



ConverTec Enterprise Office Suite Minimum Requirements (Includes Server and all ConverTec Enterprise Office client applications)

ConverTec Communications Server (CCS) PC Hardware/Software Requirements:

NOTES: - All ConverTec Enterprise Office Applications require CCS to operate

- "Server" refers to the PC where CCS and Websites are installed. This PC does not have to be "Server" grade
- ConverTec recommends a dedicated PC used for CCS when more than one application, multi-site or over 30 phones

- ¹ PC Pentium 4, 2.5 GHz CPU equivalent or better
- ² 128 MB Minimum RAM used by application (1 GB recommended on PC)
- ³ 2 GB Free Hard Drive space
- Display Resolution 1024x768 or higher
- CD-ROM Drive – (only required for CD installation method)
- ⁴ Windows 32 Bit Operating system (ENGLISH ONLY) – XP Prof, Vista, 2003/2008 Server Std., Windows 7(Excl.Home)
- Microsoft Framework 3.5 (link provided to Microsoft web site if not installed)
- ⁵ Windows Component "Microsoft IIS" for CALL Analyzer, Console.NET or Client Dist. Website (Windows OS CD may be required)
- ⁶ Microsoft SQL Express (Included with CCS installation)
- ⁷ (BCM Only) BCM LAN CTE Client able to communicate to Published IP address of one or more BCM's.
- (Norstar only) CTA 100 (Computer Telephony Adapter) required per Norstar system and serial port on PC Designated for Installation
- NIC (Network Interface Card), TCP/IP Protocol with Static IP address
- ⁸ Administrator logon to PC (for Installation & Support)
- Access to the Internet for licensing and Remote Installation & Support
- Access for all intended Application Clients and Management users through TCP/UDP via LAN/Wan
- ⁹ Firewall port allowances. TCP: 80(Websites), 9000(CCS)+, 43900(CCS)+, 1434(SQL) UDP:1434(SQL)

ConverTec Enterprise Office Suite Client Application PC Hardware/Software Requirements:

Console.NET & or CALL Analyzer

- Internet Explorer 6.0 or greater with access to server PC website and popup Blocker disabled
- Display resolution 1024 x 768 or greater, (16-bit high colour minimum required), Display DPI (Normal 96)
- LAN / WAN /VPN TCP network access on TCP ports 80, 9000+ (not required for combined server /client use)

CALL Navigator

- ¹ Pentium 4, 3GHz equivalent or better
- ² 128 MB Minimum RAM used by application (1 GB recommended on PC)
- ³ 36 Meg Free Hard Drive space
- Microsoft 32Bit Operating Systems XP, Vista, 2003/2008 Server Std., Windows 7(Excl.Home)
- Display resolution 1024x768 (Advanced Display Settings resolution must use default 96DPI)
- Network Connectivity to CCS and database via LAN / WAN / VPN through firewall ports defined in CCS specs outlined above. (not required for combined server /client use)

CRM Integrator

- ¹ Pentium 4, 2 GHz equivalent or better
- ² 20 MB Minimum RAM used by application (1 GB recommended on PC)
- ³ 10 Meg Free Hard Drive space
 - ⁴ Microsoft 32 Bit Operating Systems XPPro, Vista, 2003/2008 Server Std., Windows 7(Excl.Home)
 - For Outlook users; Outlook 2003 SP3, Outlook 2007SP2 (64Bit OS manually configurable)
 - For ACT! users; ACT! v8.x, 9.x, 10.x, 11.x (Regular & Premium for Workgroups)
 - For GoldMine users; GoldMine v7.0 or greater (Standard, Corporate & Premium)
- TCIP Connectivity to CCS server. Firewall ports defined in CCS specs outlined above. (ignore for server/client combined)

CCS Management Utility

- ¹ Pentium 4, 1.8 GHz equivalent or better
- ² 40 MB Minimum RAM used by application (1 GB recommended on PC)
- ³ 10 Meg Free Hard Drive space
- ⁴ Microsoft 32Bit Operating Systems XP, Vista, 2003/2008 Server Std., Windows 7(Excl.Home)
- TCIP Connectivity to CCS server. Firewall ports defined in CCS specs outlined above. (ignore for server/client combined)

Nortel BCM Requirements:

- BCM 450 Releases 1.0 and 5.0
- BCM 50 Releases 1.0, 3.0 and 5.0
- BCM 200/400/1000 Releases 3.7 and 4.0
- One LAN CTE Client License per BCM

Telephone Subscription Services:

Caller ID Number service from your local telephone company (required for Call Preview & Screen Pop)

Nortel Norstar Requirements:

- CICS/MICS software release 1.1 or greater
- * One CTA 100 per Norstar system connected

Norstar CTE software is included with CCS installation CD-ROM

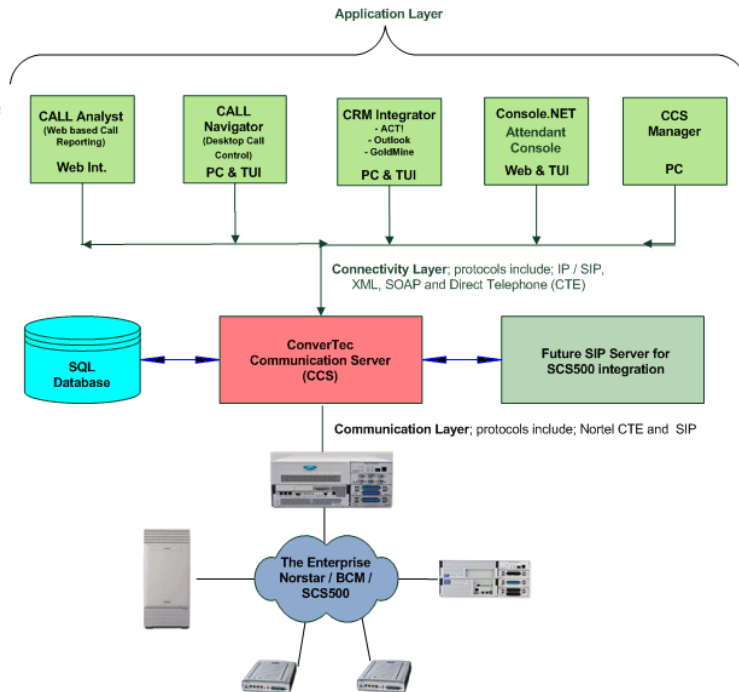
Telephone Subscription Services:

Caller ID Number service from your local telephone company (required for Call Preview & Screen Pop)

Multiple Applications, One Server, One Administration interface

There are many advantages of ConverTec's Enterprise Office Suite Architecture;

- **Save Money**
 - With one PC to manage not one per site
 - With centralized management
 - One BCM LAN CTE license per site, not one per desktop
 - By shared application licenses across the enterprise
 - With wizard driven application installation minimizing IT resources
- **Expandable**
 - Add additional applications as business requirements change
 - Add additional locations easily



- ¹ CPU Ratings are based upon the minimum tested with the software limited to operating system and the application(s) listed. Many factors including other application running can cause the CPU to run slower than desired and in such cases may require the PC to be upgraded.
- ² RAM listed indicates what the applications are expected to use on the PC. Installed RAM must be adequate to allow the operating system and all application to run normally. System RAM may need to be upgraded depending on total system load.
- ³ Hard Drive space listed is for installation minimums only. Server hard drive space may increase steadily based upon data collection for reporting. It is recommended that at least 2Gb of hard drive space is allocated for potential database growth related to ongoing Call Records.
- ⁴ Windows critical updates are recommended but may not have been available for testing at the date of software release. Server type operating systems may be limited in support due to security and permission complexities. **Installations are not supported on Domain Controllers.** Virtual Server PC environments are compatible but may not be appropriate for multi system installations where CPU demand may be higher and limited by Host PC Processor sharing. All installations are performed on a Clean OS with no additional software installed other than what is required by this software. **For Win7, Vista and 2008 Server, UAC (User Account Control) must be turned off for a successful installation.** Installing CRM for Outlook on a 64Bit OS requires manual operations including registry access that is noted during the install. All CRM Integrator platforms require that restricted PC user accounts have read write permissions to local registry and installation directory.
- ⁵ Internet Information Services (IIS) is a Windows Component that, in most cases, requires the original Operating System CD for installation. IIS Must be installed for use with Console.NET, CALL Analyzer or Client software Distribution website. IIS cannot be installed on all operating systems such as XP and Vista home edition. For Win 7, Vista and 2008 Server, the following additional items are required to be selected under the IIS component installation; Web management Tools as well as ASPNet from WWW Services/App Dev Features.
- ⁶ Microsoft SQL Express 2005 Sp3 is bundled with the server installation for your convenience. Installation on an existing SQL Server cannot be performed automatically and is not supported by ConverTec at this time.
- ⁷ Multiple BCM installations can be accomplished with a single LAN CTE client on the same PC as the ConverTec Communications Server (CCS). The version of LAN CTE client used must be from the highest version of BCM software. LAN CTE client must be able to communicate with the Published IP address of all connected systems via TCIP. Please verify LAN CTE OS compatibility with Nortel. Although the client may install and function on all of the Operating Systems that this software is listed for, ConverTec is not responsible for installation or operation issues related to Nortel LAN CTE client.
- ⁸ Software installations are most successful when the PC account is logged in as the Local Machine Administrator account. In some cases, Domain Admins or Users with admin rights may have group policy restrictions that prevent a successful installation. The server PC cannot be supported post install unless logged in with Administrator Rights.
- ⁹ Firewalls must be disabled or allow the specified port access on server and client PC's. Specified Ports can vary depending on the number of systems being connected. SQL may require firewall exception by application instead of specific port. If you must have an internal firewall enabled and you have any questions, please call ConverTec support at 905-332-2360.