

InterAct ES Proof of Concept Requirements (v3.0.0)

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Contents

This information is given for information only. The minimum necessary configuration for a prototype installation (POC version) mainly depends on the workstation number to be managed (up to 100 agents).

Note:

The Server and the workstations must belong to the same domain or the same workgroup.

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Requirements for InterAct ES ONLY

Requirements for InterAct ES Server

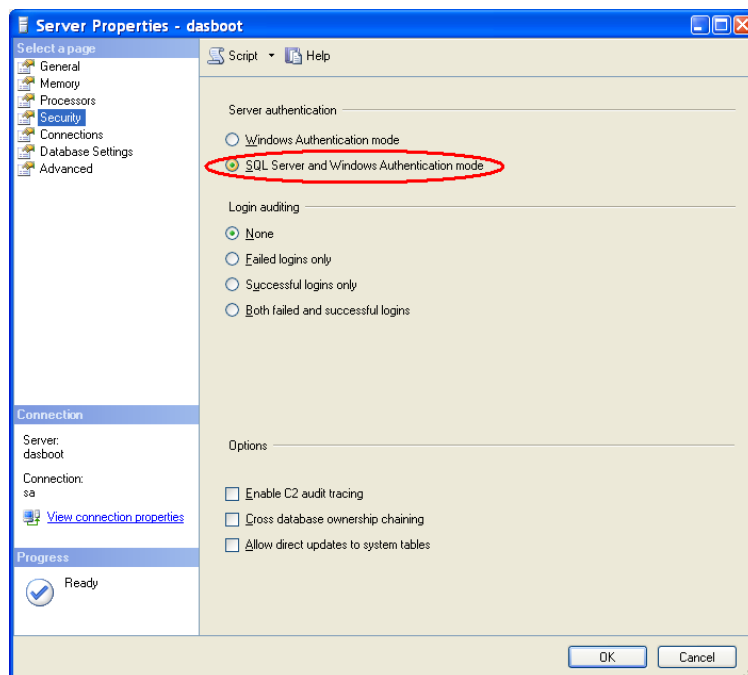
Hardware

We highly recommend to use a dedicated server, otherwise global performances of InterAct ES™ will not be guaranteed.

- ✓ Processor: 2 GHz
- ✓ RAM: 2 GB (Min) up to 100 workstations
- ✓ Minimum available storage on disk: 35 GB
- ✓ Network connection, CD-ROM (Interconnection between all client workstations and the server)
- ✓ Incoming and outgoing traffic on Tcp/Ip port 6500 and 6600 & 90 needs to be allowed (port number can be changed to fit customer policy)

Software

- ✓ Possible Operating Systems:
 - Windows Server 2003 32bits Service Pack 2 and above (*)
- ✓ Internet Information Server version 6.0 or more (ASP Services) installed and operational (for InterAct ES™ Web Server) (**)
- ✓ Microsoft SilverLight
- ✓ Microsoft .net Framework 3.5 Service Pack 1 and above
- ✓ SQL 2005 Enterprise Edition SP2:
 - Analysis Services
 - Both authentication methods (Windows only & mixed) are supported, but mixed authentication is recommended.



Adobe Reader version 5.0 or more to display the reports and InterAct ES documentation.

Caution:

The Microsoft "Server" service must be installed on the workstation before beginning the installation of **InterAct ES™**.

*** Installation Recommendation for Windows Server 2003**

To install the Web Server, the IIS services must be installed (that is not the case by default on Windows Server 2003), and the port 90 must be available.

For more information on the Windows Server 2003 parameter, please refer to Microsoft Documentation

- ✓ In "**Add or Remove Programs**", choose "**Add or Remove Windows Components**"
 - Display of "**Application Server**" details
 - Check "**ASP .NET**"
 - Check "**Internet Information Services (IIS)**"
- ✓ Display "**Internet Information Services (IIS)**" details
 - Display "**World Wide Web Service**" details
 - Check "**Active Server Pages (ASP)**"
 - Be sure "**World Wide Web Service**" is checked

**** Recommendation related to the InterAct ES™ Web Server**

Before installing **InterAct ES™**, it is important to check that the security firewall are de-activated or set up so as to allow the users to log in on the Web Server.

With Windows Server 2003, the script execution or the ActiveX control under Internet Explorer are blocked by default:

In the Internet Explorer security advanced options, check "Allow active content to run in files on My Computer" or allocate the Web site to a security zone (local intranet or trusted site).

For more information on the script execution or the ActiveX control of the Web pages, see the Internet Explorer Help.

Requirements for InterAct ES Client

Hardware

- ✓ CPU: 1.6 GHZ
- ✓ RAM: 512 MB
- ✓ Minimum available storage on disk: 50 MB
- ✓ Network connection
- ✓ Incoming and outgoing traffic onTcp/Ip ports 6500 & 6600 needs to be allowed (port number can be changed to fit customer policy)

Software

- ✓ Possible operating systems:
 - Windows XP (Home or Professional)
 - Windows Vista (Home Basic, Home Premium, Business, Enterprise, Ultimate) 32 bits or 64 bits version
- ✓ Microsoft Silver Light

Requirements for InterAct S&N ONLY

Requirements for InterAct S&N Server

Hardware

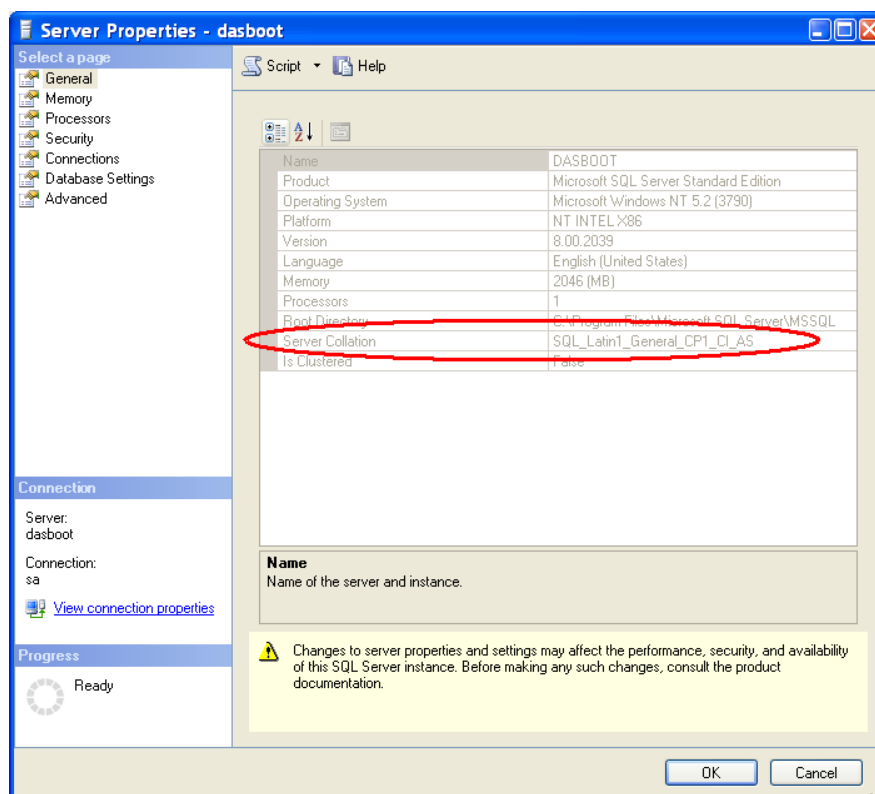
We highly recommend to use a dedicated server, otherwise global performances of InterAct S&N will not be guaranteed.

- ✓ Processor: 1.6 GHz
- ✓ RAM: 1 GB (Min) up to 100 workstations
- ✓ Minimum available storage on disk: 35 GB
- ✓ Network connection, CD-ROM (Interconnection between all client workstations and the server)
- ✓ Incoming and outgoing traffic on Tcp/Ip port 4001 & 90 needs to be allowed (port number can be changed to fit customer policy)

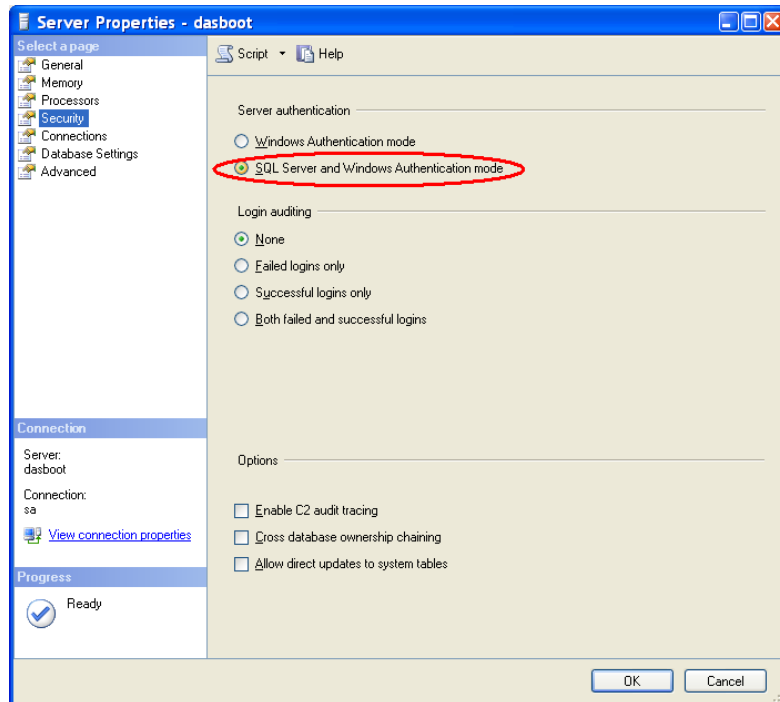
Software

- ✓ Possible Operating Systems:
 - Windows Server 2003 Service Pack 2 and above must belong to a domain (*)
- ✓ SQL 2005 Enterprise Edition SP2
 - Make sure that the SQL-server instance is using a **case-insensitive collation** or else the InterAct S&N database creation might fail. For Western European countries the collation **SQL_Latin1_General_CP1_CI_AS** works well.

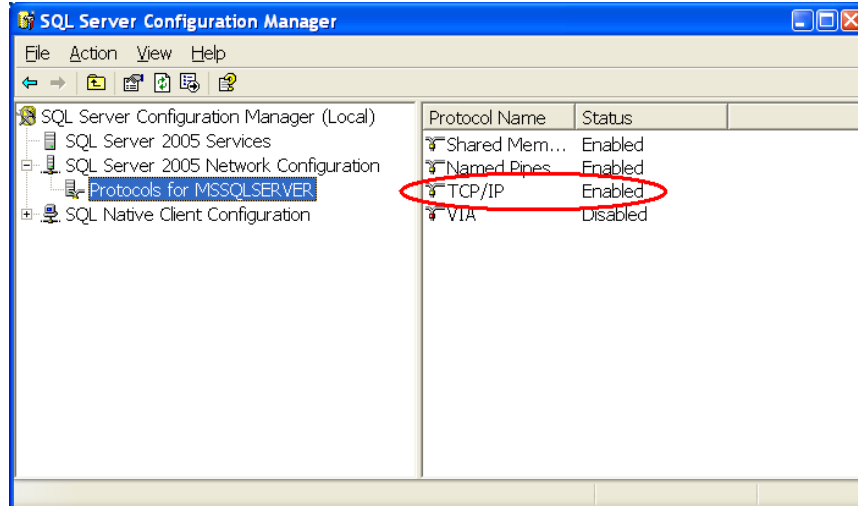
You can check that whether your server collation is case insensitive by opening server properties in SQL Server Management Studio. If the server collation name contains the string "CI" it means it is case insensitive.



- You must enable the property **SQL-server and Windows authentication** in the security settings tab of the SQL-server instance properties. If not already enabled this can be done from SQL-Server Management Studio.

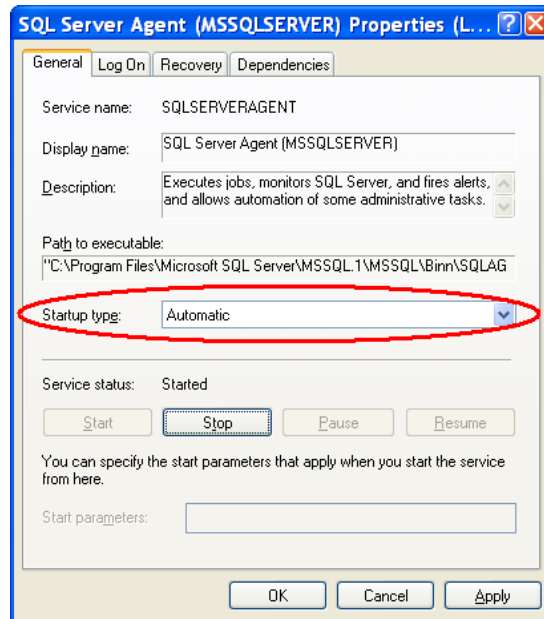


- In SQL Server Configuration Manager please check that the **TCP/IP protocol** is enabled in the network configuration section of the SQL-server instance properties. (this is default behavior).



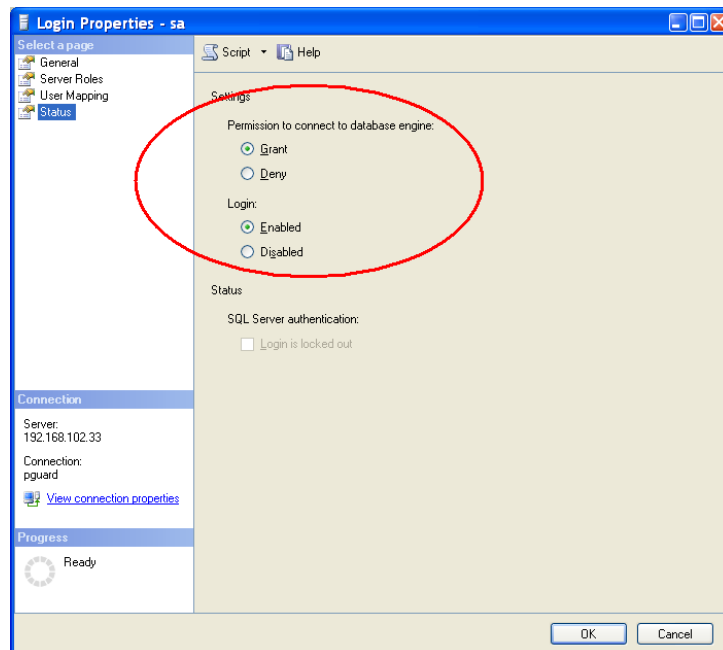
- SQL Server Agent

Go to Windows services control panel and make sure that the Windows service **SQL Server Agent** is set to "automatic" startup and is started. This is **not** default behavior.



- SQL Server credentials

When installing an InterAct S&N Server, the login credentials of the sa user are required for creating a database. By default the sa account is disabled in SQL Server 2005 for security reasons. You must enable login for the "sa" account and set a corresponding password. You may disable the sa account again after you are done with the installation.



- SQL Server network connectivity

If InterAct S&N will be installed on another machine than the database server you must check that you can login to the SQL Server database instance from this machine also. Please make sure to use a valid DNS hostname for the SQL-server when connecting from InterAct S&N services

Requirement for InterAct S&N Client

Hardware

- ✓ CPU: 1.6 GHZ
- ✓ RAM: 512 MB
- ✓ Minimum available storage on disk: 50 MB
- ✓ Network connection
- ✓ Incoming and outgoing traffic onTcp/Ip ports 4001 needs to be allowed (port number can be changed to fit customer policy)

Software

- ✓ Possible operating systems:
 - Windows 2000
 - Windows 2000 Server
 - Windows XP
 - Windows 2003 Server
 - Windows Vista
 - Windows 2008 Server

Requirements for IA ES & IA SN

Requirements for IA ES & IA SN Server

Hardware

We highly recommend to use a dedicated server, otherwise global performances will not be guaranteed.

- ✓ Processor: 3 GHz Dual Core
- ✓ RAM: 3 GB (Min) up to 100 workstations
- ✓ Minimum available storage on disk: 60 GB
- ✓ Network connection, CD-ROM (Interconnection between all client workstations and the server)
- ✓ Incoming and outgoing traffic onTcp/Ip port 6500 and 6600 4001 & 90 needs to be allowed (port number can be changed to fit customer policy)

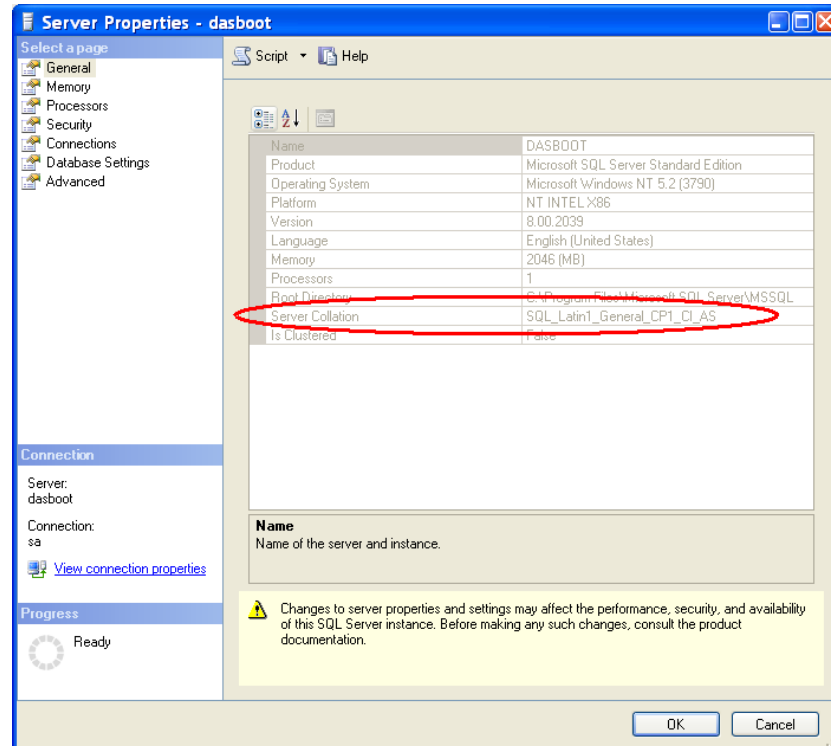
Software

- ✓ Possible Operating Systems:
 - Windows Server 2003 Service Pack 2 and above must belong to a domain(*)
- ✓ Microsoft Silverlight
- ✓ Microsoft .net Framework 3.5 Service Pack 1 and above
- ✓ SQL 2005 Enterprise Edition SP2
 - Analysis Services
- ✓ Adobe Reader version 5.0 or more to display the reports and InterAct ES™ documentation.

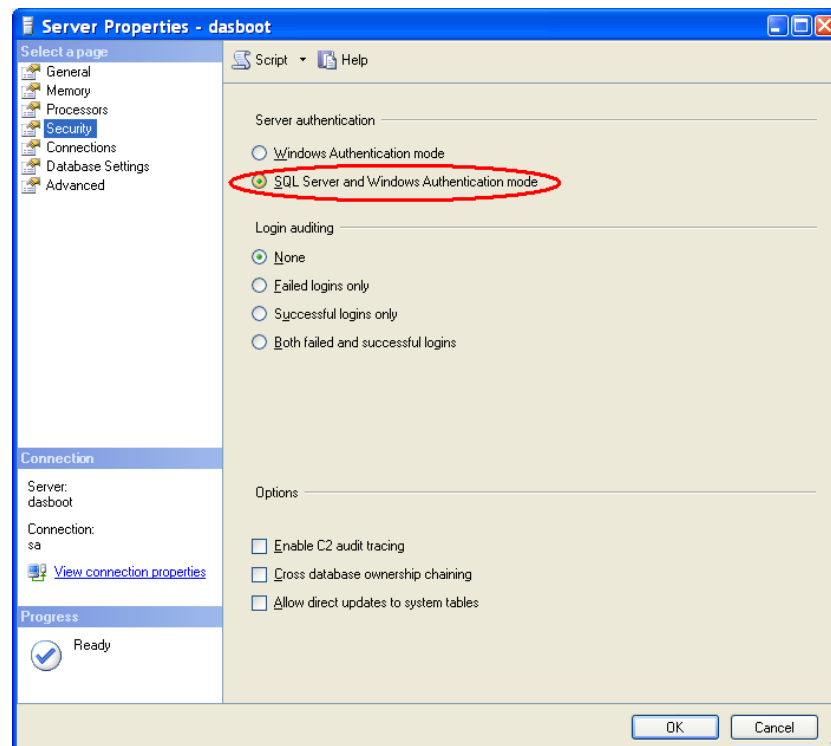
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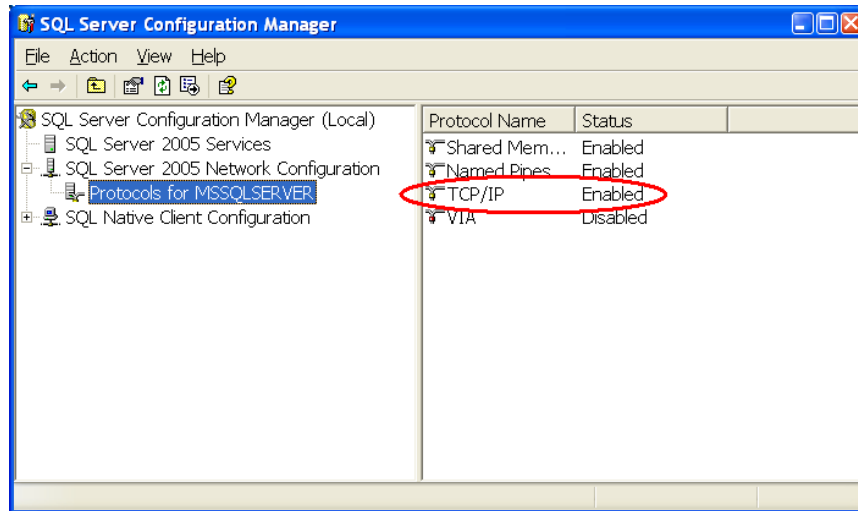
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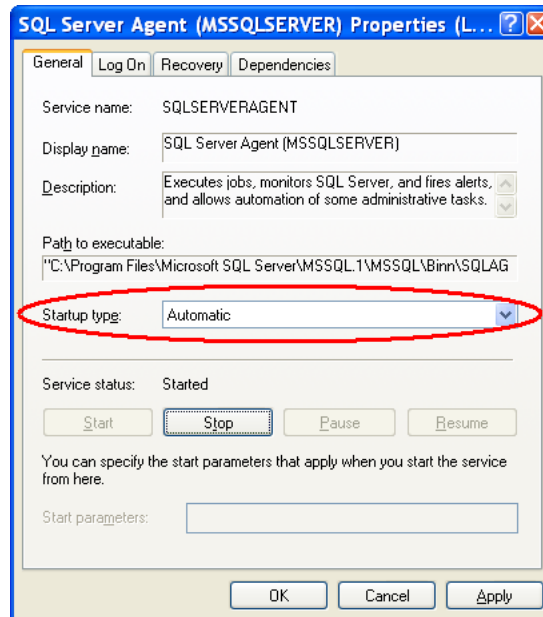
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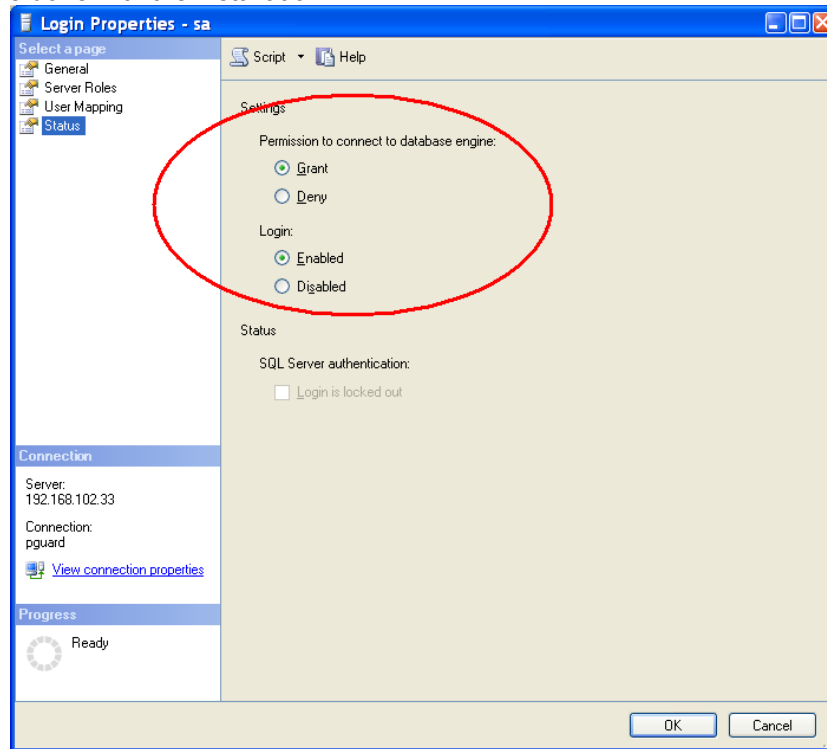


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