



Cisco Unified Web and E-Mail Interaction Manager System Requirements

For Unified Contact Center Enterprise and Hosted and Unified ICM

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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

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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

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](#)
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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.
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

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
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)

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
Operating system (OS)	▶ Microsoft® Windows® 2003 Language: English
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 6 (included on the Cisco product CD)
Java runtime environment	JDK 1.4.2_11 (Shipped with WebLogic Server 8.1 SP 6)
Cisco Security Agent	Cisco® Security Agent version 4.5
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.1 or ▶ Symantec® AntiVirus® Corporate Edition 9.0

Software requirements for application servers

Web servers

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

Software requirements for web servers

Services servers

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

Software requirements for services servers

Database server

Item	Requirements
Operating system (OS)	▶ Microsoft® Windows® 2003 Language: English
Database	Microsoft® SQL Server® 2000 SP 4
Cisco Security Agent	Cisco® Security Agent version 4.5
Anti-virus	▶ 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
Operating system (OS)	<ul style="list-style-type: none">▶ Microsoft® Windows® XP (SP 2 or higher) Languages: Dutch, English, French, German, Italian, Spanish or <ul style="list-style-type: none">▶ Microsoft® Windows® XP (SP 2 or higher) with Multilingual User Interface Pack (MUI) <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 runtime environment	Sun JVM 1.6 (included on the Cisco product CD)
Web browser	Microsoft® Internet Explorer® 6.0 (SP 2 or higher)
Additional item for web collaboration	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.
Cisco Security Agent	Cisco® Security Agent version 4.5
Anti-virus	<ul style="list-style-type: none">▶ McAfee® VirusScan® Enterprise version 8.1 or <ul style="list-style-type: none">▶ Symantec® AntiVirus® Corporate Edition 9.0

Software requirements for user desktops