



System Requirements for Enterprise Chat and Email, Release 12.6(1)

**For Unified Contact Center Enterprise and Packaged Contact Center
Enterprise**

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System Requirements for Enterprise Chat and Email: For Unified Contact Center Enterprise. March 13, 2024

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Welcome to the Enterprise Chat & Email (ECE) feature, which provides multichannel interaction software used by businesses all over the world as a core component to the Unified and Packaged Contact Center Enterprise product lines. ECE offers a unified suite of the industry’s best applications for chat and email interaction management to enable a blended agent for handling of web chat, email and voice interactions.

About This Guide

This document outlines the recommended hardware and software specification for Enterprise Chat & Email. It provides details about compatible third-party software requirements and contains links to other documents that provide hardware and bandwidth specifications.

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Added a note about the OpenJDK version update.	“Application Servers” on page 6 “Web Servers” on page 7 & “Messaging Servers” on page 7	March, 2024
Added a new row: SQL Server Maximum Memory	“Database Servers” on page 8	

Related Documents

The latest versions of all Cisco documentation can be found online at <https://www.cisco.com>

Subject	Link
Complete documentation for Enterprise Chat and Email, for both Cisco Unified Contact Center Enterprise (UCCE) and Cisco Packaged Contact Center Enterprise 2000	https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html

Communications, Services, and Additional Information

- ▶ To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- ▶ To get the business impact you’re looking for with the technologies that matter, visit [Cisco Services](#).

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- ▶ To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- ▶ To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

Cisco products may be modified or key processes may be determined to be important. These are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Server Components

Virtual Server Support for Server Components

Enterprise Email and Chat is certified with VMWare. For information about the supported versions, please see the Unified CCE Software Compatibility Matrix:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-enterprise-chat-email.html

Virtualized deployments must utilize the OVA templates available on the DocWiki for proper sizing and resource utilization. For more information, see the *Virtualization for Enterprise Chat and Email* documentation.

Hardware for Server Components

To determine hardware requirements for servers, use the following document:

- ▶ *Design Guide for Enterprise Chat and Email.*

Software for Server Components

- ▶ An ECE deployment has the following components.
 - [File Server](#)
 - [Application Servers](#)
 - [Web Servers](#)
 - [Messaging Servers](#)
 - [Services Servers](#)
 - [Database Servers](#)
 - [Email Servers](#)

File Server

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English

Software requirements for the file server

Application Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English
Application server	▶ Eclipse JETTY 9.4.35 (Installed automatically)
Java	▶ OpenJDK 13.0.2 (Installed automatically) Please note that ECE 12.6 ES7 onward, the system will move to OpenJDK 11.
Anti-virus	▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html

Software requirements for application servers

Web Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English
Web server	▶ Microsoft® IIS® 10 (installed automatically)
Anti-virus	▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html

Software requirements for web servers

Messaging Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English
Application server	▶ Apache ActiveMQ 5.15.10 (Installed automatically)
Java	▶ OpenJDK 13.0.2 (Installed automatically) Please note that ECE 12.6 ES7 onward, the system will move to OpenJDK 11.
Anti-virus	▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html

Software requirements for the messaging server

Services Servers

Item	Requirements
Operating system (OS)	Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English
Java	<ul style="list-style-type: none"> ▶ OpenJDK 13.0.2 (Installed automatically) Please note that ECE 12.6 ES7 onward, the system will move to OpenJDK 11.
Anti-virus	<ul style="list-style-type: none"> ▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html

Software requirements for the services server

Database Servers

Item	Requirements
Operating system (OS)	<ul style="list-style-type: none"> ▶ Microsoft® Windows Server® 2019 Edition: Standard or Datacenter Version: 64-bit Language: English
Database	<ul style="list-style-type: none"> ▶ Microsoft® SQL Server® 2019 Standard, Business Intelligence, or Enterprise editions Version: 64-bit
Collation	ASCII (case insensitive)
Clustering for failover (optional)	A cluster of database servers can be configured to achieve failover. <ul style="list-style-type: none"> ▶ Note: Requires Enterprise Edition of Microsoft® SQL Server®
Anti-virus	<ul style="list-style-type: none"> ▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
SQL Server Maximum Memory	The SQL server maximum memory needs to be configured as follows: <ul style="list-style-type: none"> ▶ For 400 Agent Deployment: 10 GB ▶ For 1500/2500 Agent Deployment: 14 GB allocated to both Reports Server and Active Database Server

Software requirements for the database server

Email Servers

The application works with all mail servers that support the following protocols

- ▶ For incoming emails: POP3, IMAP
- ▶ For outgoing emails: SMTP

Agent and Administrator Desktops

Bandwidth for Agent and Administrator Desktops

This section describes the bandwidth required between the user desktops and the web servers in the ECE deployment.

- ▶ **At sign in:** Average bandwidth requirement at login is 384 kilobits/second per user.
- ▶ **At steady state:** Average bandwidth requirement after login, working at a steady state, is 40 kilobits/second per user.

These values are based on load tests run in our labs.

Hardware for Agent and Administrator Desktops

While determining hardware needs, in addition to the minimum requirements mentioned here, consider the resources required for other applications that will be running on the desktop at the same time as ECE.

Item	Minimum requirements
CPU	Intel® or AMD®, 1.4 GHz or higher processor Version: 32-bit or 64-bit
RAM	<ul style="list-style-type: none">▶ For Microsoft® Windows® 7: 4 GB 2 GB available physical memory for ECE▶ For Microsoft® Windows® 8: 4 GB 2 GB available physical memory for ECE▶ For Microsoft® Windows® 10: 4 GB 2 GB available physical memory for ECE
Hard disk	512 MB for the Temporary Internet Files folder used by browser
Screen resolution	1024 x 768 pixels (minimum as well as recommended setting)

Minimum hardware requirements for user desktops

Software for Agent and Administrator Desktops

Item	Requirements
Operating system (OS)	No specific OS is required for ECE. Note: See <i>Cisco Finesse Installation Guide</i> to identify the OS that will work with both ECE and Cisco Finesse.
Web browser	<ul style="list-style-type: none"> ▶ Google Chrome, most recent generally available version ▶ Mozilla® Firefox®, most recent generally available version ▶ Microsoft Edge, most current generally available version Note: For the most current information on supported browsers, see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
Cisco Finesse	▶ For information about the supported Finesse version, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
Anti-virus	▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled.
Localized user interface	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, Polish, Czech, and Russian. NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.

Software requirements for agent desktops

Software for User Desktops Accessing Reports Console

The section describes software requirements for all users who need to access the Reports Console of ECE.

Item	Requirements
Operating system (OS)	▶ Microsoft® Windows® 10 (Desktop mode)
Web browser	▶ Microsoft® Internet Explorer® 11.0 Internet Explorer runs in compatibility mode. For the most current information on supported browsers, see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
Anti-virus	▶ For information about the supported Antivirus Software, please see the Unified CCE Software Compatibility Matrix: https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html
Native xmlHTTP	Native xmlhttp must be enabled. This is required for Ajax.
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled.
Localized user interface	Chinese (Simplified), Danish, Dutch, English, French, French Canadian, German, Italian, Japanese, Korean, Spanish, Swedish, Brazilian Portuguese, Portuguese, Polish, Czech, and Russian. NOTE: Chinese (Simplified), Japanese, and Korean user interfaces require operating systems in corresponding languages.

Software requirements for other desktops

Customer Desktops

Hardware for Customer Desktops

We do not mandate any minimum requirements for customer desktops used in chat interactions.

Software for Customer Desktops

These software requirements are for customer desktops used in chat interactions. There are no specific software requirements for desktops used for emails.

Item	Requirements
Browsers	One of the following: <ul style="list-style-type: none">▶ Microsoft® Internet Explorer® 11 or higher▶ Mozilla® Firefox®, most recent generally available version▶ Safari, most recent generally available version▶ Google Chrome, most recent generally available version▶ Microsoft® Edge®, most recent generally available version
JavaScript	JavaScript must be enabled.
Cookies	Cookies must be enabled.
Popup blockers	Popup blockers need to be disabled for page-push.

Browsers supported for chat interactions

Mobile Devices for Customers

- ▶ Apple iOS (14.4 or higher) and Android (9.x or higher) devices are supported for chat.