

cc: Discover v4.5 Requirements

Telephony systems have additional hardware, software, and licensing requirements for call recording. These requirements are documented in CallCopy's integration documents.

Server Requirements

Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components running, and the number of concurrent users in the system. Hardware specifications are determined by the CallCopy Sales Engineering team during the sales process.

Software Requirements

- Operating System – Windows Server 2003 SP2/2008/2008 R2. (See the cc: Discover 64-Bit Compatibility Notes Technical Brief for additional information on Release 2.)
- Database – Microsoft SQL Server 2008 (R2 requires SP1) with SQL Server Reporting Services
- Web Server – Microsoft Internet Information Services v6.0, 7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols – IPv4

Prerequisites

The following software packages are required for the operation of the CallCopy software and will be installed on the server prior to installation of the cc: Discover software.

- .NET Framework v4.0 or greater
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see: <http://support.microsoft.com/kb/973544>
- Microsoft PowerShell v2.0 or greater – For more detail on this software see: <http://support.microsoft.com/kb/968929>
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008 – For more detail on this software see: <http://support.microsoft.com/kb/971119>

Web Portal PC Requirements

Users working with the portal's Web Player component normally require more powerful PCs due to the processing required for full audio and video playback. With those tasks in mind, CallCopy recommends exceeding these minimum system requirements:

- Microsoft Windows XP/2003/Vista/2008/7
- Internet Explorer 7; Firefox 3.0
- Microsoft Silverlight browser plug-in, v4.0 or higher
- 2.0Ghz Processor
- 1GB RAM
- 1280 x 800 screen resolution at 16 bit color depth