

[Datel Software Solutions]

# [Contact Sweet System Requirements]

[For Standard Edition]



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	Minimum	Recommended	Minimum w/ Call Recording	Recommended w/ Call Recording	Notes
Operating System	Windows 7 or higher	Server 2008 R2 SP1 or higher	Server 2008 R2 SP1 or higher*	Server 2008 R2 SP1 or higher*	OS must be 64-bit
Disk Space	100GB Free	250GB Free	250GB Free	500GB Free	Available space must exist on a single volume
RAM	4GB	8GB	8GB	16GB	Additional RAM may be required depending on call volume.
CPU	Dual-Core 2.4GHz	Quad-Core 2.6GHz	Quad-Core 2.4GHz	Quad-Core 3.0GHz	
Network	100 Mb/s	1 Gb/s	100 Mb/s	1 Gb/s	
Virtualization Supported?	Yes	Yes	Yes	Yes	

\*Please note that Call Recording is ***not supported*** on Windows 10

## Additional Information

- Operating system configuration must support installation of **SQL Server 2012 Express (or newer)**; I.E. if the OS is Server 2008 R2, Service Pack 1 must be installed.
- If an alternate instance of SQL is to be used (as opposed to the default express instance), the instance must be **SQL Server 2012 or newer**.
- There is ***no support*** for 32-bit operating systems
- Microsoft .Net Frameworks 3.5 and 4.5 will be required during installation. Since .Net 4.5 is not supported on Windows XP or Server 2003, these operating systems are explicitly ***not supported***.
- PC/Server must have a **static IP address**.
- The following exceptions should be added in Windows firewall, as well as any network firewalls:
  - Allow inbound and outbound traffic for the following ports:
    - TCP: 1433, 1434, 3000-3009, 8899, 50797
      - If PBX is Allworx, also allow ports 16366 and 16367
    - UDP: 69, 1433, 1434, 50794
  - Depending on number of collection nodes, additional exceptions may be required.

- PC/Server must have network connectivity to the nodes which will be monitored. If nodes are on different subnets, appropriate routing must be setup to ensure communication back to the PC/Server.
- Connectivity across VPN tunnel(s) is ***not supported***.
- Virtualized servers are supported only if all devices to be recorded are IP-based. If any digital or analog handsets or trunks are to be recorded, a physical server will be required in order to accommodate installation of an audio capture board.
- Hyper-V and VMWare virtualization solutions are supported.
- **Internet connectivity** and **local administrative rights** will be required during installation.
- Installation not supported on domain controllers.
- Installation not supported on “Home” editions of desktop operating systems, I.E. if Windows 7, OS must be Windows 7 Professional or higher.

### **Windows 10 Disclaimer**

While Contact SWEET! Can be installed on Windows 10, there is a known issue with .NET-based services not automatically starting with the system after a reboot. If Contact SWEET! is to be installed on a Windows 10 machine, the Contact SWEET! services may need to be manually started if the system is rebooted.

## Desktop Client

Client machines running the desktop application to access the Contact SWEET! package must meet the following requirements.

	Minimum	Recommended
Operating System	Windows 7 or higher	Windows 8.1 or higher
Disk Space	250MB Free	500MB Free
RAM	4GB	8GB
CPU	Dual-Core 2.0GHz	Quad-Core 2.4GHz
Network (wired)	100 Mb/s	1 Gb/s
Network (wireless)	54 Mb/s	150 Mb/s

## Additional Information

- Microsoft .Net Framework 4.5 will be required during installation. Since .Net 4.5 is not supported on Windows XP or Server 2003, these operating systems are explicitly **not supported**.
- PC must have network connectivity to the Application Server running Contact SWEET!.
- Wired network connections are preferred. If network connection is wireless, wireless network must have a minimum throughput capacity of 54 Mb/s
- The following exceptions should be added in Windows firewall, as well as any network firewalls:
  - Allow inbound and outbound traffic for the following ports:
    - TCP: 1433, 3000-3009, 8899
    - UDP: 1433, 1434
- Connectivity across VPN tunnel(s) is **not supported**.
- The application must be installed to a local directory; mapped network drives are **not supported**.