



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

For Unified Contact Center Enterprise

Release 4.4(1)
September 2011

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/web/siteassets/legal/trademark.html. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager: For Unified Contact Center Enterprise
Copyright © 2006–2011. Cisco Systems, Inc. All rights reserved.

Contents

- About This Guide 4
- Server Components 4
 - Hardware for Server Components 4
 - Software for Server Components 4
 - File Server 5
 - Application Servers 5
 - Messaging Server 6
 - Web Servers 6
 - Services Server 7
 - Database Server 7
- User Desktops 8
 - Bandwidth for User Desktops 8
 - Hardware for User Desktops 8
 - Software for User Desktops 9
- Customer Desktops 10
 - Hardware for Customer Desktops 10
 - Software for Customer Desktops 10
 - Supported Web Browsers 10
 - Additional Requirements 11

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 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
<i>Italic</i>	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.
<i>Variable</i>	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 document:

- ▶ *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 Enterprise).

File Server

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English

Software requirements for the file server

Application Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English
JDBC driver	Microsoft® SQL Server® 2005 JDBC™ Driver version 2.0
Application server and servlet engine	JBoss 4.2.3 GA (included on the product CD)
Java	JDK 1.6 (Update 21 or higher)
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1

Software requirements for application servers

Messaging Server

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English
Application server and servlet engine	JBoss 4.2.3 GA (included on the product CD)
Java	JDK 1.6 (Update 21 or higher)
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1

Software requirements for the messaging server

Web Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English
Web server	Microsoft® IIS® 6.0
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1

Software requirements for web servers

Services Server

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English
JDBC driver	Microsoft® SQL Server® 2005 JDBC™ Driver version 2.0
Java	JDK 1.6 (Update 21 or higher)
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1

Software requirements for the services server

Database Server

Item	Requirements
Operating system (OS)	<ul style="list-style-type: none"> ▶ Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English ▶ Microsoft® Windows® 2003 x64 edition is supported if the database server is the only component installed on the machine. No other Cisco Unified Web and E-Mail Interaction Manager components should be installed on it. If the database is installed on the x64 edition, SQL Server authentication must be used for database connectivity. Windows NT authentication is not supported with the x64 edition.
Database	<ul style="list-style-type: none"> ▶ Microsoft® SQL Server® 2005 (SP3 or higher) Edition: Standard or Enterprise Version: 32-bit ▶ Microsoft® SQL Server® 2005 x64 edition is supported if the database server is the only component installed on the machine. No other Cisco Unified Web and E-Mail Interaction Manager components should be installed on it.
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1

Software requirements for the database server

User Desktops

Bandwidth for User Desktops

This section describes the bandwidth required between the user desktops and the web servers in the Unified Web and E-Mail Interaction Manager deployment.

- ▶ **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	<ul style="list-style-type: none">▶ For Microsoft® Windows® XP: (Minimum: 512 MB); (Recommended: 1 GB) 256 MB available physical memory for Unified Web and E-Mail Interaction Manager.▶ For Microsoft® Windows® Vista: (Minimum: 1 GB); (Recommended: 2 GB) 256 MB available physical memory for Unified Web and E-Mail Interaction Manager.▶ For Microsoft® Windows® 7: (Minimum: 1 GB); (Recommended: 2 GB) 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)	<ul style="list-style-type: none"> ▶ Microsoft® Windows® XP (SP 3 or higher) Languages: Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. or ▶ Microsoft® Windows® Vista (SP 2 or higher) Languages: Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. or ▶ Microsoft® Windows® 7 Languages: Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. <p>Note: 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>
Java	Sun JRE 1.6.0 (Update 10 or higher)
Web browser	<ul style="list-style-type: none"> ▶ Microsoft® Internet Explorer® 7.0 or ▶ Microsoft® Internet Explorer® 8.0
Cisco Agent Desktop	<ul style="list-style-type: none"> ▶ Cisco Agent Desktop 7.2(1) SR2 or ▶ Cisco Agent Desktop 7.5 or ▶ Cisco Agent Desktop 8.0
Optional item for web collaboration	MeadCo Security Manager 6,3,434,5
Cisco Security Agent	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Corporate Edition 10.1
Localized user interface	<p>Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian.</p> <p>NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.</p>

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® Windows® 7	Microsoft® Windows® Vista	Microsoft® Windows® XP	Microsoft® Windows® 2000	Microsoft® Windows® 2003	Mac OS X (10.4, 10.5, and 10.6)
Microsoft® Internet Explorer® 9.0	Yes	Yes	Yes	-	Yes	-
Microsoft® Internet Explorer® 8.0	Yes	Yes	Yes	-	Yes	-
Microsoft® Internet Explorer® 7.0	-	Yes	Yes	-	Yes	-
Microsoft® Internet Explorer® 6.0	-	-	Yes	Yes	Yes	-
Mozilla® Firefox® 3.x	Yes	Yes	Yes	Yes	Yes	Yes
Mozilla® Firefox® 2.x	-	Yes	Yes	Yes	Yes	Yes
Google® Chrome® 6.x	Yes	Yes	Yes	-	-	-
Google® Chrome® 5.x	Yes	Yes	Yes	-	-	-
Safari 5.x	-	-	-	-	-	Yes
Safari 4.x	-	-	-	-	-	Yes
Safari 3.x	-	-	-	-	-	Yes
Netscape 8.x	-	-	Yes	Yes	Yes	-
Netscape 7.x	-	-	Yes	Yes	Yes	-

Browsers supported 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