



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

**For Unified Contact Center Enterprise**

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*Hardware and System Software Specification for Cisco Unified Web and E-Mail Interaction Manager: For Unified Contact Center Enterprise*  
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# 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

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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.
<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*

## Server Components

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

*Software requirements for application servers*

## Messaging Server

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

*Software requirements for the messaging server*

## Web Servers

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

*Software requirements for web servers*

## Services Server

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

*Software requirements for the services server*

## Database Server

Item	Requirements
<b>Operating system (OS)</b>	<ul style="list-style-type: none"> <li>▶ Microsoft® Windows® 2003 (SP2 or higher) Edition: Standard or Enterprise Version: 32-bit Language: English</li> <li>▶ 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.</li> </ul>
<b>Database</b>	<ul style="list-style-type: none"> <li>▶ Microsoft® SQL Server® 2005 (SP3 or higher) Edition: Standard or Enterprise Version: 32-bit</li> <li>▶ 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.</li> </ul>
<b>Cisco Security Agent</b>	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
<b>Anti-virus</b>	<ul style="list-style-type: none"> <li>▶ McAfee® VirusScan® Enterprise version 8.7</li> <li>or</li> <li>▶ Symantec® AntiVirus® Corporate Edition 10.1</li> </ul>

*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
<b>CPU</b>	Intel® Pentium™ 4 with a clock speed of 2 GHz or higher
<b>RAM</b>	<ul style="list-style-type: none"><li>▶ For Microsoft® Windows® XP: (Minimum: 512 MB); (Recommended: 1 GB) 256 MB available physical memory for Unified Web and E-Mail Interaction Manager.</li><li>▶ For Microsoft® Windows® Vista: (Minimum: 1 GB); (Recommended: 2 GB) 256 MB available physical memory for Unified Web and E-Mail Interaction Manager.</li><li>▶ For Microsoft® Windows® 7: (Minimum: 1 GB); (Recommended: 2 GB) 256 MB available physical memory for Unified Web and E-Mail Interaction Manager.</li></ul>
<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*



## Software for User Desktops

Item	Requirements
<b>Operating system (OS)</b>	<ul style="list-style-type: none"> <li>▶ 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.</li> <li>or</li> <li>▶ 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.</li> <li>or</li> <li>▶ Microsoft® Windows® 7 Languages: Chinese (Simplified), Danish, Dutch, English, French, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian.</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</b>	Sun JRE 1.6.0 (Update 10 or higher)
<b>Web browser</b>	<ul style="list-style-type: none"> <li>▶ Microsoft® Internet Explorer® 7.0</li> <li>or</li> <li>▶ Microsoft® Internet Explorer® 8.0</li> </ul>
<b>Cisco Agent Desktop</b>	<ul style="list-style-type: none"> <li>▶ Cisco Agent Desktop 7.2(1) SR2</li> <li>or</li> <li>▶ Cisco Agent Desktop 7.5</li> <li>or</li> <li>▶ Cisco Agent Desktop 8.0</li> </ul>
<b>Optional item for web collaboration</b>	MeadCo Security Manager 6,3,434,5
<b>Cisco Security Agent</b>	Cisco® Security Agent version 5.2.0.278 Policy 4.0(4)-W
<b>Anti-virus</b>	<ul style="list-style-type: none"> <li>▶ McAfee® VirusScan® Enterprise version 8.7</li> <li>or</li> <li>▶ Symantec® AntiVirus® Corporate Edition 10.1</li> </ul>
<b>Localized user interface</b>	<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*