

## Discover Requirements

This document covers Discover, Discover On-Demand, Uptivity Desktop Recording, and Discover Toolbar. Uptivity Desktop Analytics, Uptivity Surveys, Uptivity Speech Analytics, and Clarity by Uptivity have requirements in addition to those listed here. PBX-specific integration overviews explain additional hardware, software, and licensing requirements for call recording. Your Uptivity contact can provide integration overviews and Uptivity license information.

### Server Requirements

#### Hardware Requirements

Hardware requirements vary depending on the telephony integration type, components being used, and number of concurrent users in the system. Speech Analytics must be installed on a dedicated server due to CPU usage. Hardware specifications are determined by the Uptivity Solution Engineering team during the sales process.

#### Software Requirements

- Operating System – Windows Server 2008/2008 R2/2012 R2. Speech Analytics requires Windows Server 2008.
- Database – Microsoft SQL Server 2008 with SQL Server Reporting Services. R2 requires SP1. R2 support depends on PBX integration. Microsoft SQL Server 2012 SP1. Speech Analytics is not supported on SQL Express. See the *Discover 64-bit Compatibility Brief*.
- Web Server – Microsoft Internet Information Services v7.0, 7.5, with ASP.NET 4.0 Extensions; v8.5 with ASP.NET 4.5 Extensions
- Protocols supported – IPv4

#### Prerequisites

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

- .NET Framework v4.0
- Microsoft Visual C++ Runtime v8.0.50727.4053 – For more detail on this software see knowledgebase article 973544 on Microsoft's support site.
- Microsoft PowerShell v2.0 or greater – For more detail on this software see knowledgebase article 968929 on Microsoft's support site.
- Windows Installer v4.5 or greater
- Microsoft Report Viewer Redistributable 2008, 2010 AND 2012 – For more detail on this software see knowledgebase article 971119 on Microsoft's support site.

## PC Requirements

These requirements are for PCs using the Discover Web Portal, Screen Capture client, On-Demand client, Desktop Analytics desktop display, and Discover Toolbar desktop display.

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

### *Software Requirements*

- Operating Systems: Windows XP/2003/Vista/2008/7
- Internet Explorer 8, Internet Explorer 9, Firefox ESR17, and Firefox ESR 24
- Microsoft Silverlight browser plug-in, v5.0.61118.0 or higher – Required for Web Portal call playback.
- .NET Framework v4.0 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

## Discover Toolbar

The Toolbar requirements are in addition to the Discover requirements. See the *Discover Toolbar 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 Uptivity Sales Engineering team.

### Software

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

- Internet Explorer 8- 9, Firefox ESR 17- ESR 26

## Licensing

The Uptivity 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).



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