Web Server</b>	<b>Application Server or Web Server Operating System</b>	<b>RDBMS Server</b>	<b>Banking Application Client Operating System</b>
Oracle WebLogic 11g	Oracle Solaris 10	Oracle 11g R2	Microsoft Windows XP SP3 and Microsoft Windows 7
IBM WebSphere 7.0 Fix Pack 13 (7.0.0.13)	IBM AIX 7.0	IBM DB2 9.7	Microsoft Windows XP SP3 and Microsoft Windows 7
IBM WebSphere 7.0 Fix Pack 13 (7.0.0.13)	IBM AIX 7.0	Oracle 11g R2	Microsoft Windows XP SP3 and Microsoft Windows 7



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## Globalization Requirements

This chapter includes the topic Internationalization and Localization.

### 3.1 Internationalization and Localization

Siebel Branch Teller banking application modules support internationalization and localization for specific languages, based on customer demand. Please contact your Oracle representative for updates on supported languages.

Localized Languages for Siebel Branch Teller

<b>Language Description</b>	<b>Language Code</b>	<b>Supported Database Code Pages</b>
English	ENU	Unicode
Portuguese (Brazil)	PTG	Unicode
Russian	RUS	Unicode
Spanish (South America)	ESP	Unicode



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## Hardware and Network Requirements

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

- [Section 4.1, "Hardware Requirements for Banking Application Server Environments"](#)
- [Section 4.2, "Server Network Requirements"](#)
- [Section 4.3, "Hardware Requirements for Siebel Branch Teller Client Environments"](#)
- [Section 4.4, "Client Network Requirements"](#)

### 4.1 Hardware Requirements for Banking Application Server Environments

The following table lists the minimum hardware requirements for the Siebel Branch Teller Central Server.

Siebel Branch Teller Central Server Hardware Requirements

Platform	Server Environment	Minimum Hardware Required
IBM AIX 7.0	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
Oracle Solaris 10	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

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

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The following table lists the minimum hardware requirements for the Branch Server. These requirements are for the branch server and not the central server.

Minimum and Recommended Hardware Requirements for the Branch Server.

Platform	CPU and Storage Requirements	Memory Requirement
Microsoft XP Professional 2002 SP3	One class processor with a capacity of 1 Ghz, and with 100 GB of storage	2 gigabytes (GB) recommended.
Oracle Enterprise Linux 5.5	One class processor with a capacity of 1 Ghz, and with 100 GB of storage	2 gigabytes (GB) recommended.

## 4.2 Server Network Requirements

Siebel Branch Teller 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.

## 4.3 Hardware Requirements for Siebel Branch Teller Client Environments

The following table lists the minimum hardware requirements for the Siebel Branch Teller client environments.

Recommended Hardware Requirements for Siebel Retail Finance Client Environment

Client Type	CPU and Storage Requirements	Minimum Memory Requirement on Windows Vista
Banking Application Java client (Branch Teller clients)	One 800 megahertz (MHz) X86 class processor, and 15 GB of storage	512 megabytes (MB) minimum. 1 gigabyte (GB) is recommended.
Screen Orchestrator	One 500-MHz X86 class processor, and 650 MB of storage	1 GB minimum. 4 GB is recommended.

## 4.4 Client Network Requirements

Siebel Branch Teller 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 Branch Teller clients and Screen Orchestrator. 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:

- [Section 5.1, "Software Requirements for Branch Teller Clients"](#)
- [Section 5.2, "Software Requirements for Screen Orchestrator"](#)
- [Section 5.3, "Requirements for Third-Party Software"](#)

### 5.1 Software Requirements for Branch Teller Clients

The following table lists the supported client operating system, Web browser and Java Runtime Environment (JRE) combinations for Siebel Branch Teller clients. In addition, see the table for third-party software requirements.

Branch Teller Client Software Requirements

Operating System	Web Browser	JRE
Microsoft Windows XP Professional 2002 SP3	Microsoft Internet Explorer 6	1.6.x
Microsoft Windows Vista Enterprise	Microsoft Internet Explorer 7	1.6.x
Oracle EnterpriseLinux 5.5	Firefox 2.0.0.4	1.6.x

### 5.2 Software Requirements for Screen Orchestrator

The following table lists the software requirements for Screen Orchestrator. In addition, see the table for third-party software requirements.

Screen Orchestrator Software Requirements

Module	Operating System	JDK
Screen Orchestrator	Microsoft XP Professional 2002 SP3	1.4.x,1.5.x, 1.6.x up to 1.6.0_11

## 5.3 Requirements for Third-Party Software

Following table lists third-party supported versions and required minimum patch levels.

### Third-party Software Requirements

Third-Party Product	Prerequisites and Notes	Latest Supported Version
Microsoft Windows XP Professional	<p>Service Pack 3 is a prerequisite for customers running Windows XP Professional 2002. Microsoft makes service packs available at:</p> <p><a href="http://support.microsoft.com/sp">http://support.microsoft.com/sp</a></p> <p>Additional information regarding fixes in this Service Pack can be found at:</p> <p><a href="http://support.microsoft.com/default.aspx?scid=kb;enus;Q324720">http://support.microsoft.com/default.aspx?scid=kb;enus;Q324720</a></p>	2002 SP3
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 Internet Explorer information available through their support organization or the following download location:</p> <p><a href="http://www.microsoft.com/downloads/en/resultsForProduct.aspx?displaylang=en&amp;ProductID=5a8bb164-5fc3-4be5-95bb-ba73eed1ca6">http://www.microsoft.com/downloads/en/resultsForProduct.aspx?displaylang=en&amp;ProductID=5a8bb164-5fc3-4be5-95bb-ba73eed1ca6</a></p> <p>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:</p> <p><a href="http://www.microsoft.com/downloads/en/resultsForProduct.aspx?displaylang=en&amp;ProductID=5a8bb164-5fc3-4be5-95bb-ba73eed1ca6">http://www.microsoft.com/downloads/en/resultsForProduct.aspx?displaylang=en&amp;ProductID=5a8bb164-5fc3-4be5-95bb-ba73eed1ca6</a></p> <p>Sun Java Runtime Environment (JRE) 1.5.0 or above is a prerequisite.</p>	6.0



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## Software Requirements for Server Environment

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

- Section 6.1, "Supported Siebel Branch Teller Central Server Operating Systems"
- Section 6.2, "Supported Siebel Branch Teller Branch Server Operating Systems"

### 6.1 Supported Siebel Branch Teller Central Server Operating Systems

The following table lists the third-party software products that must be installed on the Siebel Branch Teller Banking Application Central Server. These products are not provided by Oracle; they must be obtained by the customer.

Supported Central Server Operating System

Operating System	Patch Level
IBM AIX 7.0	IBM makes Service Packs available at <a href="http://www-933.ibm.com/support/fixcentral/main/System+p/AIX">http://www-933.ibm.com/support/fixcentral/main/System+p/AIX</a> .
Oracle Solaris 10	Oracle Solaris makes updates available at <a href="http://www.oracle.com/technetwork/server-storage/solaris/downloads/index.html">http://www.oracle.com/technetwork/server-storage/solaris/downloads/index.html</a>

### 6.2 Supported Siebel Branch Teller Branch Server Operating Systems

The Branch server supports offline transactions when the central server is offline. The following table 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.

Supported Branch Server Operating System

<b>Operating System</b>	<b>Patch Level</b>
Microsoft Windows XP Professional	Service Pack 3 is a prerequisite for customers running Windows 2002 XP Professional. Microsoft makes service packs available at: <a href="http://support.microsoft.com/sp">http://support.microsoft.com/sp</a> 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>
Oracle Enterprise Linux 5.5	Oracle makes updates available at <a href="http://public-yum.oracle.com/">http://public-yum.oracle.com/</a>

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## Supported Database Server Platforms

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

### 7.1 Supported Relational Database Management System Platforms

The Siebel Branch Teller Modules support the relational database management systems listed in the following table.

Supported Relational Database Management Systems

<b>RDBMS</b>	<b>Version</b>	<b>Character Set*</b>
Oracle 11g Enterprise Server	11g R2	Unicode AL32UTF8
IBM DB2 Universal Database (UDB) Enterprise Server Edition for AIX (64 bit)	9.7	UTF-8

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



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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 Branch Teller 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:

- [Section 8.1, "Supported Software"](#)
- [Section 8.2, "Ancillary Programs"](#)
- [Section 8.3, "IBM ICU License"](#)
- [Section 8.4, "JDOM License"](#)

### 8.1 Supported Software

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

Siebel Branch Teller Supported Software

Product	Vendor	Version	Associated Siebel Branch Teller Module	Description
Oracle WebLogic	Oracle	11g	Branch Teller	J2EE application server and Web server
WebSphere Application Server	IBM (Fix Pack 13)	7.0	Branch Teller	J2EE application server and Web server
Oracle Database server	Oracle	11g R2	Branch Teller	RDBMS
IBM DB2	IBM	9.7	Branch Teller	RDBMS
Siebel CRM Financial Services	Oracle	8.0 and 8.1.1	Branch Teller CRC functionality	An installation of Siebel CRM Financial Services is required to enable the Branch Teller CRC functionality.

<b>Product</b>	<b>Vendor</b>	<b>Version</b>	<b>Associated Siebel Branch Teller Module</b>	<b>Description</b>
Java Development (JDK)	Oracle	1.6.0_11	Screen Orchestrator	Java software development kits and run-time environments used to develop and support Java applications.
Java Communications API Specification	Oracle	2.0	Branch Teller	Java communications API used to interface with peripheral devices. More details can be found at <a href="http://www.oracle.com/technetwork/java/index-jsp-141752.html">http://www.oracle.com/technetwork/java/index-jsp-141752.html</a>
BI Publisher	Oracle	10.1.3.4.1	Branch Teller	Enterprise Reporting Server

## 8.2 Ancillary Programs

The ancillary programs listed in the following table are provided with Siebel Branch Teller 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 Branch Teller software may include some or all of the ancillary programs listed in the following table.

### Ancillary Programs

<b>Product</b>	<b>Vendor</b>	<b>Version</b>	<b>Associated Siebel Branch Teller Module</b>	<b>Distribution Method and Description</b>
ICU	IBM	3.0	Branch Teller	Embedded. ICU is a set of Java library components used to develop Unicode supported software services
J2EE JAR	Oracle	1.3.1	■ Branch Teller	Distributed. J2EE class libraries provided by Oracle.
JDOM	The JDOM Project	1.0	■ Foundation Services	Embedded. Provides a Java representation of XML documents.
Oracle Database Lite	Oracle	10g	Branch Teller (Branch offline server)	Distributed. Branch Server database used for offline transaction support.

Product	Vendor	Version	Associated Siebel Branch Teller Module	Distribution Method and Description
Statesoft	ViewControl (formerly called JStateMachin e runtime)	Not applicable	■ Branch Teller	Embedded. The ViewControl runtime product is an application framework that simplifies and speeds the development of user interfaces.

### 8.3 IBM ICU License

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