



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

For Unified Contact Center Enterprise

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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 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

Virtual Server Support for Server Components

Unified EIM and WIM is certified with the following versions of VMWare:

- ▶ VMWare ESXi 4.x
- ▶ VMWare ESXi 5.x

Virtualized deployments must utilize the OVA templates available on the DocWiki for proper sizing and resource utilization. For details, see

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® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English

Software requirements for the file server

Application Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English
JDBC driver	Microsoft® SQL Server® JDBC™ Driver version 3.0
Application server and servlet engine	JBoss 7.1.2 (included on the product CD)
Java	Oracle JDK 1.7 (Update 2 or higher) (JDK 1.7 Update 7 included on the product CD) Version: 64-bit
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or higher or ▶ Symantec® AntiVirus® Endpoint Protection 11.x

Software requirements for application servers

Messaging Server

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English
Application server and servlet engine	JBoss 7.1.2 (included on the product CD)
Java	Oracle JDK 1.7 (Update 2 or higher) (JDK 1.7 Update 7 included on the product CD) Version: 64-bit
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Endpoint Protection 11.x

Software requirements for the messaging server

Web Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English
Web server	Microsoft® IIS® 7.5
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or higher or ▶ Symantec® AntiVirus® Endpoint Protection 11.x

Software requirements for web servers

Services Server

Item	Requirements
Operating system (OS)	Microsoft® Windows® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English
JDBC driver	Microsoft® SQL Server® JDBC™ Driver version 3.0
Java	Oracle JDK 1.7 (Update 2 or higher) (JDK 1.7 Update 7 included on the product CD) Version: 64-bit
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or higher or ▶ Symantec® AntiVirus® Endpoint Protection 11.x

Software requirements for the services server

Database Server

Item	Requirements
Operating system (OS)	▶ Microsoft® Windows® 2008 R2 Edition: Standard or Enterprise Version: 64-bit Language: English
Database	▶ Microsoft® SQL Server 2008 R2 (SP1 or higher) Edition: Standard or Enterprise Version: 64-bit
Anti-virus	▶ McAfee® VirusScan® Enterprise version 8.7 or ▶ Symantec® AntiVirus® Endpoint Protection 11.x
Clustering for failover (optional)	A cluster of database servers can be configured to achieve failover.

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 or AMD® Athlon™
RAM	<ul style="list-style-type: none"> ▶ For Microsoft® Windows® XP: 1 GB 256 MB available physical memory for Unified Web and E-Mail Interaction Manager ▶ For Microsoft® Windows® Vista: 2 GB 256 MB available physical memory for Unified Web and E-Mail Interaction Manager ▶ For Microsoft® Windows® 7: 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) or ▶ Microsoft® Windows® Vista (SP 2 or higher) or ▶ Microsoft® Windows® 7 <p>Note: See <i>Cisco Finesse Installation Guide</i> to identify the OS that will work with both Unified Web and E-Mail Interaction Manager and Cisco Finesse.</p>
Operating system (OS) language	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian
Java runtime environment	Oracle JRE 1.6.0 (Update 30 - 43) (JRE 1.6.0 Update 35 included on the product CD) Oracle JRE 1.7.0 (Up to Update 17)
Web browser	Standard editions of the following browsers: <ul style="list-style-type: none"> ▶ Microsoft® Internet Explorer® 8.0 or ▶ Microsoft® Internet Explorer® 9.0 or ▶ Microsoft® Internet Explorer® 10.0 For the most current information on supported browsers, see the Unified CCE Software Compatibility Matrix: http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE
Cisco Finesse	<ul style="list-style-type: none"> ▶ Cisco Finesse 9.1(1) (with Internet Explorer only) or ▶ Cisco Finesse 10.0(1) SU1 ES1 (with Internet Explorer in compatibility mode only) or ▶ Cisco Finesse 10.5(1) ES1 (with Internet Explorer in compatibility mode only) For the most current information on supported Internet Explorer versions for Finesse, see the appropriate Finesse Release Notes.
Optional item for web collaboration	MeadCo Security Manager 6,4,440,40
Anti-virus	<ul style="list-style-type: none"> ▶ McAfee® VirusScan® Enterprise version 8.7 or higher or ▶ Symantec® AntiVirus® Endpoint Protection 11.x
Localized user interface	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, and Russian. NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.

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.

Item	Requirements
Browsers	One of the following: <ul style="list-style-type: none">▶ Microsoft® Internet Explorer® 7 or higher▶ Mozilla® Firefox® 3 or higher▶ Safari 4 or higher▶ Google Chrome 5 or higher▶ Opera 9 or higher
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled for web collaboration.

Browsers supported for chat interactions

Mobile Devices for Customers

- ▶ Apple iOS (3.3 or higher) and Android (2.1 or higher) devices are supported for chat.