



## Cisco Unified Web and E-Mail Interaction Manager System Requirements

For Unified Contact Center Enterprise and Hosted and Unified ICM

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*Cisco Unified Web and E-Mail Interaction Manager System Requirements: For Unified Contact Center Enterprise and Hosted and Unified ICM*  
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# System requirements

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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 center 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

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*Cisco Unified Web and E-Mail Interaction Manager System Requirements* is meant for system administrators, deployment engineers, and installation engineers. It helps you evaluate existing resources and plan purchases for your Cisco Interaction Manager installation.

This guide is for installations that are integrated with Cisco Unified Contact Center Enterprise (Unified CCE).

## Contents

This guide contains the following information:

- ▶ [“Hardware requirements for user desktops” on page 5](#)
- ▶ [“Software requirements for servers” on page 6](#)
- ▶ [“Software requirements for user desktops” on page 9](#)

## Related documents

To determine hardware requirements for servers, use the following document:

- ▶ *Cisco ICM, IPCC, ISN, and CVP Hardware and System Software Specifications (Bill of Materials)*

For bandwidth requirements, see the following document:

- ▶ *Cisco Unified Web and E-Mail Interaction Manager Solutions Reference Network Design Guide* (for Cisco Unified Contact Center Enterprise)

## Document conventions

This guide uses the following typographical conventions.

Convention	Indicates
<i>Italic</i>	Emphasis, or the title of a published document.
<b>Bold</b>	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.
<i>Variable</i>	User-specific text, provided by the user. Or, text that must be typed by the user.

*Document conventions*

## Hardware requirements for user desktops

In this section, we list hardware requirements for the desktop machines of users. 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.

Item	Minimum requirements
<b>CPU</b>	Intel® Pentium™ 4 with a clock speed of 2 GHz or higher
<b>RAM</b>	512 MB (256 MB available physical memory for Cisco Interaction Manager)
<b>Hard disk</b>	512 MB for the Temporary Internet Files folder used by Internet Explorer
<b>Screen resolution</b>	1024 x 768 pixels (minimum as well as recommended setting)

*Minimum hardware requirements for user desktops*

To determine hardware requirements for servers, use the following document:

- ▶ *Cisco ICM, IPCC, ISN, and CVP Hardware and System Software Specifications (Bill of Materials)*

# Software requirements for servers

In this section we list software requirements for the server-class machines on which product components are installed. It includes:

- ▶ [“Application servers” on page 6](#)
- ▶ [“Web servers” on page 7](#)
- ▶ [“Services servers” on page 7](#)
- ▶ [“Database server” on page 8](#)

## Application servers

Item	Requirements
<b>Operating system (OS)</b>	▶ Microsoft® Windows® 2003 Language: English
<b>JDBC driver</b>	Microsoft® SQL Server® 2000 Driver for JDBC™ Service Pack 3 version 2.2.0040
<b>Application Server and servlet engine</b>	BEA® WebLogic Server™ 8.1 SP 6 (included on the Cisco product CD)
<b>Java runtime environment</b>	JDK 1.4.2_11 (Shipped with WebLogic Server 8.1 SP 6)
<b>Cisco Security Agent</b>	Cisco® Security Agent version 4.5
<b>Anti-virus</b>	▶ McAfee® VirusScan® Enterprise version 8.1 or ▶ Symantec® AntiVirus® Corporate Edition 9.0

*Software requirements for application servers*

## Web servers

Item	Requirements
<b>Operating system (OS)</b>	▶ Microsoft® Windows® 2003 Language: English
<b>Web Server</b>	Microsoft® IIS® 6.0
<b>Cisco Security Agent</b>	Cisco® Security Agent version 4.5
<b>Anti-virus</b>	▶ McAfee® VirusScan® Enterprise version 8.1 or ▶ Symantec® AntiVirus® Corporate Edition 9.0

*Software requirements for web servers*

## Services servers

Item	Requirements
<b>Operating system (OS)</b>	▶ Microsoft® Windows® 2003 Language: English
<b>JDBC driver</b>	Microsoft® SQL Server® 2000 Driver for JDBC™ Service Pack 3 version 2.2.0040
<b>Java runtime environment</b>	JRE 1.4.2_11 (included on the Cisco product CD)
<b>Cisco Security Agent</b>	Cisco® Security Agent version 4.5
<b>Anti-virus</b>	▶ McAfee® VirusScan® Enterprise version 8.1 or ▶ Symantec® AntiVirus® Corporate Edition 9.0

*Software requirements for services servers*

## Database server

Item	Requirements
<b>Operating system (OS)</b>	▶ Microsoft® Windows® 2003 Language: English
<b>Database</b>	Microsoft® SQL Server® 2000 SP 4
<b>Cisco Security Agent</b>	Cisco® Security Agent version 4.5
<b>Anti-virus</b>	▶ McAfee® VirusScan® Enterprise version 8.1 or ▶ Symantec® AntiVirus® Corporate Edition 9.0

*Software requirements for the database server*

## Software requirements for user desktops

Item	Requirements
<b>Operating system (OS)</b>	<ul style="list-style-type: none"> <li>▶ Microsoft® Windows® XP (SP 2 or higher) Languages: Dutch, English, French, German, Italian, Spanish</li> <li>or</li> <li>▶ Microsoft® Windows® XP (SP 2 or higher) with Multilingual User Interface Pack (MUI)</li> </ul> <p><b>Note:</b> See <i>Cisco Agent Desktop Installation Guide</i> to identify the OS that will work with both Unified Web and E-Mail Interaction Manager and Cisco Agent Desktop (CAD).</p>
<b>Java runtime environment</b>	Sun JVM 1.6 (included on the Cisco product CD)
<b>Web browser</b>	Microsoft® Internet Explorer® 6.0 (SP 2 or higher)
<b>Additional item for web collaboration</b>	MeadCo Security Manager 6,3,434,26 Agents who are assigned Unified WIM licenses are prompted to install this control when they first use Agent Console.
<b>Cisco Security Agent</b>	Cisco® Security Agent version 4.5
<b>Anti-virus</b>	<ul style="list-style-type: none"> <li>▶ McAfee® VirusScan® Enterprise version 8.1</li> <li>or</li> <li>▶ Symantec® AntiVirus® Corporate Edition 9.0</li> </ul>

*Software requirements for user desktops*