

RETAIL

**Yourcegid** | RETAIL  
Software for Business

## Technical requirements

Yourcegid ORLI  
Version: 16.0 for Oracle 11gR2

**Cegid**

International Head Office  
52 quai Paul Sédallian - 69279 Lyon Cedex 09 - FRANCE  
T: +33 (0)4 26 29 50 00  
E: [contact@cegid.com](mailto:contact@cegid.com)  
[www.cegid.com/retail](http://www.cegid.com/retail)

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# ■ Technical requirements

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## 1. Preamble

This document describes the technical requirements associated to the YourCegid ORLI On Premises solution, installed and operated by the customer. The solution was developed by Cegid.

This document covers the technical requirements concerning the various servers, networks and telecommunications, workstations and devices. It is essential to follow these technical requirements to ensure the YourCegid ORLI On Premises solution functions properly. Cegid cannot be held responsible for any malfunction of the solution if these requirements have not been followed.

When the solution is used in conjunction with other Cegid applications, it is up to the Customer to follow the recommendations pertaining to these solutions. For individual advice, please contact your Sales Engineer.

**N.B. :**

- ✓ **The Customer must identify their "32 or 64-bit" architecture in each chart presented in this document (details in the Appendix).**
- ✓ **Backup management is the responsibility of the Customer, according to the backup methods available to them. During installation, Cegid will provide all the necessary information concerning the data to be backed up and the precautions to be taken during backup/restore procedures. Cegid recommends a complete backup of the various servers (databases, applications, Web, etc.) including all disks without exception, as well as the Windows registry database.**

**Cegid does not support configurations that depend on third-party software (operating system, database, etc.) if they are no longer supported by the publisher (Microsoft, Oracle, etc.).**



**Support termination dates for main third-party software in the Cegid offering developed by Microsoft, Oracle and Red Hat are found in this document's appendix, under "Microsoft, Oracle and Linux Support Information".**

## 2. Database Server for Oracle Database

### Configuration for up to 30 users

DATABASE SERVERS	
Components	
Central processing unit	12 Xeon E5-2620 cores <sup>(1)</sup>
Operating system : <b>x64-64 bit</b>	Oracle Linux 6 Update 6 minimum <sup>(2)</sup> Red Hat Enterprise Linux 6 Update 6 minimum <sup>(2)</sup>
Language	
Memory	24 GB minimum <sup>(3)</sup>
Hard drive	450 GB SAS 15K tpm RAID minimum <sup>(4)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Required <sup>(5)</sup>
Database engine <b>x64-64 bit</b>	11gR2 (11.2.0.4)
Database Edition	Standard Edition One or Standard Edition or Enterprise Edition <sup>(6)</sup>
Character set	AL32UTF8

<sup>(1)</sup> 12 cores are necessary because the same server also hosts the Application module and 2 Windows 7 VMs for printouts.

<sup>(2)</sup> Only the Update level is a minimum, Linux version 6 is required.

<sup>(3)</sup> An additional **8 GB** will be required if the server also hosts an additional database for YourCegid Retail, Finance, etc.

<sup>(4)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

To be increased as necessary (number and volume of databases used, etc.).

It is recommended to dedicate the database engine to the Cegid solution. This will avoid the following conflicts :

- Incompatibility between the various database configurations
- Poor performance due to the load imposed by another application
- Database upgrades occurring at different times
- Dissimilar maintenance procedures (e.g. for backups)

<sup>(5)</sup> Cegid recommends "Hot" backups for production databases, via Recovery MANager (RMAN).

<sup>(6)</sup> Oracle Database Standard Edition One enables you to manage a server with a maximum of 2 processors (sockets).

Oracle Database Standard Edition enables you to manage a server with a maximum of 4 processors (sockets).

Server capacity is the deciding factor : The Enterprise Edition is required only if 2 processors have been installed on a server with 8 sockets.

Configuration for up to 70 users

<b>DATABASE SERVERS</b>	
<b>Components</b>	
Central processing unit	12 Xeon E5-2620 cores
Operating system : <b>x64-64 bit</b>	Oracle Linux 6 Update 6 minimum <sup>(1)</sup> Red Hat Enterprise Linux 6 Update 6 minimum <sup>(1)</sup>
Language	
Memory	24 GB minimum <sup>(2)</sup>
Hard drive	450 GB SAS 15K tpm RAID minimum <sup>(3)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Required <sup>(4)</sup>
Database engine : <b>x64-64 bit</b>	11gR2 (11.2.0.4)
Database Edition	Standard Edition One or Standard Edition or Enterprise Edition <sup>(5)</sup>
Character set	AL32UTF8

<sup>(1)</sup> Only the Update level is a minimum, Linux version 6 is required.

<sup>(2)</sup> An additional **16** GB will be required if the server also hosts an additional database for YourCegid Retail, Finance, etc.

<sup>(3)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

To be increased as necessary (number and volume of databases used, etc.).

It is recommended to dedicate the database engine to the Cegid solution. This will avoid the following conflicts :

- Incompatibility between the various database configurations
- Poor performance due to the load imposed by another application
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Oracle Database Standard Edition enables you to manage a server with a maximum of 4 processors (sockets).

Server capacity is the deciding factor : The Enterprise Edition is required only if 2 processors have been installed on a server with 8 sockets.

Configuration for up to 150 users

<b>DATABASE SERVERS</b>	
<b>Components</b>	
Central processing unit	12 Xeon E5-2620 cores
Operating system : <b>x64-64 bit</b>	Oracle Linux 6 Update 6 minimum <sup>(1)</sup> Red Hat Enterprise Linux 6 Update 6 minimum <sup>(1)</sup>
Language	
Memory	48 GB minimum <sup>(2)</sup>
Hard drive	750 GB SAS 15K tpm RAID minimum <sup>(3)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Required <sup>(4)</sup>
Database engine : <b>x64-64 bit</b>	11gR2 (11.2.0.4)
Database Edition	Standard Edition One or Standard Edition or Enterprise Edition <sup>(5)</sup>
Character set	AL32UTF8

<sup>(1)</sup> Only the Update level is a minimum, Linux version 6 is required.

<sup>(2)</sup> An additional **16** GB will be required if the server also hosts an additional database for YourCegid Retail, Finance, etc.

<sup>(3)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

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- Incompatibility between the various database configurations
- Poor performance due to the load imposed by another application
- Database upgrades occurring at different times
- Dissimilar maintenance procedures (e.g. for backups)

<sup>(4)</sup> Cegid recommends "Hot" backups for production databases, via Recovery MANager (RMAN).

<sup>(5)</sup> Oracle Database Standard Edition One enables you to manage a server with a maximum of 2 processors (sockets).

Oracle Database Standard Edition enables you to manage a server with a maximum of 4 processors (sockets).

Server capacity is the deciding factor : The Enterprise Edition is required only if 2 processors have been installed on a server with 8 sockets.

### 3. Oracle Fusion Middleware Application Server

#### Configuration for up to 30 users

The "Application" module is hosted on the "Database" server for configurations up to 30 users. Recommendations for the "Database" server for a configuration up to 30 users takes into account the resources required for the "Application" module.

<b>APPLICATION SERVER</b>	
<b>Components</b>	
Oracle Fusion Middleware Version (FMW)	11gR2 (11.1.2.2 + Patch18277370 + Patch19933795)
WebLogic server version for FMW	10.3.6.0.8 or 10.3.6.0_12
Version JDK version for WebLogic servers	1.7.0_71 or 1.7.0_91
License required for Oracle Fusion Middleware	Oracle Internet Application Server Enterprise Edition
TCP ports	8001, 9001 <sup>(1)</sup>

<sup>(1)</sup> Link between the application server and customers in http on TCP ports 8001 and 9001 (non-modifiable).



Configuration for up to 70 users

<b>APPLICATION SERVER</b>	
<b>Components</b>	
Central processing unit	6 Xeon E5-2620 cores
Operating system : <b>x64-64 bit</b>	Oracle Linux 6 Update 6 minimum <sup>(1)</sup> Red Hat Enterprise Linux 6 Update 6 minimum <sup>(1)</sup>
Language	
Memory	16 GB minimum
Hard drive	150 GB SAS 10K tpm RAID <sup>(2)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Optional <sup>(3)</sup>
Oracle Fusion Middleware Version (FMW)	11gR2 (11.1.2.2 + Patch18277370 + Patch19933795)
WebLogic server version for FMW	10.3.6.0.8 or 10.3.6.0.12
Version JDK version for WebLogic servers	1.7.0_71 or 1.7.0_91
License required for Oracle Fusion Middleware	Oracle Internet Application Server Enterprise Edition
TCP ports	8001, 9001 <sup>(1)</sup>

<sup>(1)</sup> Only the Update level is a minimum, Linux version 6 is required.

<sup>(2)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

<sup>(3)</sup> Backup of this server is optional because it does not contain critical data.

<sup>(4)</sup> Link between the application server and customers in http on TCP ports 8001 and 9001 (non-modifiable).

Configuration for up to 150 users

<b>APPLICATION SERVER</b>	
<b>Components</b>	
Central processing unit	6 Xeon E5-2620 cores
Operating system : <b>x64-64 bit</b>	Oracle Linux 6 Update 6 minimum <sup>(1)</sup> Red Hat Enterprise Linux 6 Update 6 minimum <sup>(1)</sup>
Language	
Memory	32 GB minimum
Hard drive	150 GB SAS 10K tpm RAID <sup>(2)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Optional <sup>(3)</sup>
Oracle Fusion Middleware Version (FMW)	11gR2 (11.1.2.2 + Patch18277370 + Patch19933795)
WebLogic server version for FMW	10.3.6.0.8 or 10.3.6.0_12
Version JDK version for WebLogic servers	1.7.0_71 or 1.7.0_91
License required for Oracle Fusion Middleware	Oracle Internet Application Server Enterprise Edition
TCP ports	8001, 9001 <sup>(1)</sup>

<sup>(1)</sup> Only the Update level is a minimum, Linux version 6 is required.

<sup>(2)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

<sup>(3)</sup> Backup of this server is optional because it does not contain critical data.

<sup>(4)</sup> Link between the application server and customers in http on TCP ports 8001 and 9001 (non-modifiable).

## 4. Windows Report Server

<b>REPORT SERVER</b>	
<b>Components</b>	
Central processing unit	Core i5 (PC) or Xeon E5-2620 (Server)
Operating system : <b>x64-32 bit</b>	Windows 7 Professional (PC)
Operating system : <b>x64-64 bit</b>	Windows 7 Professional (PC) Windows Server 2008 Release 2 SP1 (Server) Windows Server 2012 Release 2 (Server)
Language	FR or EN
Memory	4 GB minimum
Hard drive	150 GB SATA (PC) <sup>(1)</sup> or 150 GB SAS 10K tpm RAID (Server) <sup>(1)</sup>
Network Card	1 GB/s
DVD drive	
Backup device	Recommended <sup>(2)</sup>
Oracle Client Software	11gR2 (11.2.0.4) <sup>(3)</sup>
Apache HTTP Server	2.2.21
Oracle Java Runtime Environment	1.8.0_XX <sup>(4)</sup>
TCP ports	80 <sup>(5)</sup>
Internet connection	Yes <sup>(6)</sup>
ActiveX	WebEx <sup>(6)</sup>

<sup>(1)</sup> The capacity indicated includes all server elements (OS, SWAP, Oracle binaries, Cegid binaries, etc.).

<sup>(2)</sup> Backing up this server is recommended because it contains, in .pdf format, all the screens generated by the application. Some of these cannot be subsequently recreated identically.

<sup>(3)</sup> This is the 32-bit version of the Oracle client. Also applies to a 64-bit operating system.

<sup>(4)</sup> As per Oracle Corporation policy, Cegid recommends using the most recent version of 1.8.0\_XX available, to take advantage of the latest Java security patches.

<sup>(5)</sup> Link between the report server and customers in http on TCP port 80 (non-modifiable).

<sup>(6)</sup> An Internet connection is required for both remote desktop connections by Cegid support teams (WebEx tool) as well as major systems updates when they cannot be delivered by another deployment tool (critical system patches, certificate list update, etc.).

## 5. Presentation Server

A presentation server (also known as "terminal services", "TSE", "remote desktop") runs applications on the local server. The device connected to the server (PC, terminal, etc.) generally requires fewer resources than demanded by running the same applications locally.

Using the YourCegid ORLI solution in conjunction with presentation servers is not supported.

The same restriction applies to Citrix technology, as well.

In Facts, YourCegid ORLI depends on the Oracle Fusion Middleware component Forms technology, which is not supported in this type of environment, as explained in the document no. 68047.1. Available at this site: <http://support.oracle.com>.

An excerpt from this document appears below :

### QUESTIONS AND ANSWERS

#### **Are products such as Forms or Reports (builders or runtime) supported to be used in a Windows Terminal Server environment?**

Windows Terminal Server is an add-on to Windows which allows sessions on the server to be displayed on other machines. Citrix Winframe is a similar technology.

Oracle does not support the use of any Oracle Developer tool or its runtime in these environments. This includes the Builders, the end-user browser, or any other component which renders a Graphical User Interface (GUI). In order for a problem with Developer (Forms, Reports, etc) to be progressed by Oracle Support Services, it must be reproducible in a supported client install on the Workstation or Server and accessed locally.

Problems that only manifest when Developer applications are deployed in a Terminal Server or Citrix environment should be addressed to the vendor of the environment being used. In this respect, Oracle treats the Windows Terminal Server and Citrix Winframe environments simply as Terminal Emulators.

We also do not support the use of Developer Tools (i.e. Forms Builder, Reports Builder, Forms compiler, etc.) with other emulation software (i.e. Exceed, Reflections, Cygwin, etc.) in order to access and run installations located on remote machines. It is recommended that you install the Developer Tools (iDS) on the local client machine. Failures which cannot be reproduced on the local machine will be deemed the fault of the emulation software and not addressed by Oracle Support.

Also not supported is Citrix (or other similar technology) as a web client platform for the browser using Jinitiator or Java Plugin. If you have a problem, you must first reproduce the problem in a native (local) environment (i.e. browser running on the local client machine).

#### **Additional**

Remote desktop (e.g. Windows Remote Desktop, VNC, etc) is a kind of terminal emulator, and this is also not supported. This also applies to remote terminal sessions to Unix platforms used to launch the aforementioned tools.

## 6. Workstation

### WINDOWS PC

Components	Minimum	Recommended
Central processing unit	Intel Core 2	Intel Core i
Operating system : <b>x86-32 bit</b>	Windows 7 SP1	Windows 7 SP1 / 8.1 / 10
Operating system : <b>x64-64 bit</b>	Windows 7 SP1	Windows 7 SP1 / 8.1 / 10
Reports	Professional	Professional
Language		
Memory	3 GB	3 GB (x86) / 4 GB (x64) <sup>(1)</sup>
Network Card	100 Mb/s	
DVD drive		
Monitor	15"	17" or greater
Video card	65,000 colors	
Screen resolution	1024 x 768	
Onscreen text size	Normal size 96 PPP	
	Software	
Office software	Office 2007 <sup>(2)</sup>	Office 2013 <sup>(2)</sup>
Oracle Java Runtime Environment (JRE)	1.8.0_51 <sup>(3)</sup>	1.8.0_XX <sup>(3)</sup>
Tools	Adobe Reader X	
Internet connection	Yes <sup>(4)</sup>	
Internet browser	Internet Explorer 10 or 11 depending on OS <sup>(5) (6)</sup>	Internet Explorer 11 <sup>(5)</sup>
ActiveX	WebEx <sup>(4)</sup>	

Administrator rights are required for the installation and update phases for Cegid applications. Standard rights are sufficient for normal use of the applications.

<sup>(1)</sup> Elements to be added as required (operating system, number of local applications, etc.).

Microsoft recommends the installation of the 32-bit version of Office, including 64-bit environments.

<sup>(3)</sup> As per Oracle Corporation policy, Cegid recommends using the most recent version of 1.8.0\_XX available, to take advantage of the latest Java security patches.

<sup>(4)</sup> An Internet connection is required for both remote desktop connections by Cegid support teams (WebEx tool) as well as major systems updates when they cannot be delivered by another deployment tool (critical system patches, certificate list update, etc.).

<sup>(5)</sup> The 64-bit version of the browser is not supported. You must use the 32-bit version, which is the default version for Windows 7, 64-bit / 8.1, 64-bit.

<sup>(6)</sup> Internet Explorer 11 is the minimal version for Windows 10

## 7. Mobile devices

### Orli Warehouse Mobility

This is a connected mode solution.  
The PDA coverage zone must be properly covered by the company's WI-Fi network.

<b>PDA</b>	
<b>Model</b>	<b>Operating System</b>
Motorola MC3190	WinCE 6.0
Motorola MC9190	WinCE 6.0
Motorola MC32N0	WinCE 7.0
Motorola MC92N0	WinCE 7.0
Motorola WT41N0	WinCE 7.0

The PDA communicates with the application server via Wi-Fi.  
The Wi-Fi network must conform to the 802.11 b or 802.11 g standard.  
The encryption activated must be a WEP or WPA type.

## 8. Printers

### Management printers

Cegid applications used the Windows environment print infrastructure. You should ensure that print devices have certified print drivers, particularly for x64 platforms.

### Thermal printers

The printers below are certified.  
They must be equipped with a network interface.

<b>THERMAL PRINTERS</b>	
<b>Mark</b>	<b>Model</b>
Monarch	9642
	9643
	9825
	9830
	9840
	9850
Zebra	9855
	Z4M+
	ZM400
	ZM600
	ZT400
	TLP2844-Z
	GK420t

## 9. Network

### Site interconnectivity

The chart below shows the bandwidth required between two sites in order to use the solution.

The bandwidth required for running other applications and traffic types are not taken into account : Internet navigation, email, etc.

Cegid recommends setting up a secure, professional link (VPN operator) to implement communication links between sites.

<b>BANDWIDTH</b>	
<b>Number of users</b>	<b>Speed necessary</b>
1 - 8 users	512 kbit
9 - 20 users	1 mbit
20 - 60 users	2 mbit

### Other

<b>OTHER</b>	
<b>Components</b>	
Communication protocol	"IPv4" TCP/IP <sup>(1) (2)</sup>
WebEx tele-support <sup>(3)</sup>	<a href="https://cegid.webex.com/sc">https://cegid.webex.com/sc</a>
Internet access for downloading application patches	Download from <a href="http://clients.cegid.fr">http://clients.cegid.fr</a>

<sup>(1)</sup> "V6" TCP/IP protocol may also be present.

<sup>(2)</sup> According to your infrastructure and level of security, adding "exceptions" to your Internet browser or changes to your router or proxy server settings may be necessary.

<sup>(3)</sup> Cegid tele-support must be done via the Internet with the WebEx solution.



## 10. APPENDIX



### Details concerning processor architecture

In Cegid communications, the term **64-bit** refers to the architecture - or instruction set - called **x86-64**, often shortened to just **x64**.

This architecture is a 64-bit extension of the standard Intel **x86 32-bit** instruction set. It was initially introduced by AMD under the name AMD64. It is supported by all Intel "EM64T" processors, as well as by all AMD 64-bit processors (the acronym describes the medium for this instruction set at Intel).

*This architecture must **not** be confused with **IA-64**, implemented by the **Itanium** family of Intel processors. This is a distinct and incompatible 64-bit architecture. IA-64 and Itanium processors are outside of the Cegid 64-bit domain and have not been approved.*



## Cegid policy regarding the application of Microsoft patches

In order to correct malfunctions and/or improve the support and security of their products, Microsoft regularly supplies patches to be applied to the solutions concerned.

Here is a non-exhaustive list of patches :

### **Service Packs (SP) :**

This is a set of patches applying to a product. In general, they are cumulative and relatively few in number (often less than 5 in the life of a product). They can be minimum requirements for installation of Microsoft, Cegid or third-party solutions.

→ Cegid tests service packs for their applications and publishes the information as soon as possible after Microsoft makes the packs available (prerequisite release notes identify the service pack level supported).

### **Patches supplied :**

Software patches for resolving specific problems, supplied between 2 service packs. These patches are in general, delivered monthly via Windows and/or Microsoft Update. Microsoft recommends installing these patches (characterized as important/critical or recommended). Since it is not possible to validate all combinations of these isolated patches, Cegid recommends testing their installation on a "pilot environment". The patches can then be installed on other machines, provided that no malfunctions occur (Cegid offers the implementation of Microsoft WSUS → Windows Software Update Services, which will meet this need).

### **Specific patches :**

These are patches created for a specific problem and are not available online. They are delivered by Microsoft services only for the specific problem outlined.



**Microsoft, Oracle and Linux Support Information**

The various products cited in this document (operating systems, database engines, productivity products, etc.) are subject to support conditions and particularly "end of support" concerning their respective publishers.

The end of support dates for these products are listed below. More detailed and exhaustive information is available through the publishers concerned (e.g. it is sometimes possible to obtain security updates or certain other patches after the complete support period by signing up for a supplementary paid support contract).

- Microsoft lifecycle <http://www.microsoft.com/lifecycle>
- Oracle lifecycle <http://www.oracle.com/us/support/lifetime-support/index.html>
- Red Hat lifecycle <https://access.redhat.com/support/policy/updates/errata/>

To take advantage of the latest technology and support, it is important to be aware of lifecycles and plan to migrate to the most recent platform supported by the various professional solutions.

Microsoft Products (company information)		
Product	Premier Support Ends	Note :
Windows 7 Professional	1/13/2015	
Windows 8.1 Professional	1/9/2018	
Office 2007	10/9/2012	
Office 2010	10/13/2015	Qualified for x86 versions (x64 platforms included)
Office 2013	4/10/2018	Qualified for x86 versions (x64 platforms included)

Microsoft Products (company information) - cont'd -		
Product	Premier Support Ends	Note :
Windows Server 2008 R2	1/13/2015	Only in x64
Windows Server 2012 R2	1/9/2018	

Oracle Products (company information)		
Product	Premier Support Ends	Remark
Oracle Database 11.2	1/31/2016	Extended support until 12/2020
Oracle Linux 6	03/2021	
Oracle Fusion Middleware 11gR2	12/2016	Extended support until 12/2018

Red Hat Products (company information)		
Product	Support end date	Remark
Red Hat Enterprise Linux 6	11/30/2017	



### Cegid solution support in virtual environments

The various virtualization solutions available on the market reproduce infrastructures previously created with physical resources (servers, storage, networks, etc.), within a virtual environment and run by "hypervisors".

If you are considering installing an application, the scope (number of processors, memory, disk space, etc.) and installation (operating systems, database engines, applications, etc.) in virtual environments will likely be similar to those deployed in physical infrastructures.

Cegid solutions operate with the latest hypervisors available on the market, and have been especially tested on the latest versions of hypervisors from Microsoft (Hyper-V) and VMware.

The license management module for certain Cegid applications uses physical elements (such as network cards) of the server it is installed on. It is recommended to either install the license management module on a non-virtual server, or ensure that the physical address (MAC) of the network card used does not change over the "life" of the virtual machine.

Cegid provides special functional and technical support concerning Cegid applications via various standard support contracts.

#### ■ **Special recommendations for this type of environment :**

- Due to the technologies involved in virtualization and also consolidation, which often entails sharing of numerous virtual servers between a reduced number of physical machines, actual performance may be less than with a non-virtual configuration. Performance evaluation must therefore be a priority with this type of solution. It is also recommended to verify if specific rules apply concerning licenses from each software provider concerned by the solution to be deployed in a virtual environment.
- All hardware components may not be able to be "virtualized" and certain features, such as advanced graphics functions or telecommunications hardware, may not be supported.

- You must ensure that the respective software publishers support all the various elements (operating systems, database engines, etc.) for the solution on the target environment (generally, this is the case for the latest Microsoft products and for the most widely-used hypervisors).
  - You can read the support policy for Microsoft applications and virtual environments at the following site : <http://windowsservercatalog.com/svvp.aspx?svvpwizard.htm>.
  - Oracle supports its products on Oracle VM and on Microsoft Hyper-V Server 2012, as described in the following technical release : « [Certified Software on Microsoft Windows Server 2012 Hyper-V \[ID 1563794.1\]](#) ». The Oracle solution support structure for VMware has a shorter commitment than described in the following Oracle technical release : « [Support Position for Oracle Products Running on VMWare Virtualized Environments \[ID 249212.1\]](#) ».