



Aurea[®] Insurance Process Management Supported Platforms Guide 2018.1

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Preface

For details, see the following topics:

- [About this documentation](#)
- [Obtaining support](#)
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About this documentation

This guide is part of the documentation set for Aurea[®] Insurance Process Management.

Obtaining support

If the product documentation does not provide a solution to your specific issue, or if you need clarification on the issue, then contact our Product Support team. You can contact the team through the Internet, telephone, or postal mail, as per the details provided in the table below.

Table 1: Product Support Contact Information

To contact by	Use
Web site	http://www.aurea.com/support If you are an existing customer, then you can log in to the above site for product support. If you are a first time user, then you need to create an account first.
E-mail	support@aurea.com

To contact by	Use
Telephone	+1-650-801-1899 for worldwide support.
Postal Address	Aurea, Inc. 401 Congress Ave Suite 2650 Austin, TX 78701, USA.

To enable us to quickly answer your questions, please provide the following information:

- Your name, installation site address and the license key for Business Manager software.
- Your Business Manager version and build number.
- Your operating system, application server and browser, with version and service pack details, if any.
- Your database management system and version, and information on JVM and JDBC used.

Conventions Used in this Manual

This document uses the following conventions and terminology notations to distinguish elements of text:

Table 2: Conventions used in this Manual

Convention (styles and terms)	Purpose
bold	Indicates titles of command buttons, checkboxes, options, lists, dialog boxes and portal page names.
<i>italic</i>	Indicates book titles.
monospace	Represents folder paths, file names, code segments, or examples.
backward slash (\)	Indicates the path in a Windows® environment. For UNIX®, a forward slash is used.
SBM_Home	Represents the installed folder of Aurea® CX Process Business Manager® that contains essential components and files. The default location is C:\Aurea\CXProcess\SBM2017.
SBM_DOMAIN	Refers to the absolute path to the Business Manager web application running on the application server. This path differs according to the application server used (Example, for Pramati, C:\Aurea\CXProcess\SBM2017\webapps\deploy\sbm.
Studio_Home	Represents the installed folder of Aurea® CX Process BPM Studio™ that contains essential components and files. The default location is C:\Aurea\CXProcess\BPMStudio2017.
Workspace_Home	Represent the Workspace folder of Aurea® CX Process BPM Studio. The default location is Studio_Home\workspace.

¹ For support telephone numbers and offices in your region, visit the support web site above. This contact information is for customer support only.

Supported Platforms

The following table lists the software platforms supported by Aurea[®] Insurance Process Management.

Table 3: Supported platforms

Category	Software
Operating system	Microsoft [®] Windows [®] Server 2012 R2 Standard/Datacenter Microsoft [®] Windows [®] Server 2008 R2 Standard/Enterprise, (x86 64) Microsoft [®] Windows [®] 7/ Windows [®] 8.1/ Windows [®] 10 Professional/Enterprise on Intel [®] based platforms (x86 64)
Application server	JBoss [®] EAP 6.3 WebSphere 8.5.5.1
Database	Oracle [®] 11g r2 with Oracle [®] JDBC Driver
JDK	Oracle [®] JDK 1.7.0_55
Browser	MS Internet Explorer (IE) 9.0/10/11 (64 bit) (Requires Java plugin 1.7.0.55; Supported on Windows only; Needs to disable MS JVM), Microsoft Edge 41.16299.402.0
Open Office	Versions 3.4.1 and 4.1.2 Note: Open Office should be installed on the same machine as that of CX Process Business Manager.
DCM	2015, 2016.1, 2017, 2017.1, 2018 and 2018.1.

Note: For a complete listing of platforms supported by Aurea[®] CX Process Business Manager[®] 2017 R4, refer to the *Supported Platforms Guide*.

Certified Platforms

The following table lists the software platforms on which Aurea[®] Insurance Process Management 2018.1 is certified.

Table 4: Certified platforms

Category	Software
Operating system	Microsoft [®] Windows [®] Server 2008 R2 Standard/Enterprise, (x86 64)
Application server	JBoss [®] EAP 6.3 WebSphere 8.5.5.1
Database	Oracle [®] 11g r2 with Oracle [®] JDBC Driver
JDK	Oracle [®] JDK 1.7.0_55
Browser	MS Internet Explorer [®] version 9/11 Microsoft Edge 41.16299.402.0
Open Office	3.4.1 and 4.1.2