# Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager

**For Unified Contact Center Express**

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Welcome to Cisco® Interaction Manager™, multichannel interaction software used by businesses all over the world to build and sustain customer relationships. A unified suite of the industry's best applications for web and email interaction management, it is the backbone of many innovative contact centers and customer service helpdesk organizations.

Cisco Interaction Manager includes a common platform and one or both of the following applications:

- Cisco Unified Web Interaction Manager (Unified WIM)
- Cisco Unified E-Mail Interaction Manager (Unified EIM)

# About This Guide

This document outlines the recommended hardware and software specification for Unified Web and E-Mail Interaction Manager. It provides details about compatible third party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

### Document Conventions

This guide uses the following typographical conventions.

| Convention | Indicates |
|---|---|
| *Italic* | Emphasis, or the title of a published document. |
| **Bold** | Labels of items on the user interface, such as buttons, boxes, and lists. |
| `Monospace` | The name of a file or folder, a database table column or value, or a command. |
| *Variable* | User-specific text, provided by the user. Or, text that must be typed by the user. |

*Document conventions*

# Server Components

## Hardware for Server Components

- To determine hardware requirements for servers, use the following resources:*Cisco Unified Contact Center Express (CCX) Configuration & Ordering Tool*
- *Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide*. This document is available at http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html
- *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide*.

# Software for Server Components

- These are the requirements for Unified Web and E-Mail Interaction Manager server components. For more information about each server component, refer to *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide* (for Cisco Unified Contact Center Express).

## File Server

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® 2003 SP2<br>Edition: Standard or Enterprise<br>Version: 32-bit<br>Language: English |

*Software requirements for the file server*

## Application Servers

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® 2003 SP2<br>Edition: Standard or Enterprise<br>Version: 32-bit<br>Language: English |
| **JDBC driver** | Microsoft® SQL Server® 2005 JDBC™ Driver version 2.0 |
| **Application server and servlet engine** | Oracle® WebLogic Server™ 9.2 MP2 (included on the product CD) |
| **Java runtime environment** | JDK 1.5 Update 10 (included on the product CD) |
| **Cisco Security Agent** | ▸ For single-server deployments: Cisco® Security Agent version 4.5.1.655<br>▸ For split-server and distributed-server deployments: Cisco® Security Agent version 5.2.0.272 |
| **Anti-virus** | ▸ McAfee® VirusScan® Enterprise version 8.1<br>or<br>▸ Symantec® AntiVirus® Corporate Edition 9.0 |

*Software requirements for application servers*

## Web Servers

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® 2003 SP2<br>Edition: Standard or Enterprise<br>Version: 32-bit<br>Language: English |
| **Web server** | Microsoft® IIS® 6.0 |
| **Cisco Security Agent** | ▸ For single-server deployments: Cisco® Security Agent version 4.5.1.655<br>▸ For split-server and distributed-server deployments: Cisco® Security Agent version 5.2.0.272 |
| **Anti-virus** | ▸ McAfee® VirusScan® Enterprise version 8.1<br>or<br>▸ Symantec® AntiVirus® Corporate Edition 9.0 |

*Software requirements for web servers*

## Services Server

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® 2003 SP2<br>Edition: Standard or Enterprise<br>Version: 32-bit<br>Language: English |
| **JDBC driver** | Microsoft® SQL Server® 2005 JDBC™ Driver version 1.2 |
| **Java runtime environment** | JDK 1.5 Update 10 (included on the product CD) |
| **Cisco Security Agent** | ▸ For single-server deployments: Cisco® Security Agent version 4.5.1.655<br>▸ For split-server and distributed-server deployments: Cisco® Security Agent version 5.2.0.272 |
| **Anti-virus** | ▸ McAfee® VirusScan® Enterprise version 8.1<br>or<br>▸ Symantec® AntiVirus® Corporate Edition 9.0 |

*Software requirements for the services server*

### Database Server

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® 2003 SP2<br>Edition: Standard or Enterprise<br>Version: 32-bit<br>Language: English |
| **Database** | Microsoft® SQL Server® 2005 SP 2<br>Edition: Standard or Enterprise |
| **Cisco Security Agent** | ▸ For single-server deployments: Cisco® Security Agent version 4.5.1.655<br>▸ For split-server and distributed-server deployments: Cisco® Security Agent version 5.2.0.272 |
| **Anti-virus** | ▸ McAfee® VirusScan® Enterprise version 8.1<br>or<br>▸ Symantec® AntiVirus® Corporate Edition 9.0 |

*Software requirements for the database server*

# User Desktops

## Bandwidth for User Desktops

At login

- Average bandwidth requirement at login is 384 kilobits/second per user.

At steady state

- Average bandwidth requirement after login, working at a steady state, is 40 kilobits/second per user.

These values are based on load tests run in our labs.

# Hardware for User Desktops

While determining hardware needs, in addition to the minimum requirements mentioned here, consider the resources required for other applications that will be running on the desktop at the same time as Unified Web and E-Mail Interaction Manager.

| Item | Minimum requirements |
|---|---|
| **CPU** | Intel® Pentium™ 4 with a clock speed of 2 GHz or higher |
| **RAM** | ▸ For Microsoft® Windows® XP: (Minimum: 512 MB); (Recommended: 1 GB)<br>256 MB available physical memory for Unified Web and E-Mail Interaction Manager. |
| **Hard disk** | 512 MB for the `Temporary Internet Files` folder used by Internet Explorer |
| **Screen resolution** | 1024 x 768 pixels (minimum as well as recommended setting) |

*Minimum hardware requirements for user desktops*

# Software for User Desktops

| Item | Requirements |
|---|---|
| **Operating system (OS)** | ▸ Microsoft® Windows® XP (SP 2 or higher)<br>Languages: Dutch, English, French, German, Italian, Spanish, and Brazilian Portuguese.<br>▸ Microsoft® Windows® XP (SP 2 or higher) with Multilingual User Interface Pack (MUI)<br>**Note:** See *Cisco Agent Desktop Installation Guide* to identify the OS that will work with both Unified Web and E-Mail Interaction Manager and Cisco Agent Desktop (CAD). |
| **Java runtime environment** | Sun JRE 1.6.0_4, 1.6.0_5, 1.6.0_6 or 1.6.0_7 |
| **Web browser or Cisco Agent Desktop** | ▸ Microsoft® Internet Explorer® 6.0 (SP 2 or higher)<br>or<br>▸ Microsoft® Internet Explorer® 7.0<br>or<br>▸ Cisco Agent Desktop 7.0 or 7.2. |
| **Optional item for web collaboration** | MeadCo Security Manager 6,3,434,5 |
| **Cisco Security Agent** | ▸ For single-server deployments: Cisco® Security Agent version 4.5.1.655<br>▸ For split-server and distributed-server deployments: Cisco® Security Agent version 5.2.0.272 |
| **Anti-virus** | ▸ McAfee® VirusScan® Enterprise version 8.1<br>or<br>▸ Symantec® AntiVirus® Corporate Edition 9.0 |

*Software requirements for user desktops*

# Customer Desktops

## Hardware for Customer Desktops

We do not mandate any minimum requirements for customer desktops used in chat interactions.

## Software for Customer Desktops

These software requirements are for customer desktops used in chat interactions. There are no specific software requirements for desktops used for emails.

### Supported Web Browsers

| Web Browser/Operating System | Microsoft® Vista | Microsoft® Windows® XP | Microsoft® Windows® 2000 | Microsoft® Windows® 2003 | Mac OS X (10.4 and 10.5) |
|---|---|---|---|---|---|
| **Microsoft® Internet Explorer® 7.0** | Yes | Yes | - | Yes | - |
| **Microsoft® Internet Explorer® 6.0** | - | Yes | Yes | Yes | - |
| **Mozilla® Firefox® 2.0.x** | Yes | Yes | Yes | Yes | Yes |
| **Mozilla® Firefox® 1.5** | - | Yes | Yes | Yes | - |
| **Safari 2.x** | - | - | - | - | Yes |
| **Safari 3.x** | - | - | - | - | Yes |
| **Netscape 8.x** | - | Yes | Yes | Yes | - |
| **Netscape 7.x** | - | Yes | Yes | Yes | - |

*Browsers supported on customer desktops for chat interactions*

### Additional Requirements

| Item | Requirements |
|---|---|
| **JavaScript** | JavaScript must be enabled on the customer desktop. |
| **Cookies** | Cookies must be enabled on the customer desktop. |
| **Popup blockers** | Popup blockers need to be disabled for web collaboration. |

*Additional requirements for chat interactions*