



Cisco Unified Workforce Optimization

Desktop Requirements Guide

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

<http://www.cisco.com>

Tel: 408 526-4000
800 553-NETS (6387)

Fax: 408 527-0883

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Desktop Requirements Guide

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Introduction

This document describes the required desktop hardware and software for the Cisco Unified Workforce Optimization suite of products and includes requirements for the following products:

- Cisco Unified Workforce Optimization Call Recording and Quality Management version 10.0
- Cisco Unified Workforce Optimization Workforce Management (WFM) version 10.0

Compatibility Matrix

Key:

- x—Supported
- NS—Not supported

	Cisco Products	
	Call Recording and Quality Management	WFM
	10.0	10.0
Operating System		
Windows 7, latest SP, 32 and 64-bit (Professional, Ultimate)	x	NS
Windows Vista, latest SP, 32 or 64-bit (Ultimate, Enterprise, Business)	x	NS
Windows XP, latest SP, 32 or 64-bit (Professional)	x	NS
Desktop Client Software		
Monitoring and Recording Administrator	x	NS
Desktop Recording Service	x	NS
Calabrio Screen Player Plug-in	x	NS
Calabrio Recording Controls	x	NS
Web Browser		
Internet Explorer 9 (32-bit)	x	x
Internet Explorer 8 (32-bit)	x	x
Internet Explorer 7 (32-bit)	NS	NS
Mozilla Firefox 3.x	NS	NS
Web Browser Plug-ins		

	Cisco Products	
	Call Recording and Quality Management	WFM
	10.0	10.0
Java Plug-in 1.6u31, 32-bit	NS	NS
Java Plug-in 1.7u21, 32-bit	x	NS
Java Plug-in 1.7u45, 32-bit	x	NS
Supported Third-Party Software		
Adobe Acrobat Reader 6.0 or later	x	x
Java 1.6.31	NS	NS
Java 1.7_11, 32-bit	x	NS
Java Runtime Environment (JRE) 1.6u31, 32-bit	NS	NS
Java JRE 1.7u21, 32-bit	x	NS
Java JRE 1.7u45, 32-bit	x	NS
Microsoft .NET Framework 4 Client Profile	NS	NS
Screen Recording for Citrix or Windows Terminal Services Client		
Citrix versions 4.5, 4.6, 5.0, 6.5, and XenApp client	x	NS
Recording Thin Client for Citrix client sessions	x	NS

Desktop Hardware Requirements

The desktop hardware requirements applies to all products in the Cisco Unified Workforce Optimization product suite.

PC Hardware	
Memory	2 GB RAM
Processor Speed	2 GHz
NIC	100 Mbit NIC NICs must support Promiscuous Mode.
Monitor	<ul style="list-style-type: none">• 1280 × 800• 1280 × 1024• 1440 × 900• 1920 × 1080
Sound and Video Cards	Optional for administrators
Peripherals	Keyboard and mouse
Disk Space	Work with your Solutions engineer to determine the disk space size based on your specific workflow.

Call Recording and Quality Management Desktop Requirements

This topic provides desktop requirements for Call Recording and Quality Management version 10.0.

Operating System

- Windows 7—Professional or Ultimate (32 or 64-bit)
- Windows Vista—Business, Enterprise, or Ultimate (32 or 64-bit)
- Windows XP—Professional (32 or 64-bit)

NOTE: Cisco also supports the operating system's latest Service Pack.

Desktop Client Software

- Quality Management Administrator
- Desktop Recording service
- Calabrio Screen Player Plug-in
- Calabrio Recording Controls

Web Browser

- Internet Explorer 9, 32-bit
- Internet Explorer 8, 32-bit
- Required web browser options:
 - Security Level for this Zone must be Medium High
 - ActiveX Controls and Plug-ins must be enabled
 - File Downloads must be enabled

NOTE: This option is required for downloading a dashboard

- Active Scripting must be enabled

NOTE: JavaScript depends on this setting being enabled.

- Allow ActiveX Filtering must be enabled for Run ActiveX controls and plug-ins
- Cookies must be enabled

NOTE: The Base server uses the browser cookies to return state information to the Base server. The state information is used for authentication, user session identification, and user preferences (for example, language preference).

- Pop-ups must be disabled for the Base server

NOTE: You may try other browsers (for example, Firefox or Chrome) if you want to improve performance, but note that these browsers were not tested and are not supported by Cisco. If problems are found while using an unsupported browser, you will be asked to recreate the problem while using a supported browser.

GPO for PCI Compliance

If you apply Group Policy Object (GPO) for Payment Card Industry Data Security Standard (PCI DSS) compliance to your web browsers, apply the following values to the settings in the Group Policy Management Editor:

- All Processes—Disabled
- Internet Explorer Processes—Enabled

Web Browser Plug-ins

Choose one of the following required web browser plug-ins:

- Java Plug-in 1.7u21, 32-bit
- Java Plug-in 1.7u45, 32-bit

NOTE: Cisco recommends installing the latest Java Plug-in.

Supported Third-Party Software

- Adobe Reader 6.0 or later—the Adobe Reader is required to open PDF-based reports and user documentation. A free Acrobat Reader download is available at www.adobe.com.

- Java 1.7_11, 32-bit
- Java Runtime Environment (JRE) 1.7u21, 32-bit
- Java Runtime Environment (JRE) 1.7u45, 32-bit

Screen Recording for Citrix or Windows Terminal Services

Install Citrix or Windows Terminal Services per the product documentation. When installing Citrix or Windows Terminal Services, use the following settings:

- Servers must include a supported web browser to access the Workforce Optimization Container.
 - Publish the web browser locally to each server.
 - Ensure the security settings allows end users to play back recordings through Citrix or Windows Terminal Services. For more information on security settings, see KB 933991 available at:
<http://support.microsoft.com/kb/933991>
- Each server can support a maximum of 25 concurrent screen recordings.
- Additional configuration settings are required to fully access the Workforce Optimization Container. See the “Installing Server Applications” in the *Installation Guide* for complete details.
- Limit the number of simultaneous sessions per user to a single session.
 - For Citrix, follow the instructions at <http://support.citrix.com/proddocs/topic/xenapp5fp-w2k8/ps-sf-connections-limit-v2.html>
 - For Windows Terminal Services, follow the instructions for “Restrict Terminal Services users to a single remote session” at <http://technet.microsoft.com/en-us/library/cc731606%28v=ws.10%29.aspx>

You also need to configure the following settings:

- The Audio Player for Citrix requires the QmWmpAudioPlayer class
- On the server that hosts the Quality Management database, set the dbProperties flag in SQMDB to isCitrix

For Citrix client services, you must also install the Recording Thin Client. The Recording Thin Client records screens from Citrix Client sessions.

When these settings are configured, Quality Management supports recording playback with screen.

Citrix Requirements

Quality Management supports Citrix versions 4.5, 4.6, 5.0, 6.5, and XenApp.

Quality Management only supports Citrix on the following servers:

- 64-bit Windows Server 2012
- 64-bit Windows Server 2008, R2 or later

For more information on the operating environment, see “Operating Environment” in the *Installation Guide*.

Workforce Management Desktop Requirements

This topic provides desktop requirements for Workforce Management version 10.0.

Operating System

WFM is operating system-independent. The only requirement is that the operating system can run the supported web browsers.

Desktop Client Software

There is no desktop client software requirement for WFM.

Web Browser

- Internet Explorer 9, 32-bit
- Internet Explorer 8, 32-bit
- Required web browser options:
 - Security Level for this Zone must be Medium High
 - ActiveX Controls and Plug-ins must be enabled
 - File Downloads must be enabled
 - NOTE:** This option is required for downloading a dashboard
 - Active Scripting must be enabled
 - NOTE:** JavaScript depends on this setting being enabled.
 - Allow ActiveX Filtering must be enabled for Run ActiveX controls and plug-ins
 - Cookies must be enabled
 - NOTE:** The Base server uses the browser cookies to return state information to the Base server. The state information is used for

authentication, user session identification, and user preferences (for example, language preference).

- Pop-ups must be disabled for the Base server

NOTE: You may try other browsers (for example, Firefox or Chrome) if you want to improve performance, but note that these browsers were not tested and are not supported by Cisco. If problems are found while using an unsupported browser, you will be asked to recreate the problem while using a supported browser.

GPO for PCI Compliance

If you apply Group Policy Object (GPO) for Payment Card Industry Data Security Standard (PCI DSS) compliance to your web browsers, apply the following values to the settings in the Group Policy Management Editor:

- All Processes—Disabled
- Internet Explorer Processes—Enabled

Supported Third-Party Software

- Adobe Reader 6.0 or later—the Adobe Reader is required to open PDF-based reports and user documentation. A free Acrobat Reader download is available at www.adobe.com.