



Cisco Interaction Manager 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 comprehensive suite of the industry’s best applications for multichannel customer interaction management, Cisco Interaction Manager is the backbone of many innovative contact center and customer service organizations.

About this guide

Cisco Interaction Manager System Requirements is meant for system administrators and deployment and installation engineers. It helps you evaluate existing resources and plan purchases for your Cisco Interaction Manager installation. This guide lists:

- ▶ [“Bandwidth requirements” on page 3](#)
- ▶ [“Hardware requirements” on page 3](#)
- ▶ [“Software requirements” on page 5](#)

Bandwidth requirements

- ▶ 384 kilobits/second (DSL) or higher.

Hardware requirements

In this section, we list hardware requirements for two types of machines:

1. Server-class machines on which product components will be installed
2. Desktop machines of users

In addition to the minimum requirements mentioned here, keep in mind the following factors while determining hardware needs:

- ▶ For servers, consider factors such as:
 - Estimated number of users
 - Expected interaction volume
 - Other applications that will run on the same servers
 - Level of redundancy and replication desired

- ▶ For user desktops, consider the resources required for other applications that will be running on the desktop at the same time.

If you have questions, don't hesitate to call your Cisco account manager for clarification.

Servers

The system can be installed in any of the following three configurations:

1. Single-server
2. Split-server
3. Distributed-server

In this section we list the hardware requirements for all three types of configuration.

Single-server configuration

Item	Minimum requirements
CPU	Intel® Xeon™ 3 GHz or higher with hyperthreading Quantity: Two
RAM	4 GB
Hard disk	2 x 73 GB Ultra3 SCSI running RAID 1

Split-server configuration

A split-server configuration consists of two server-class machines:

1. Server 1 for the Database Server
2. Server 2 for all other components

Item	Minimum requirements for Server 1	Minimum requirements for Server 2
CPU	Intel® Xeon™ 3 GHz or higher with hyperthreading Quantity: Two	Intel® Xeon™ 3 GHz or higher with hyperthreading Quantity: Two
RAM	2 GB	2 GB
Hard disk	2 x 73 GB Ultra3 SCSI running RAID 1	2 x 73 GB Ultra3 SCSI running RAID 1

Distributed-server configuration

A distributed-server configuration has three or more servers:

1. Server 1 for the Database Server
2. Server 2 for the Services Server
3. Server 3 for the Application Server (which includes the Web Server)

Item	Minimum requirements for Server 1	Minimum requirements for Server 2 and Server 3
CPU	Intel® Xeon™ 3 GHz or higher with hyperthreading Quantity: 4	Intel® Xeon™ 3 GHz or higher with hyperthreading Quantity: Two
RAM	4 GB	2 GB
Hard disk	2 x 73 GB Ultra3 SCSI running RAID 1	2 x 73 GB Ultra3 SCSI running RAID 1

User desktops

Item	Minimum requirements
CPU	Intel® Pentium™ 4 with a clock speed of 2 GHz or higher
RAM	512 MB (256 MB available physical memory for Cisco 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)

Software requirements

In this section we list software requirements for two types of machines:

1. Server-class machines on which product components will be installed
2. Desktop machines of users

Some of the required software is included in the Cisco product CD.

Servers

Item	Minimum requirements
Operating system (OS)	Microsoft® Windows® 2003 Language: English
Database	Microsoft® SQL Server® 2000 SP 4
JDBC driver	Microsoft® SQL Server® 2000 Driver for JDBC™ Service Pack 3 version 2.2.0040
Application server and servlet engine	BEA® WebLogic Server™ 8.1 SP 5 (included in the Cisco product CD)
Web server	Microsoft® IIS® 6.0
Java runtime environment	JRE 1.4.2_08 (shipped with Weblogic Server 8.1 SP 5)

User desktops

Item	Minimum requirements
Operating system (OS)	Microsoft® Windows® XP (SP 2 or higher) Language: English
Java runtime environment	Microsoft® JVM 5.00.3805 or higher Additional requirement for the Cisco Workflows module in the Administration Console: Sun® Java™ Runtime Environment Plug-In 1.4.1_02 (included in the Cisco product CD)
Web browser	Microsoft® Internet Explorer® 6.0 (SP 2 or higher)
Additional item for web collaboration	MeadCo Security Manager 6,1,432,4 <ul style="list-style-type: none"> ▶ Agents, who have been assigned Cisco Unified Web Interaction Manager licenses, are prompted to install this control when they first use the Agent Console.