

## FAQs – Technical

### 1. Is Persuasion a J2EE application?

The StreamStudio interface to Persuasion is a J2EE application. StreamStudio in turn interacts with the Persuasion processing engines; Design Center and StreamServer which in turn run on Windows and/or UNIX platforms.

### 2. On which Operating Systems and versions does Persuasion run?

Persuasion runs on the following OS versions, and above:

- Windows 2000, XP, and 2003
- Unix: HPUX v.11, AIX v.5.x, and Sun Solaris v.8
- Linux: Red Hat ES 3, and Suse v.9

Specific OS details are indicated in the table below.

<b>Operating System</b>	<b>Design Center</b>	<b>Control Center</b>	<b>StreamServer</b>	<b>Comments</b>
Windows 2000 Pro	Yes	Yes	Yes	SP4 or later needed.
Windows 2000 Server	Yes	Yes	Yes	SP4 or later needed.
Windows 2000 Advanced Server	Yes	Yes	Yes	SP4 or later needed.
Windows XP Pro	Yes	Yes	Yes	SP2 or later needed.

Operating System	Design Center	Control Center	StreamServer	Comments
Windows 2003 Server Standard Edition	No	Yes	Yes	SP1 or later needed.
Windows 2003 Server Enterprise Edition	No	Yes	Yes	SP1 or later needed.
Solaris 8	No	No	Yes	
Solaris 9	No	No	Yes	
Solaris 10	No	No	Yes	
AIX 5.x	No	No	Yes	
HP-UX 11.00	No	No	Yes	
HP-UX 11i	No	No	Yes	
Red Hat Enterprise Linux ES 3	No	No	Yes	Intel processor architecture only.
Suse Linux Enterprise Server 9	No	No	Yes	Intel processor architecture only.

### 3. Which Application Servers support StreamStudio?

Persuasion StreamStudio is supported on Websphere and NetWeaver servers. In addition, when running Tomcat, Persuasion is also supported on Apache v.2+ and Microsoft IIS servers.

### 4. Which Web Browsers are supported by Persuasion?



Minimum browser support for Persuasion is Microsoft Internet Explorer v.6.x and Mozilla FireFox v.1.5, and all newer versions.

**5. Can I run one or more of the StreamStudio modules in my existing web portal?**

StreamStudio adheres to the JSR-168 writing standard. Therefore it can operate on any JSR-168 compliant portal. During 2007 the individual modules inside StreamStudio will be packaged as separate accessible units.

**6. How can I get access to the supported WebServices in Persuasion?**

In 2007 StreamServe will package services into an SDK which customers can use.

**7. Does Persuasion support Version Control Systems other than CVS?**

With this release of StreamServe Persuasion (v.5.0), the only supported version control system is CVS.

**8. Does Persuasion come with a packaged DB?**

Persuasion ships with a "light" version of the SQL Server DB (MSDE or SQL Server 2005 Express) which is not intended for production use. In a production environment one of the supported production databases is required. It is important to note that previous StreamServe versions did not require an external database, although most installations were integrated with an external database.

If an organization is not already utilizing an external database, they will need to implement a database to make the transition to Persuasion.

**9. What external DBs does Persuasion support?**

Persuasion supports SQL Server 2000 and above, and Oracle v.10.2. Additional DBs such as DB2 will be supported early 2007



StreamServe Persuasion repositories are stored as database tables in any of the following database management systems (DBMS). It is recommended that database tables are stored on a dedicated database server.

**Databases**

<b>DBMS</b>	<b>Version</b>	<b>Comments</b>
Microsoft SQL Server 2000		SP4 or later needed.
Microsoft SQL Server 2005		
Oracle	10.2	

**10. Does Persuasion require a Data Bases Administrator (DBA)?**

Depending on how an organization utilizes Persuasion, there may be little requirement for DBA support on anything more than on occasional basis. With substantial use of the archiving capabilities of StreamServe Collector, a more regular interaction by an administrator would be required. However, in most cases a FTE DBA would not be required.

**11. Will any existing functionality be lost with migration?**

No functionality will be lost with the transition to Persuasion from previous versions of StreamServe. However, in the case of SMS messaging the delivery process has been enhanced. Customers will no longer be required to have a serial connector in order to transmit messages via this communications channel. StreamServe Professional Services can address questions related to specific customer's installation of SMS messaging.

**12. What is the total cost of ownership for Persuasion?**

This is dependent on how the organization uses Persuasion. Persuasion has been priced and packaged to be extremely economical regardless of how an organization uses the application. There are options for Starter, Enterprise and Unlimited packages. Each organization can choose the appropriate plan to suit their



needs. Keep in mind that supporting database costs should be considered as part of the TCO as well.

### 13. What are the hardware requirements for Persuasion?

This is entirely dependent on how you use Persuasion. However, the minimum requirements are outlined in the table below.

#### Minimum Requirements

Item	Requirements
Operating system	Any of the supported operating systems
Processor	Dependant on operating system
Memory	1024 MB
Graphics	24-bit 1024x768 (XGA)
Hard Drive	500 MB

### 14. Do I need a new license key for Persuasion?

Yes. A new license key will have to be issued through the licensing system.

