

Oracle Insurance

Insbridge Enterprise Rating Hardware and Software Recommendations Guide

Release 5.6.1

July 2020

Copyright © 2005, 2020, Oracle and/or its affiliates. All rights reserved.

Oracle Insurance Insbridge Enterprise Rating Hardware & Software Recommendations

Release 5.6.1

July 2020

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are commercial computer software pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

CONTENTS

PREFACE	1
DEFINITIONS	1
CONSIDERATIONS	1
<i>Configuration Examples</i>	1
<i>Additional Information</i>	1
HARDWARECONSIDERATIONS	2
<i>Design-time Tool RateManager</i>	2
<i>Run-time Engine SoftRater</i>	2
SOFTWARECONSIDERATIONS	3
Databases Supported	3
Operating Systems Supported	3
Application Servers Supported	3
Docker	3
USAGECONSIDERATIONS	4
SOFTRATER ENGINE INSTANCE SIZING REFERENCE	4
INSBRIDGE SETUP	5
CLUSTERED ENVIRONMENTS	5
QUICK VIEW	6
RATEMANAGER AND IBFA	7
HARDWAREREQUIREMENTS	7
SOFTWAREREQUIREMENTS	7
SOFTRATER FOR WINDOWS	8
HARDWAREREQUIREMENTS	8
SOFTWAREREQUIREMENTS	8
SOFTRATER FOR JAVA	9
HARDWAREREQUIREMENTS	9
SOFTWAREREQUIREMENTS	9
SUPPORTED APPLICATION SERVERS	10
<i>Apache TomEE</i>	10
<i>Java Version</i>	10
<i>Insbridge Database</i>	10
HARDWAREREQUIREMENTS	10
SOFTWAREREQUIREMENTS	11
<i>Oracle</i>	11
<i>MS SQL Server</i>	11
RATEMANAGER CLIENT	12
HARDWAREREQUIREMENTS	12
SOFTWAREREQUIREMENTS	12
ORACLE SUPPORT	13
END OF SUPPORT SCHEDULE	13
NOTES AND SOURCES	14
<i>Oracle</i>	14
Source	14
<i>Microsoft</i>	14
Source	14
<i>Apache TomEE</i>	14
Source	14

SUPPORT 15
CONTACTING SUPPORT15

PREFACE

Welcome to the *Oracle Insurance Insbridge Enterprise Rating Hardware and Software Recommendations Guide*. This document describes the supported operating environments and possible hardware setup for the Oracle Insurance Insbridge Enterprise Rating (Insbridge) system release 5.6.1. The Insbridge system is inclusive of:

- Oracle Insurance Insbridge Enterprise Rating RateManager (RateManager)
- Oracle Insurance Insbridge Enterprise Rating Framework Administrator (IBFA)
- Oracle Insurance Insbridge Enterprise Rating SoftRater (SoftRater)
- Associated database(s)

Definitions

- **RateManager** – RateManager, the design-time environment, is the component within Insbridge where users manage the product definition and modification process, including rating and underwriting logic. RateManager users are the internal users of the system; product managers, actuaries, business analysts, rate loaders, etc. This does not include agents or consumers.
- **Insbridge Framework Administrator** – IBFA is an administrative tool used to configure Insbridge applications and setup RateManager database connections. IBFA also can be used as a run-time SoftRater, SoftRater for Windows.
- **SoftRater** – SoftRater, the run-time environment, is the engine that executes the rating, rules and underwriting instructions defined within RateManager. The rating environment for runtime execution and processing of business content. SoftRater can be deployed to a Windows server or a Java server via an application server.

NOTE: Requirements may change without notice. The requirements listed in this document are current as of the publication date found in this document.

CONSIDERATIONS

When planning for an Insbridge system, there are many considerations to keep in mind. In addition to required software and hardware, there are other factors such as usage, how the Insbridge system will be setup in your network and already existing resources. The considerations covered in this document are:

- Hardware
- Software
- Usage
- Desired Insbridge Setup

Configuration Examples

Three possible configuration examples are described in this document. These configurations can be used to estimate the software and hardware needed for an Insbridge system.

- **Minimum** – Minimum has the smallest footprint. This configuration keeps costs down by using the least amount of equipment and by limiting the number of environments used. A minimum configuration can be expanded at a later time.
- **Standard** – Standard has a mid-sized footprint. This configuration is fairly common and includes a SoftRater for Java setup in Production and QA environments.
- **Optimal** – Optimal has the largest footprint. This configuration is designed for larger data requirements, larger number of users, and for multi-layered environments.

NOTE: *It is possible to have RateManager, IBFA/SoftRater for Windows and the MS SQL Server database all reside on the same machine. This configuration is not recommended due to security and performance issues and will not be discussed in this document.*

Additional Information

For further assistance, please contact an Oracle Insurance Insbridge Enterprise Rating sales representative.

HARDWARE CONSIDERATIONS

When selecting hardware for the Insbridge system, the requirements should be based on transactional rating and/or batch needs as well as the physical requirements to be made on the machines. A low number of users that processes large files may benefit from a more powerful hardware environment. Likewise, a low number of users with smaller rating/batch needs may be able to use the minimum.

For hardware requirements, the minimum, standard and optimal configurations have two main considerations:

1. The server hosting the design-time tool RateManager.
2. The server(s) hosting the run-time engine(s) SoftRater.

Design-time Tool RateManager

On the design-time tool RateManager side, the configuration selected should be determined by:

- The number of products or lines of business to be implemented.
- The number of states for those products or lines of business.
- The number of concurrent RateManager users:
 - The minimal configuration is suitable for 1 or 2 concurrent users and, typically, not more than 3-5 states of 1-2 lines of business.
 - The standard configuration would be suitable for 2-10 concurrent RateManager users with 5-25 states in 3-5 lines of business (or 1 or 2 lines of 50 states).
 - The optimal configuration would be suitable for more than 10 RateManager users with more than 5 lines of 30-50 states.

Run-time Engine SoftRater

On the run-time engine SoftRater, the configuration should be determined by simultaneous traffic, both from online transactions as well as batch rating cycles.

- The minimum configuration is suitable for development and testing environments. This configurations in not recommended for production environments.
- The standard configuration is suitable when online transactions and batch rating do not occur at the same time, for example, when batch rating occurs during off-peak hours or in the middle of the night.
- The optimal configuration would be recommended to customers who are performing large batch rating cycles that would require a lot of resources, and those batch rating cycles occur during normal business hours.

SOFTWARE CONSIDERATIONS

RateManager, IBFA/SoftRater for Windows are .NET applications and must run on a Windows Server machine and utilize a Microsoft SQL Server database. SoftRater for Java can be loaded to Apache TomEE application server and utilize an Oracle database.

For required or optional software platforms, such as an IBM DB2 database or Microsoft Windows, please follow the hardware/software requirements recommended by the manufacturer.

Databases Supported

- **Microsoft SQL Server** – Required for RateManager and IBFA/SoftRater for Windows. Can be used by SoftRater for Java
- **Oracle** – Optional for SoftRater for Java

Operating Systems Supported

- **Microsoft Windows Server** – Required for RateManager and IBFA/ SoftRater for Windows
- **Oracle Linux** - Required for IBSS

Application Servers Supported

- **IIS** – Required for RateManager and IBFA/ SoftRater for Windows
- **TomEE Plume** – For SoftRater Java

Docker

- Required to run IBSS in a container

The Insbridge system may be added to a network or machine you currently have, provided there is available space and that the usage will allow for it.

The Insbridge applications and databases can be tenants in an already existing setup. IBFA uses port 80 by default. Please check with your system administrator for port conflicts with the existing setup. The ports used by SoftRater for Java can be changed from the default to a fixed port if needed.

RateManager is not a processor heavy application and the database is not transaction heavy. This means that existing hardware equipment may be used. Depending upon the condition of the machines, the current demands the machine is under and the available space on the machine.

It is recommended that the databases be on separate machines from the applications due to performance and security issues.

USAGE CONSIDERATIONS

If the ability to return rates quickly with minimal lag time is a consideration, the Insbridge configuration should factor in usage. Usage is defined as the amount of demand placed on the hardware.

RateManager or the design-time tool may be a tenant in the machine but for optimal usage, it is recommended that RateManager have a dedicated machine. SoftRater or the run-time engine should have a dedicated machine as well.

- A **minimum** configuration may work best in an environment with a low number of users where RateManager and IBFA/SoftRater for Windows are on one machine and a MS SQL Server database is on a separate machine. No other processes or applications are running on the RateManager and IBFA/SoftRater for Windows machine.
- A **standard** configuration may be required when the number of users goes beyond 10. RateManager, SoftRater and the databases should each reside on separate machines. A Java version of SoftRater may be used and another database in addition to MS SQL Server may also be utilized. The RateManager or design-time tool may be a tenant in the machine along with other applications. It is recommended that SoftRater or the run-time engine be on a machine with minimal demand from other applications or processes.
- An **optimal** configuration may suit a larger company or a company that handles commercial lines. Commercial lines may require more processor time and have larger data files than non-commercial lines and may benefit from having an optimal system configuration. RateManager, SoftRater and the databases would each reside on separate machines. A Java version of SoftRater may be used and another database in addition to MS SQL Server may also be utilized.

The design-time machine and the run-time machine can each have their own usage requirements. For example, if you have a small number of users who will be creating programs on a machine that will not be used for rating, that group may be fine with a minimum setup. Most likely, there will not be a great demand placed on the machine. If you have a production group that will be generating large quantities of rates/renewals, that group may require an optimal setup to accommodate their needs.

SoftRater Engine Instance Sizing Reference

If you are planning capacity for the Soft Rater engine, the sizing chart may give you an idea of how to plan. The numbers in the chart are based on a lab environment. Please be sure to plan additional space for growth.

Approximate 80-90% CPU Utilization

Transactions/Minute (Approximate)			
Server	2,400	11,000	92,000
	2 Core @ 2.53GHz or higher with 16 GB Ram	4 Core @ 2.53GHz or higher with 32 GB Ram	8 Core @ 2.53GHz or higher with 64 GB Ram

Figure 1 SoftRater Engine Sizing Chart

INSBRIDGE SETUP

Another factor to consider when selecting a hardware/software configuration is the number of physical environments that you want in your Insbridge system. A physical environment generally refers to a physical machine where a specific activity is performed. For example, a physical environment called development could be created where users only build ratings. Another physical environment called QA could be created where users only test ratings and send the rating either to production or back to development for further work. When the rating is ready and has passed testing, it can be placed into production.

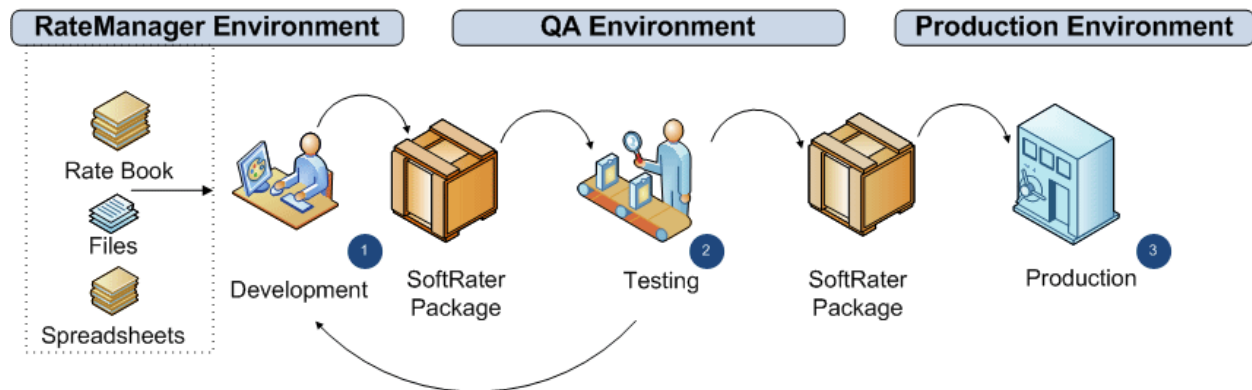


Figure 2 Simple Insbridge Setup

There is no limit to the number of physical environments you can have. However, each environment will require hardware space and a database instance.

It is recommended that at least three physical environments be setup; one for development, one for testing and one for production. These environments can be together on one machine (a minimum configuration) or two machines (a standard configuration) or three machines (an optimal configuration). How you choose to configure your environments is up to you.

There are a few possible combinations of RateManager, IBFA/SoftRater for Windows, IBSS/SoftRater for Java, MS SQL Server, Oracle and IBM DB2 that can be implemented. These configurations may require more equipment, more space, and/or have additional costs. For more information regarding environments, please see the Insbridge Implementation Guide.

Clustered Environments

SoftRater for Java may also utilize a cluster environment. A clustered environment is where multiple instances of SoftRater for Java are created on one or more servers of the same type and share the same configuration. The benefits to a cluster are that all instances in the cluster work together to provide high availability, reliability, scalability, and increased performance. Clusters can be host one the same server or across multiple servers of the same type. Consideration to the size of the cluster utilized should also be considered when sizing a SoftRater for Java environment.

QUICK VIEW

The table shows at a glance, what operating systems, application server platforms, and databases can be utilized with the Insbridge system.

	RateManager		IBFA/SoftRater Windows		SoftRater Java	
Operating Systems						
Microsoft Windows Server 2019, Standard	S		S			
Microsoft Windows Server 2016, Standard	S		S			
Oracle Linux Server release 7.4					S	
Oracle Linux Server release 7.5					S	
Docker (19.03.1-ol)					S	
Application Server						
IIS 10	S		S			
TomEE plume 8.0.1					S	
Database						
MS SQL Server 2017 Standard	S		S			
MS SQL Server 2017 Enterprise	S		S			
Oracle 11g release 2 (release 11.2.0.3.0)					S	
Oracle 12c (release 12.1.0.1.0)					S	
Oracle 19c (release 19.3.0.0.0)					S	

Where S = Supported

NOTE: SoftRater for Java in Insbridge version 5.6.1 runs on Apache TomEE. The Apache TomEE server is in a docker container on Linux. Apache TomEE can also be setup on a windows machine. For windows setup refer section "Deploy IBSS To TOMEE" in the Using Batch Rating Guide. SoftRater for Java is installed and functions within the application server. The external resources that the application server resides in will not affect SoftRater for Java..

RATEMANAGER AND IBFA

RateManager and IBFA are installed on the same machine which must be Windows.

Hardware Requirements

The primary focus of the following hardware recommendations is usage. The hardware requirements are divided by the components that are most affected by usage; processor, memory and hard drive. Each component has the minimum requirement recommended.

Processor:	Minimum:	2 Core 2.53 GHz
	Standard:	4 Core 2.53 GHz
	Optimal:	8 Core 2.53 GHz
Memory:	Minimum:	16 GB RAM
	Standard:	32 GB RAM
	Optimal:	64 GB RAM
Hard Drive:	Minimum:	100 GB
	Standard:	500 GB SCSI Hardware RAID
	Optimal:	500 GB SAS 15,000 RMP Hardware RAID 0+1

All hardware for the Insbridge system has a standard minimum requirement for graphics and network.

Graphics:	1280 x 1024
Network:	100b T NIC

Software Requirements

The software requirements are standard for any Insbridge configuration, regardless of whether you are running a minimum configuration or an optimal configuration.

OS:	Windows Server 2016, Standard
This software must be installed and running in every Windows environment.	Microsoft IIS 10 in Windows Server 2016
	Microsoft .NET Framework 4.6.2 for Windows Server 2016
	MSMQ

SOFTRATER FOR WINDOWS

SoftRater for Windows must be installed in a Windows environment.

Hardware Requirements

The primary focus of the following hardware recommendations is usage. The hardware requirements are divided by the components that are most affected by usage; processor, memory and hard drive. Each component has the minimum requirement recommended.

Processor:	Minimum:	2 Core 2.53 GHz
	Standard:	4 Core 2.53 GHz
	Optimal:	8 Core 2.53 GHz
Memory:	Minimum:	16 GB RAM
	Standard:	32 GB RAM
	Optimal:	64 GB RAM
Hard Drive:	Minimum:	100 GB
	Standard:	500 GB SCSI Hardware RAID
	Optimal:	500 GB SAS 15,000 RMP Hardware RAID 0+1

All hardware for the Insbridge system has a standard minimum requirement for graphics and network.

Graphics:	1280 x 1024
Network:	100b T NIC

Software Requirements

The software requirements are standard for any Insbridge configuration, regardless of whether you are running a minimum configuration or an optimal configuration.

OS:	Microsoft Windows Server 2016 Standard
This software must be installed and running in every Windows environment.	Microsoft IIS 10 in Windows Server 2016
	Microsoft .NET Framework 4.6.2 in Windows Server 2016
	MSMQ

SOFRATER FOR JAVA

A non-Windows machine requires a Java version of SoftRater. In the 5.6.1 SoftRater for Java works within Apache TomEE application server.

Hardware Requirements

The primary focus of the following hardware recommendations is usage. The hardware requirements are divided by the components that are most affected by usage; processor, memory and hard drive. Each component has the minimum requirement recommended.

All settings are relevant on Oracle WebLogic running on MS Windows 2008, Windows 2008 R2, MS Windows 2012, or Windows 2016. These settings may be used as a guideline when setting up other application servers.

Processor:	Minimum:	2 Core 2.53 GHz
	Standard:	4 Core 2.53 GHz
	Optimal:	8 Core 2.53 GHz
Memory:	Minimum:	16 GB RAM
	Standard:	32 GB RAM
	Optimal:	64 GB RAM
Hard Drive:	Minimum:	100 GB
	Standard:	500 GB SCSI Hardware RAID
	Optimal:	500 GB SAS 15,000 RMP Hardware RAID 0+1

All hardware for the Insbridge system has a standard minimum requirement for graphics and network.

Graphics:	1280 x 1024
Network:	100b T NIC

Software Requirements

The software requirements are standard for any Insbridge configuration, regardless of whether you are running a minimum configuration or an optimal configuration.

OS:	Oracle Linux Server release 7.4, Oracle Linux Server release 7.5.
	Docker (19.03.1-ol)
	NO REQUIRED SOFTWARE

Supported Application Servers

The Insbridge Enterprise Rating SoftRater for Java supports:

- TomEE plume 8.0.1

SoftRater for Java is installed and functions within the application server. Apache TomEE is deployed as part of the Docker container.

Apache TomEE

For minimum operating system and hardware requirements for Apache TomEE, please visit the Apache download site.

Version: TomEE plume 8.0.1

NOTE: Java JDK is required for application servers. It will be installed as part of the docker container.

Java Version

- TomEE requires Java 1.8

Insbridge Database

The Insbridge Enterprise Rating System (5.6.1) supports the following databases:

- Oracle 19c (19.3.0.0.0)
- Microsoft SQL Server 2017 Standard and Enterprise edition

RateManager and IBFA require a MS SQL Server database. SoftRater supports multiple databases platforms and can utilize a MS SQL Server or an Oracle database or a combination of databases. IBFA acts as a SoftRater in a Windows environment. When used in a Windows environment, MS SQL Server is the only database that can be used. If another database type is needed, a Java version of SoftRater is required.

MS SQL Server should not be installed on the same machine where the Insbridge web applications reside. If the MS SQL Server resides on a separate host from the Insbridge web front end, a properly configured network connection from the web server front end to MS SQL Server must exist.

Hardware Requirements

The primary focus of the following hardware recommendations is speed and storage. The hardware requirements are divided by the components that are most affected by speed; processor, memory and the component that is most affected by storage, the hard drive. Each component has the minimum requirement recommended.

All settings are relevant on a MS SQL Server 2012, and 2016 SP 1 instances. These settings may be used as a guideline when setting up other database systems.

Processor:	Minimum:	2 Core 2.53 GHz
	Standard:	4 Core 2.53 GHz
	Optimal:	8 Core 2.53 GHz
Memory:	Minimum:	16 GB RAM
	Standard:	32 GB RAM
	Optimal:	64 GB RAM
Hard Drive:	Minimum:	500 GB
	Standard:	1 TB GB SCSI Hardware RAID
	Optimal:	1 TB SAS 15,000 RMP Hardware RAID 0+1

All hardware for the Insbridge system has a standard minimum requirement for graphics and network.

Graphics:	1280 x 1024
Network:	100b T NIC

Software Requirements

RateManager and IBFA/SoftRater for Windows must be installed in a Windows environment and require MS SQL Server. The software requirements are standard for any Insbridge configuration, regardless of whether you are running a minimum configuration or an optimal configuration.

Oracle

OS:	Oracle databases operate in a variety of environments. As long as the database is compatible with the operating system, then the Insbridge system also will be compatible.
This is required to communicate with an Oracle database.	Oracle Client

MS SQL Server

OS:	MS SQL Server operates in a variety of environments. As long as the database is compatible with the operating system, then the Insbridge system also will be compatible.
These settings are required for MS SQL Server.	Mixed Mode Authentication
	Default SQL Server collation and sort order plus case sensitivity using Latin1_General_BIN as the server collation.
	NT Fibers must not be enabled
	MS SQL Server Client

RATEMANAGER CLIENT

Clients are the internal users of the system; product managers, actuaries, and business analysts, rate loaders, etc. This does not include agents or consumers. RateManager client hardware and software requirements are general guidelines with the assumption that the client machine is under normal working conditions and not performing multiple high use tasks. Client machines with greater demands will require increased computing power.

Hardware Requirements

Minimum hardware configuration for average client usage.

Processor:	Pentium 1.8 GHz or greater
Memory:	1 GB RAM or greater
Hard Drive:	10 GB open hard drive space or more
Graphics:	1024x768 minimum resolution or higher
Network:	100b T or 1000b T NIC or greater

Software Requirements

Require software for clients.

Microsoft:	Internet Explorer 11 ***
Adobe:	Adobe Acrobat Reader v9.0 or greater

*** Run in Compatibility mode

NOTE: *Insbridge requires Microsoft Internet Explorer. Other browsers are not compatible at this time.*

ORACLE SUPPORT

The Oracle Insurance Insbridge Enterprise Rating falls under the Oracle Life time Support. Oracle Lifetime Support helps drive your business success across your entire Oracle technology environment. From database to middleware to applications and hardware, you can now enjoy the benefits of the industry's most comprehensive support coverage.

Three levels of support are offered:

- **Premier Support** – Provides comprehensive maintenance and software upgrades for your Oracle Database, Oracle Fusion Middleware, and Oracle applications for five years from the general availability (GA) date.
- **Extended Support** – Puts you in control of your Database, Middleware, and Applications upgrade strategy by providing additional maintenance and upgrades for Oracle Database, Oracle Fusion Middleware, and Oracle Applications for an additional fee.
- **Sustaining Support** – Maximizes your investment protection by providing maintenance for as long as you use your Oracle software. Features include access to Oracle online support tools, upgrade rights, pre-existing fixes and assistance from technical support experts.

End of Support Schedule

The table shows at a glance, the projected end of support for the operating systems, application server platforms, and databases utilized by the Insbridge system. These dates are proposed from the manufacturer and are subject to change.

	Tier 1 Support		Tier 2 Support		Tier 3 Support
Operating Systems					
Microsoft Windows Server 2019, Standard (64 bit)	Jan 09, 2024		Jan 09, 2029		
Microsoft Windows Server 2016, Standard (64 bit)	Jan 11, 2022		Jan 12, 2027		
Application Server					
IIS 10	Jan 11, 2022		Jan 11, 2027		
TomEE Plume (8.0.1)	*		*		*
Database					
Oracle 19c (release 19.3.0.0.0)	July 2018		July 2021		Indefinite
Browser					
MS Internet Explorer 11.0 ***	*		*		*
Docker					
Docker (19.03.1-ol)	End of Life (EOL) 2021-07-21				

*** Run in Compatibility mode

Notes and Sources

Oracle

Oracle has three tiers of support: Premier Support, Extended Support, and Sustaining Support. For more on Lifetime Support Policies, please see <http://www.oracle.com/us/support/lifetime-support/index.html>.

NOTE: May require a login to My Oracle Support.

Source

Database <http://www.oracle.com/us/support/library/lifetime-support-technology-069183.pdf>

Middleware <http://www.oracle.com/us/support/library/lifetime-support-middleware-069163.pdf>

Microsoft

Microsoft has two tiers of support: Mainstream Support and Extended Support as well as Service Pack Support. Please note that Service Pack Support may not be offered for all products.

Tier 3 support is the current scheduled Service Pack Support End Date.

* If a product has a service pack, support ends 24 months after the next service pack release or at the end of the products support lifecycle, whichever comes first.

* Beginning January 12, 2016, only the most current version of Internet Explorer available for a supported operating system will receive technical support and security updates.

Source

Windows Server <http://support2.microsoft.com/lifecycle/default.aspx?LN=en-us&c2=1163&x=11&y=10>

and <https://support.microsoft.com/en-us/gp/lifeselectindex#S>

MS SQL Server <http://support2.microsoft.com/lifecycle/?c2=1044>

IE <http://support2.microsoft.com/lifecycle/search/?sort=PN&alpha=internet+explorer>

Apache TomEE

Support for Apache TomEE is given freely by the community.

Source

Apache TomEE: <http://tomee.apache.org/support.html>

CONTACTING SUPPORT

If you need assistance with an Oracle Insurance Insbridge Enterprise Rating System product, please log a Service Request using My Oracle Support at <https://support.oracle.com/>.

Oracle customers have access to electronic support through My Oracle Support. You may be required to log in to Oracle support.

For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Address any additional inquiries to: Oracle

Corporation

World Headquarters 500 Oracle
Parkway
Redwood Shores, CA 94065 U.S.A.

Worldwide Inquiries: Phone:
+1.650.506.7000
Fax: +1.650.506.7200
oracle.com