Cisco Unified Workforce Optimization

Desktop Requirements Guide Version 10.5

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Contents

Introduction

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

- Cisco Unified Workforce Optimization Call Recording and Quality Management version 10.5
- Cisco Unified Workforce Optimization Workforce Management (WFM) version 10.5

What's New in this Version

Cisco Unified Workforce Optimization 10.5 includes the following new features.

10.5(1)

- Added Quality Management support information for Microsoft Terminal Services
- Added support for Internet Explorer 11
- Added support for Internet Explorer 10
- Added WFM support for Chrome 34
- Added support for Windows 8.1

10.5(1) SR1

Added support for Windows 7 Enterprise.

Software Compatibility Matrices

This section lists the software supported in the current and two previous versions of the Cisco Unified Workforce Optimization Suite.

Call Recording and Quality Management

	Call Recording and Quality Management	
	10.0	10.5
Operating System		
Windows 8.1 (32/64-bit)—Professional		X
Windows 7 (32/64-bit)—Professional, Enterprise, Ultimate	X	X
Windows Vista (32/64-bit)—Ultimate, Enterprise, Business	X	
Windows XP (32/64-bit)—Professional	X	X
Microsoft Terminal Services (Citrix Server RDP)	X	X
Desktop Client Software		
Quality Management Administrator	X	X
Desktop Recording Service	X	X
Cisco Screen Player Plug-in	X	X
Calabrio Recording Controls	X	X

	Call Recording and Quality Management	
	10.0	**10.5**
Microsoft Visual C++ 2010 Redistributable Package (x86)		X
Web Browser		
Internet Explorer 11 (32-bit), Desktop mode		X
Internet Explorer 10 (32-bit), Desktop mode		X
Internet Explorer 9 (32-bit)	X	X
Internet Explorer 8 (32-bit)	X	X
Web Browser Plug-ins		
Java Plug-in 1.7u21 (32-bit)	X	
Java Plug-in 1.7u45 (32-bit)	X	
Supported Third-Party Software		
Adobe Acrobat Reader 6.0 or later	X	X
Adobe Flash Player[1]		X
Java 1.7_11 (32-bit)	X	X
Java Plug-in 1.7u45 (32-bit); JRE 1.7u21 (32-bit); JRE 1.7u21 (32-bit); JRE 1.7u21 (32-bit)	X	
Microsoft Office 2013		X

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[1]Requires Adobe Flash Player to listen to audio recordings and view screen recordings in the Media Player using Internet Explorer 8.

	Call Recording and Quality Management	
	10.0	**10.5**
Microsoft Office 2010	X	X
Microsoft Office 2007	X	X
Screen Recording for Citrix or Windows Terminal Services Client		
Citrix versions 4.5, 4.6, 5.0, 6.5, and XenApp client	X	X
Recording Thin Client for Citrix client sessions	X	X

Workforce Management

	WFM	
	10.0	**10.5**
Operating System		
WFM is operating system-independent. The only requirement is that the OS can run the supported web browser.		
Web Browser		
Internet Explorer 11 (32-bit), Desktop mode		X
Internet Explorer 10 (32-bit), Desktop mode		X
Internet Explorer 9 (32-bit)	X	X
Internet Explorer 8 (32-bit)	X	X
Chrome 34		X[1]

[1] Requires WFM 9.2(1) SR3 or later.

	WFM	
	10.0	**10.5**
Supported Third-Party Software		
Adobe Acrobat Reader 6.0 or later	X	X
Microsoft Exchange 2013	X	X
Microsoft Exchange 2010	X	X
Microsoft Exchange 2007	X	X

Desktop Hardware Requirements

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

PC Hardware	
Memory	2 GB RAM
Processor Speed	2 GHz
NIC	100 Mbit NIC NICs must support Promiscuous Mode.
Monitor	■ 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 required based on your specific workflow

Call Recording and Quality Management Desktop Requirements

This topic provides desktop requirements for Call Recording and Quality Management version 10.5.

Operating System

- Windows 8.1 (32/64-bit)—Professional

  Windows Media Player is required. Only Windows 8.1 Volume License (VL) includes Windows Media Player. For all other versions of Windows 8.1, you must download and install the Media Feature Pack for Windows 8.1 separately to add Windows Media Player.

- Windows 7 (32/64-bit)—Professional, Enterprise, Ultimate

  Windows Media Player is required. Windows Media Player is not included in Windows 7 N or KN. If you are using Windows 7 N or KN, you must download and install Windows Feature Pack for Windows N and KN separately to add Windows Media Player.

- Windows XP (32/64-bit)—Professional

  > **Note:** Live Screen Monitoring is not supported on Windows XP.

When determining operating system requirements, please note the following:

- Cisco supports the operating system's latest Service Pack
- Live screen monitoring is not supported on Windows XP

Desktop Client Software

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

- Microsoft Visual C++ 2010 Redistributable Package (x86)

> **Note:** The Microsoft Visual C++ 2010 Redistributable Package is only required for managers and supervisors that want to use the Live Screen Monitoring feature.

Web Browser

- Internet Explorer 11 (32-bit), Desktop mode

- Internet Explorer 10 (32-bit), Desktop mode

- Internet Explorer 9 (32-bit)

- Internet Explorer 8 (32-bit)

> **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.

- Screen resolutions:
    - 1280 × 800
    - 1280 × 1024
    - 1440 × 900
    - 1920 × 1080
- SSL Certificate—the SSL certificate is installed on the Base server by your administrator

Internet Explorer and Windows 8.1

By default, Windows 8.1 opens Internet Explorer 10 and 11 in Metro mode. This mode is not supported in Call Recording and Quality Management. Call Recording and Quality Management requires that Internet Explorer be run in Desktop mode.

> **Note:** Internet Explorer Metro mode is not supported because it does not support ActiveX.

To run Internet Explorer in Desktop mode, pin it to the Windows taskbar and launch it from there.

You can identify which mode of Internet Explorer you are using by the icon that appears in the Windows taskbar:

 Desktop mode

 Metro mode
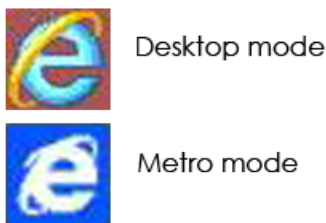
Required Web Browser Options

- Security Level for this Zone must be Medium High

- Assign the Base server URL to Trusted Sites and clear the check box for Enable Protected Mode. See "Adding a Trusted Site to Internet Explorer" in the *Getting Started Guide* for more information.

- File Downloads must be enabled

- Some ActiveX Controls in Internet Explorer must be enabled if you want to use live screen monitoring. See "Enabling ActiveX Controls in Internet Explorer" in the *Getting Started User Guide* for instructions.

  > **Note:** If you try to use a browser that does not support ActiveX Control (for example, Firefox) , the Live Screen Monitoring icon in the Live Monitoring application will be disabled.

- The pop-up blocker must be disabled.

- 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).

GPO for PCI Compliance

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

- All Processes—Disabled
- Internet Explorer Processes—Enabled

GPO for ActiveX Add-ons

You can create a GPO for ActiveX add-ons. Quality Management requires the following ActiveX add-ons in Internet Explorer:

ActiveX Add-ons

ActiveX Add-on Name	Purpose
Windows Media Player	Required for audio playback
Proxy v6.x Remote Control Viewer ActiveX Control	Required for screen playback **Note:** The Cisco Screen Player Plug-in must be installed before this ActiveX add-on can be enabled.
ScreenViewerControl Class	Required for Live Monitoring ScreenViewer class If this add on is not installed, Unified Workforce Optimization will prompt you to install it when you access the Diagnostics page or the Live Monitoring application.
RDPViewer Class	Required for Live Screen Monitoring

ActiveX Add-on Name	Purpose
Microsoft Licensed Class Manager 1.0	Required for Live Screen Monitoring RDPViewer class
Windows Script Host Shell Object	Required to identify logger in users for Calabrio Recording Controls

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.

- Adobe Flash Player 11 or later—the Adobe Flash Player is required if you want to listen to audio recordings and view screen recordings in the Media Player using Internet Explorer 8. Newer web browsers allow you to play recordings natively using ActiveX Control.

- Microsoft Office 2013, 2010, or 2007

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 Unified 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 Unified 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 installed 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 *Server Installation Guide*.

If you are using a Terminal Services or Citrix XenApp for recording purposes, these servers require additional server resources for recording screen. The resource requirements will vary depending on the actual design and might require some detailed hardware designs that should be reviewed by Cisco prior to deployment.

> **Note:** If you are planning to use a virtual or Citrix environment, see "Virtual Server Environment" in the *Server Installation Guide* or Screen Recording for Citrix or Windows Terminal Services for additional information.

WFM Desktop Requirements

This topic provides desktop requirements for WFM 10.5.

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 8 (32-bit)
- Internet Explorer 9 (32-bit)
- Internet Explorer 10 (32-bit), Desktop mode
- Internet Explorer 11 (32-bit), Desktop mode
- Chrome 34

Note: You can try other browser than those listed here if you want to improve performance. However, these browsers were not tested and are not supported. If problems are found while using an unsupported browser, you will be asked to recreate the problem while using a supported browser.

Internet Explorer and Windows 8.1

By default, Windows 8.1 opens Internet Explorer 10 and 11 in Metro mode. This mode is

not supported in WFM. WFM requires that Internet Explorer be run in Desktop mode.

To run Internet Explorer in Desktop mode, pin it to the Windows taskbar and launch it from there.

You can identify which mode of Internet Explorer you are using by the icon that appears in the Windows taskbar:

 Desktop mode

 Metro mode

Required Internet Explorer Options

- Security Level for this Zone must be Medium High

- Assign the WFM Transaction services server URL to Trusted Sites and clear the check box for Enable Protected Mode. See "Adding a Trusted Site to Internet Explorer" in the *Getting Started Guide* for more information.

- File Downloads must be enabled

- Active Scripting must be enabled (required for JavaScript)

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

- Cookies must be enabled

> **Note:** The server uses the browser cookies to return state information to the WFM Transaction services server. The state information is used for authentication, user session identification, and user preferences (for example, language preference).

- Pop-up blockers must be disabled for the WFM Transaction services server

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.

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