

Cisco Web Collaboration Option Version 5.0

Updated February 4, 2003

The Cisco Web Collaboration Option is a separately licensable software option for the Cisco ICM Enterprise Edition and IPCC Enterprise Edition. These are prerequisites for deploying the Web Collaboration Option.

Supported Server Operating Systems

- Microsoft Windows 2000 Standard Edition with Service Pack 3 or higher
 - Minimum Hardware Configuration—500MHz Pentium II, 512 MB RAM, 4 GB HD
 - Enterprise Hardware Configuration—Dual 1133MHz Pentium III, 1GB RAM, 4 GB HD

The minimum hardware configurations will support thirty 1-to-1 sessions. The enterprise hardware configurations are the minimal configurations needed to support 500 active participants (250 1-to-1 sessions). The use of more advanced servers should increase performance, but will not necessarily support more users.

Supported Web Servers

- Microsoft Internet Information Server (IIS) 5.0

The Web server software is not included with the Web Collaboration Option software, and must be supplied by the customer.

Supported Databases

- Oracle 8i (8.1.7) with Oracle JDBC Thin Driver 8.1.7
- Microsoft SQL Server 2000

Supported *Agent* Operating Systems

- Microsoft Windows NT
- Microsoft Windows 2000
- Microsoft Windows XP

Minimum hardware requirements for all agent systems:

- Single 350 MHz Pentium II 128 MB RAM 300 MB free HD

Supported *Agent* Web Browsers

- Microsoft Internet Explorer 5.01, 5.5, 6.0
- Netscape Navigator 4.76

Supported *Caller* Operating Systems

- Microsoft Windows 95B
- Microsoft Windows 98
- Microsoft Windows NT
- Microsoft Windows 2000
- Microsoft Windows ME
- Microsoft Windows XP
- Solaris 8



Supported *Caller* Web Browsers

- Microsoft Internet Explorer 4.01 SP2, 5.0, 5.01, 5.5, 6.0
- Netscape Navigator 4.76, 4.78, 6.2.3, 7.0
- AOL 6.0, 7.0

Cisco Media Blender Version 5.0

The Cisco Media Blender 5.0 software is included with Cisco Web Collaboration Option Version 5.0 software.

Cisco Media Blender 5.0 Supported Server Operating Systems

- Microsoft Windows 2000 Standard Edition with Service Pack 3 or higher
 - Minimum Hardware Configuration—900MHz Pentium III, 256 MB RAM, 9 GB HD
 - Enterprise Hardware Configuration—Dual 900MHz Pentium III, Xeon 1024MB RAM, 18 GB HD

Cisco Media Blender Supported Web Server

- Microsoft Internet Information Server (IIS) 5.0

The Web server software is not included with the Media Blender software, and must be supplied by the customer.

Supported ACDs

Integrated with Cisco ICM

- Cisco IP Contact Center (IPCC)
- Aspect CallCenter
- Avaya Definity G3
- Nortel Meridian 1
- Nortel Symposium
- Rockwell Spectrum

Ordering Information for Cisco Web Collaboration Option and Media Blender

Cisco Part Number	Description
CCS-CCSSVR	Cisco Web Collaboration and Media Blender Software

Cisco Dynamic Content Adapter Version 2.0 For Windows 2000

The Cisco Dynamic Content Adapter software is an optional component to the Cisco Web Collaboration Option software.

Operating System Support

- Microsoft Windows 2000 Server with Service Pack 2 or higher
 - Minimum Hardware Configuration—Dual 667MHz Pentium III, 768 MB RAM, 4 GB HD
 - Enterprise Hardware Configuration—Dual 2.4GHz Pentium IV, 1GB RAM, 4 GB HD

Web Server Support

- IIS 5.0

The Web server software is not included with the Dynamic Content Adapter software, and must be supplied by the customer.

Ordering Information for Dynamic Content Adapter 2.0

Cisco Part Number	Description
CCS-DCASVR-W-K9=	DCA Server Software With 128 Bit Encryption Support
CCS-DCASVR-W-K8=	DCA Server Software With 56 Bit Encryption Support



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