The Evolved Office

APPLICATION PLATFORM REQUIREMENTS

EVOLVE IP

Release: 16.0

Table of Contents

The Evolved Office Assistant Toolbar

1. **Operating System**

   The Evolved Assistant is deployed on the Microsoft Windows platform and/or Citrix Presentation Server platform.

2. **Hardware Requirements**

   Microsoft Windows Platform

   The hardware requirements for Microsoft Windows platform include:

   - 1.2 GHz or higher, Pentium 3 or compatible CPU
   - 512 megabytes (MB) of RAM recommended minimum; more memory improves performance
   - 60 MB available hard disk space
   - Video graphics card with 8 MB of RAM, minimum
   - Super VGA monitor (15 inches or larger)
   - 800 x 600 screen resolution minimum (1024 x 768 is recommended)
   - TCP/IP connectivity to the Evolved Office Open Client Server on port designated by the service provider (default port is 2208):
     - Lab environment: Collocated with the Evolved Office Application Server
     - Live environment: Collocated with the Evolved Office Web Server

   Citrix Presentation Server Platform

   The hardware requirements for the Citrix Presentation Server include:

   - 2.0 GHz or higher, Pentium 4, or compatible CPU
   - Minimum 2 GB of RAM
   - 60 MB free disk space per application installation
   - TCP/IP connectivity to the Evolved Office Open Client Server on port designated by service provider (default port is 2208):
     - Lab environment: Collocated with Evolved Office Application Server
     - Live environment: Collocated with the Evolved Office External Web Server

Citrix ICA Client Workstation

The hardware requirements for a Citrix ICA client workstation include:

- 1.2 GHz or higher, Pentium 3, or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 800 x 600 screen resolution minimum
- Network connection of minimum 56 Kbps speed

3. **Software Requirements**

The software requirements include:

- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, or Citrix Presentation Server 3 or 4
- Windows Installer 2.0
- Internet Explorer 6.0, 7.0, or 8.0 (required for IE toolbar edition)
- Mozilla Firefox 2.0 or 3.0 (required for Firefox toolbar edition)
- Outlook 2000 SP3, 2002/XP SP2, 2003, 2007 (required for Outlook toolbar editions)
- Microsoft Active Directory - Has been tested and supported for LDAP integration.
- Squid Web Proxy Server - Has been tested and supported for silent updates.

Citrix Presentation Server Platform

The application can be published on to a Citrix server via the Management Console for MetaFrame.

No additional software requirements.

4. **Platform Requirements**

The platform requirements include:

- For installation, a Windows user account with administrative rights is required.
- For post installation, a Windows user account with the following rights are required:
  - Registry HKEY_LOCAL_MACHINE hive
    - Read
    - Enumerate
    - Query
  - Registry HKEY_CURRENT_USER hive
    - Full Access
  - Assistant Install Directory (Default C:\Program Files\EvolveIP\The Evolved Assistant)
    - Write
    - Read
    - Execute
- Internet Explorer and Outlook COM-Add-in access
- Firefox Add-on access

5. **Interoperable Phones**

   All phones that have undergone successful interoperability with the Evolved Office platform are supported for basic call control capabilities.

   Enhanced call control functions are capable with phones that comply with the *Advanced Call Control Specification* from Evolve IP. Ensure the firmware revision used supports the version of the Evolved Office platform you are running.

   NOTE 1: Functionality may vary with network configurations, topologies, and firmware. For more information, see the Evolve IP third-party device interoperability guides (*Evolve IP Partner Configuration Guide)* from the specific phone vendor.

   NOTE 2: Specifications are subject to change at Evolve IP's discretion.

NOTE: Some features require a specific version of the Evolved Office platform to be available.   If you are having technical issues using some features, consult Evolve IP at 610.964.8000 (option 5) or support@evolveip.net.

The Evolved Office Receptionist

1. Operating System

The Evolved Receptionist is deployed on the Microsoft Windows platform and/or Citrix Presentation Server platform

2. Hardware Requirements

Microsoft Windows Platform

The hardware requirements for Microsoft Windows platform include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 512 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- 60 MB available hard disk space
- Video Graphics Card with 8MB of RAM minimum
- Super VGA Monitor (15" or larger)
- 800x600 screen resolution minimum (1024x768 is recommended)
- TCP/IP connectivity to the Evolved Office Open Client Server on port designated by service provider (default port is 2208):
    - Lab Environment: Collocated with Evolved Office Application Server
    - Live Environment: Collocated with the Evolved Office External Web Server
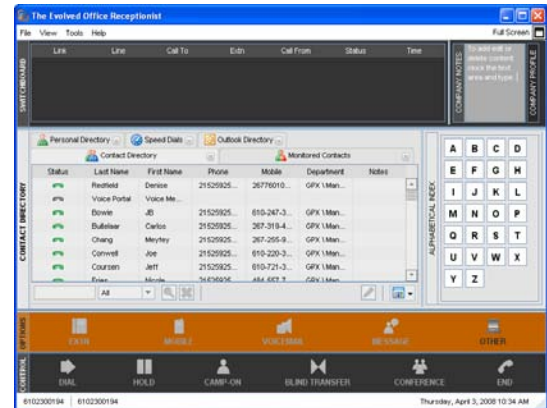
Citrix Presentation Server Platform

The hardware requirements for the Citrix Presentation Server platform include:

- 2.0 GHz or higher, Pentium 4, or compatible CPU
- Minimum 2 GB of RAM
- 60 MB free disk space per application installation
- TCP/IP connectivity to the Evolved Office Open Client Server on port designated by service provider (default port is 2208):
    - Lab environment: Collocated with Evolved Office Application Server
    - Live environment: Collocated with the Evolved Office External Web Server

Citrix ICA Client Workstation

The hardware requirements for a Citrix ICA client workstation include:

- 1.2 GHz or higher, Pentium 3, or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 800 x 600 screen resolution minimum
- Network connection of minimum 56 Kbps speed

3. Software Requirements

The software requirements include:

- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, or Citrix Presentation Server 3 or 4
- Sun Microsystems Java 6 Update 13 Runtime edition only
- Outlook 2000 SP3, 2002/XP SP2, 2003, 2007 (required for Outlook contact directory)
- Microsoft Excel (Optional)
- Flash Player 9 Runtime (ActiveX Control)

Citrix Server Impacts:

- The application can be published on to a Citrix server via the *Management Console for MetaFrame*

- Sun Microsystems Java 6 Update 13 Runtime edition only

Citrix Workstation Impacts:

- The Java Virtual Machine is not required on the workstation in this deployment style

4. Platform Requirements

The platform requirements include:

- For Flash Player 9 Runtime Citrix Permissions configure the following:
    - Using regedit, find the following key: HKCR\CLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}

NOTE: On 64-bit Windows this key is located under HKCR\Wow6432Node\CLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}.

    - Remove any permissions for *Everyone* group. Click the Advanced button and check the box to propagate the permissions to all child objects.
    - Add the *Everyone* group and give it "Read" permissions on the key. Click Advanced and propagate the permissions to all child objects.
    - Repeat the removal of any permissions on the subsequent key with the following: HKCR\CLSID\{D27CDB70-AE6D-11cf-96B8-444553540000}.

5. Interoperable Phones

All phones that have undergone successful interoperability with the Evolved Office platform are supported for basic call control capabilities.

Enhanced call control functions are capable with phones that comply with the advanced call control specification from Evolve IP, described in the *SIP Access Side Extensions Interface Specification.* Ensure the firmware revision used supports the version of the Evolved Office platform you are running.

NOTE: Some features require a specific version of the Evolved Office platform to be available.   If you are having technical issues using some features, consult Evolve IP at 610.964.8000 (option 5) or support@evolveip.net.

Evolved Call Center

1. Operating System

The Evolved Call Center is deployed on the Microsoft Windows and/or Citrix Presentation Server platform.

2. Hardware Requirements

Microsoft Windows Platform:

The hardware requirements for Microsoft Windows platform include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 512 megabytes (MB) of RAM recommended minimum; more memory generally improves performance
- 60 MB available hard disk space
- Video graphics card with 8 MB of RAM minimum
- Super VGA monitor (15" or larger)
- 800 x 600 screen resolution minimum
- TCP/IP connectivity to the Evolved Office Open Client Server on port designated by service provider (default port is 2208):
    - Lab environment: Collocated with Evolved Office Application Server
    - Live environment: Collocated with the Evolved Office Web Server
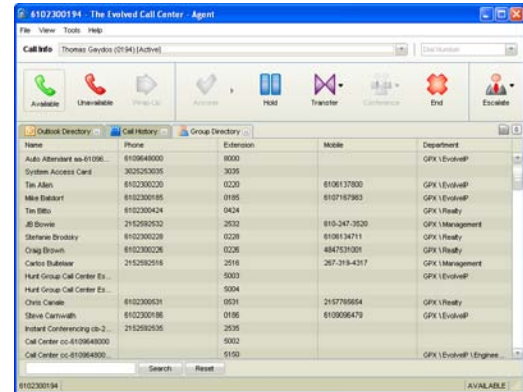
Citrix Presentation Server Platform:

The hardware requirements for the Citrix Presentation Server platform include:

- 2.0 GHz or higher Pentium 4 or compatible CPU
- Minimum 2 GB of RAM
- 60 MB free disk space per application installation
- TCP/IP connectivity to the Evolved Office Open Client Server on port designated by service provider (default port is 2208):
    - Lab environment: Collocated with Evolved Office Application Server
    - Live environment: Collocated with the Evolved Office External Web Server

Citrix ICA Client Workstation:

The hardware requirements for the Citrix ICA client workstation include:

- 1.2 GHz or higher Pentium 3 or compatible CPU
- 128 megabytes (MB) of RAM
- Video graphics card with 8 MB of RAM minimum
- 800 x 600 screen resolution minimum
- Network connection of minimum 56KBps speed

3. Software Requirements

The software requirements include:

- Windows 2000 with SP4 (or higher), Windows XP, Windows Vista, or Citrix Presentation Server 3 or 4
- Sun Microsystems Java 6 Update 13 Runtime edition only
- Internet Explorer 6.0 or 7.0 (required for reporting)
- Outlook 2000 SP3, 2002/XP SP2, 2003, 2007 (required for Outlook contact directory)

Browser Javascript Requirements
To view reports, Javascript must be enabled in Internet Explorer 6 or 7.
The following instructions are for Internet Explorer 6 or 7:
1) Open Internet Explorer.
2) Click the **Tools** button.
3) From the drop-down list, select *Internet Options.*
4) Select the *Security* tab.
5) Click the **Custom level…** button.
6) In the *Scripting* category, select the **Enable** button for the *Active Scripting* sub-category.
7) For Internet Explorer 7 only, perform the following:
   In the *Scripting* category, click the **Enable** button for the *Allow status bar updates via script* sub-category.
8) Click the **Yes** button when prompted with a message box asking, *Are you sure you want to change the settings for this zone?*
9) Click the **OK** button in the *Internet Options* dialog *Security* tab.
10) Close and restart Internet Explorer.
- Microsoft Excel (Optional)
- Flash Player 9 Runtime (ActiveX Control)

Citrix Server Impacts:

- The application can be published on to a Citrix server via the Management Console for MetaFrame.
- Sun Microsystems Java 6 Update 13 Runtime edition only

Citrix Workstation Impacts:
The Java Virtual Machine is not required on the workstation in this deployment.

4. Platform Requirements

The platform requirements include:

- For Flash Player 9 Runtime Citirx Permissions configure the following:
    - Using regedit, fing the following key:
      HKCR\CCLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}

NOTE: On 64-bit Windows, this key is located under HKCR\Wow6432Node\CLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}.

- Remove any permissions for the *Everyone* group. Click the **Advanced** button and check the box to propagate the permissions to all child objects.
- Add the *Everyone* group and give it "Read" permissions on the key. Click **Advanced** and propagate the permissions to all child objects.
- Repeat the removal of any permissions on the subsequent key with the following:
  HKCR\CCLSID\{D27CDB6E-AE6D-11cf-96B8-444553540000}

5. Interoperable Phones

All phones that have undergone successful interoperability with the Evolved Office platform are supported for basic call control capabilities.

NOTE 1: Specifications are subject to change at the vendor's discretion.

NOTE: Some features require a specific version of the Evolved Office platform to be available.   If you are having technical issues using some features, consult Evolve IP at 610.964.8000 (option 5) or support@evolveip.net.