



# Aurea<sup>®</sup> Insurance Process Management Supported Platforms Guide 2018



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# Notices

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For details, see the following topics:

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

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# Preface

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For details, see the following topics:

- [About this documentation](#)
- [Obtaining support](#)
- [Conventions Used in this Manual](#)

## About this documentation

This guide is part of the documentation set for Aurea<sup>®</sup> 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      | <a href="http://www.aurea.com/support">http://www.aurea.com/support</a><br>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        | <a href="mailto:support@aura.com">support@aura.com</a>   |

| To contact by  | Use  |
|----------------|--|
| Telephone      | +1-650-801-1899 for worldwide support.                               |
| Postal Address | Aurea, Inc.<br>401 Congress Ave Suite 2650<br>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   |
|-------------------------------|---|
| <b>bold</b>                   | 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 <sup>®</sup> environment. For UNIX <sup>®</sup> , a forward slash is used.  |
| SBM_Home                      | Represents the installed folder of Aurea <sup>®</sup> CX Process Business Manager <sup>®</sup> 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 <sup>®</sup> CX Process BPM Studio <sup>™</sup> that contains essential components and files. The default location is C:\Aurea\CXProcess\BPMStudio2017.  |
| Workspace_Home                | Represent the Workspace folder of Aurea <sup>®</sup> CX Process BPM Studio. The default location is Studio_Home\workspace.  |

<sup>1</sup> 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

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The following table lists the software platforms supported by Aurea<sup>®</sup> Insurance Process Management.

**Table 3: Supported platforms**

| Category           | Software  |
|--------------------|---|
| Operating system   | Windows <sup>®</sup> Server 2008  |
| Application server | JBoss <sup>®</sup> EAP 5.2<br>WebSphere 8.5.5.1   |
| Database           | Oracle <sup>®</sup> 11g r2 with Oracle <sup>®</sup> JDBC Driver   |
| JDK                | Oracle <sup>®</sup> JDK 1.7.0_55  |
| Browser            | MS Internet Explorer (IE) 9.0/10/11 (64 bit)<br>(Requires Java plugin 1.7.0.55; Supported on Windows only; Needs to disable MS JVM) |
| Open Office        | 3.4.1 and 4.1.2   |
|                    | <b>Note:</b> Open Office should be installed on the same machine as that of CX Process Business Manager.                            |
| DCM                | 2015, 2016.1, 2017 and 2017.1.  |

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**Note:** For a complete listing of platforms supported by Aurea<sup>®</sup> CX Process Business Manager<sup>®</sup> 2017, refer to the *Supported Platforms Guide*.

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## Certified Platforms

The following table lists the software platforms on which Aurea<sup>®</sup> Insurance Process Management 2018 is certified.

**Table 4: Certified platforms**

| Category           | Software  |
|--------------------|---|
| Operating system   | Windows <sup>®</sup> Server 2008                |
| Application server | JBoss <sup>®</sup> EAP 5.2<br>WebSphere 8.5.5.1 |

| Category    | Software                                |
|-------------|---|
| Database    | Oracle® 11g r2 with Oracle® JDBC Driver |
| JDK         | Oracle® JDK 1.7.0_55                    |
| Browser     | MS Internet Explorer® version 9/11      |
| Open Office | 3.4.1 and 4.1.2                         |