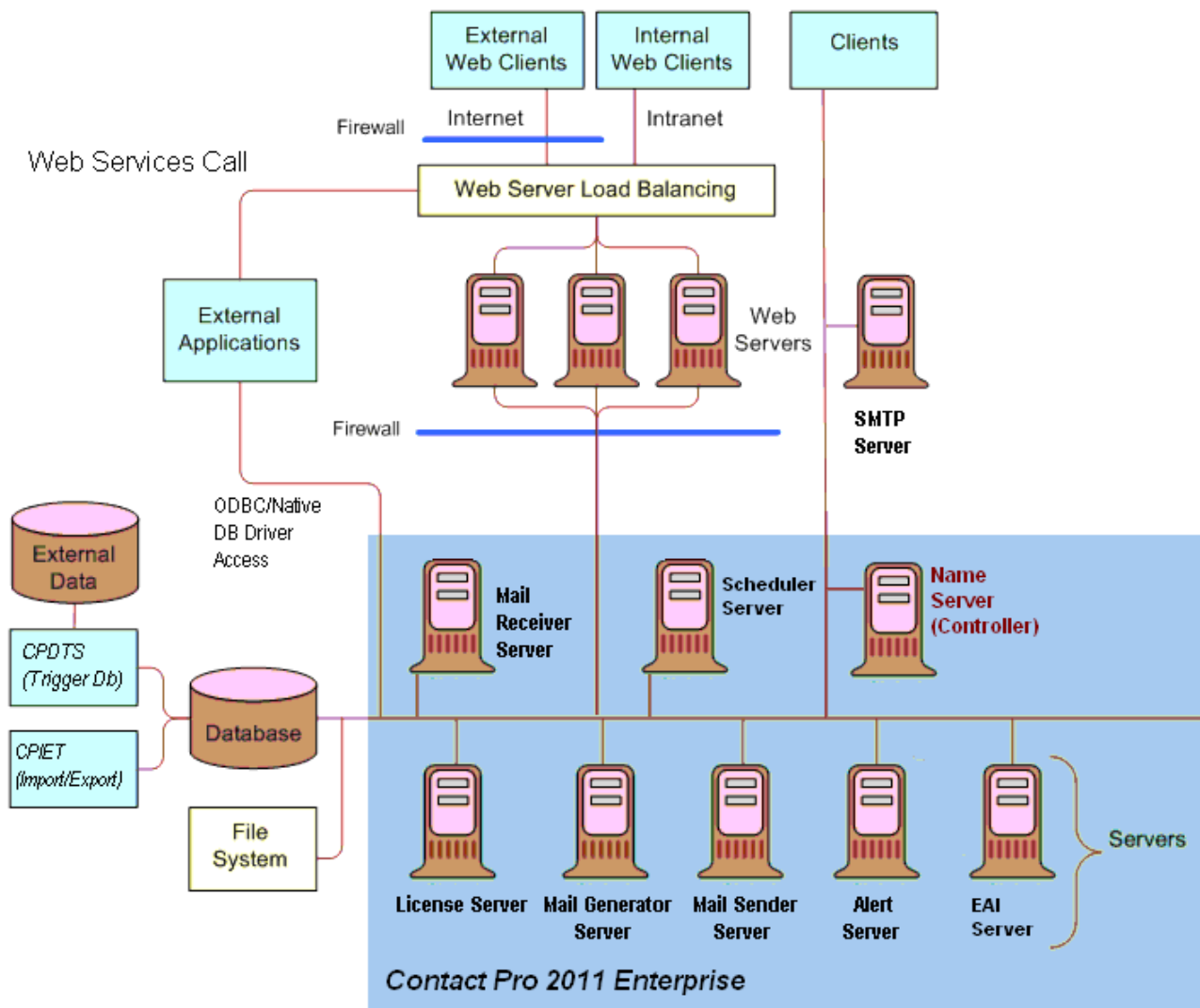


Technical Note #0109: Contact Pro 2011 Sr1 Required & Supported Platforms

Technical Note #/Titolo:	0109 – Supported Platforms, Software & Hardware Requirements
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Enterprise Architecture

This document has the intention to describe Contact Pro 2011 Sr1 logical architecture and has the intention to summarize all requirements for installation.



Picture 1 –Contact Pro 2011 Sr1 Logical Architecture

Contact Pro 2011 Application Architecture is a typical multi-tier web solution that contains following logical nodes:

- **Client** layer: thin (web) e thick.
- **Web Server** Layer. For publishing thin client over stack tcpip.
- **Application Server** Layer. Logical collection of application modules named *Enterprise Servers*.
- **Database Server** Layer. Meta and Business Data Repository (marketing database).
- **File System** Layer. Repository of configuration and attachment files.

Hardware e Software Requirements

System requirements over Contact Pro 2010 logical nodes.

Client Layer

For client solution refers to End User Application. The operative station permits to accessing to all telemarketing, Contact Management, Data Entry and Agenda functionalities.

Client Types	Software requirements	Hardware requirements
Thin Client (WEB)	Internet Explorer 7, or more (IE 9 suggested).	Specific for Internet Explorer 7 o + (refers to the third party software vendor).
Thick/Fat Client	<p>Microsoft Windows XP Professional o more.</p> <p>Microsoft Word 2007 for production of custom documents.</p> <p>Microsoft Excel 2007 for advanced data analysis and processing.</p> <p>Microsoft Outlook 2007 or more for using Contact Pro Plug In.</p> <p>Framework .Net 3.5 Sp1</p>	<p>PC with Pentium IV 1,5Ghz or more (*).</p> <p>At minimum 1gb di RAM and 50 Mb free space for storage.</p> <p>CD-ROM.</p> <p>(*) these threshold should be upgraded to Pentium IV 2.5Ghz in computer telephony integration context.</p>

Web Server Layer

L'applicazione Contact Pro Web è stata sviluppata con tecnologia Microsoft .Net e viene eseguita con IIS (Internet Information Services) su Windows 2003 o Windows 2008.

Logical Node Web Server	Requisiti Software	Requisiti Hardware
Web Server	<p>Operating System: Windows 2003 Server or 2008.</p> <p>Framework .Net 3.5 Service Pack 1.</p> <p>IIS 6.0 o more.</p>	<p>Processore DualCore Xeon 3Ghz.</p> <p>4 Giga Byte di RAM.</p>

Application/Enterprise Layer

Contact Pro Application server is defined on a pool of logical component (Windows Service) that carrying out specific system functions. For example validate users, manage mailing eai functions or alerting.

Authentication service, named *license server*, connect to Client Windows (thick) and to Thin Client (web). Is a mandatory service in an Contact Pro 2011 installation.

Logical Node Application Server	Software requirements	Hardware requirements
* Server	Operating System: Windows 2003 Server or more. Framework .Net 3.5 Service Pack 1.	DualCore Xeon 3Ghz processors. 2 Giga Byte di RAM. HD RAID 1 o 5 with at minimum 50 Giga Byte online.

All logical node can be installed on the same server or can be installed on different Servers. In this way is possible to manage load balancing and fail over management requirements.

Database Layer

Business and Metadata repository of company marketing database.

Database Server	Software requirements	Hardware requirements
License Server	Microsoft SQL Server: 2005 or more; Oracle: version 10 or more MySQL: version 4.1.8 or + DB2.	Refers to Software vendors hardware requirements.

File server

Contact Pro file server is a sharing area, shared directory on file system, on any operating system (Windows, Unix, ecc.).

Shared directory must be reached from any client and server Contact Pro modules.

The maximum dimension of Contact Pro file server is strictly related to use of this function from end company that use CP as marketing database. Contact Pro File server contains:

- Word documents used in email activities.
- Binary compressed files for generating user interface
- Business Data Attachment (manually or automatic uploaded).
- eMail body received or sent.

Sizing e Constrains

This chapter describes sizing and constrains related to Contact Pro architecture.

Enterprise/Application Server

All configurations described before refers to a company with about 50 concurrent users.

This computing power measure should be used for dimensionino different and more complex company structures call.

Database Server

Contact Pro database server is based on specific vendor RDBMS (Oracle, SQL-Server, MySQL, DB2) that should be installed on different hardware platform and on any operating system (Windows, Unix, ecc.).

Anyway a database administrator should consider, for a correct capacity plan, these factors

- Number of end user station.
- Data Model complexity (table, indexes, trigger, views).
- Data volume forecasted.

Minimum requirements refers to RDBMS vendor requirements. For any installation is suggested to contact RDBMS vendors and to contact Sysman Technical Experts.

CTI Server

Contact Pro is enabled to talk with many CTI platforms.

Please contact Sysman Technical Experts for sharing updated compatibility list.

Network

Servers and Clients must be connected in a local network on stack tcp-ip. Network band should be 10 Mbit/s or more.

File Server/File System

File server o File System is substantially a shared directory where users must have "Full Controll" permissions.