

cc: Discover Requirements

The requirements cover cc: Discover, On-Demand, Screen Capture, Insight, and Fusion. cc: Fusion, cc: Survey, cc: Analytics, and cc: Clarity have requirements in addition to those listed here. PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your CallCopy contact can provide integration overviews and CallCopy license information.

Server Requirements

Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components running, and the number of concurrent users in the system. cc: Analytics must be installed on a dedicated machine due to CPU usage. 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
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. See the *cc: Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v6.0, 7.0, 7.5 with ASP.NET 4.0 Extensions
- Protocols supported – 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 AND 2010– For more detail on this software see: <http://support.microsoft.com/kb/971119>

PC Requirements

These requirements are for PCs using the cc: Discover Web Portal, cc: Screen Capture client, On-Demand client, cc: Fusion, and cc: Insight desktop displays.

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 the minimum system requirements.

Software Requirements

- Operating Systems: Windows XP/Vista/7
- Internet Explorer 7/8, Internet Explorer 9 (In Compatibility mode), Firefox 3.6+
- Microsoft Silverlight browser plug-in, v5.0.61118.0 – Required for Web Portal call playback.
- .NET Framework v3.5 SP1 or greater – Required for the operation of the Screen Capture Client software and will be installed on the workstation prior to installation of the software.

Hardware Requirements

Minimum Specifications:

- 2.0 GHz Processor
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 800 – minimum screen resolution at 16-bit color depth

Recommended Specifications:

- 3Ghz or 1.6Ghz dual core
- 2 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution at 16-bit color depth

cc: Insight

The Insight requirements are in addition to the Discover requirements. See the *cc: Insight Widget Developer Guide* for requirements and prerequisites for widget development.

Hardware

Hardware requirements vary depending on the components running and the number of concurrent users in the system. Hardware specifications are determined by the CallCopy Sales Engineering team.

Software

In addition to the cc: Discover software requirements, cc: Insight requires for billboard displays:

- Internet Explorer 7/8, Internet Explorer 9 (In Compatibility mode), Firefox 3.6+

Licensing

The CallCopy Sales Engineering team explains licensing requirements during the sales process.

If SSL is used in the network, a certificate file must be purchased from a vendor (e.g., VeriSign).