

ETM® Server and Client Software Minimum System Requirements	
Complete Software. Includes the ETM Management Server, Report Server, Client, and ETM System Applications.	
Windows	Linux
<ul style="list-style-type: none"> x86/x86-64 based server with 2.5 GHz or higher processor clock speed 8 GB RAM 500 MB of available hard disk space for the ETM System software, additional space required to support temporary storage of scheduled reports or storage of saved reports. (<i>This <u>does not</u> include the space required to install Oracle. See their minimum system requirements.</i>) 1 GB hard drive space per span per year (365 days) of storage Amazon Corretto Java 17 (included in installation) or later 17.x patch Video capabilities supporting minimum 800 x 600, 256-color display (higher recommended). Oracle RDBMS** for the ETM Database, one of the following versions: <ul style="list-style-type: none"> Oracle 12c R2 Enterprise or Standard Oracle 18c Enterprise, Standard, or XE Oracle 19c Enterprise or Standard <i>** Requires English Language Settings</i> Windows Server 2016, 2019, or 2022 (with Desktop Experience), with latest service pack. 64 bit TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recorder application used</i>) Adobe Acrobat Reader for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com 	<ul style="list-style-type: none"> x86/x86-64 based server with 2.5 GHz or higher processor clock speed 8 GB RAM 500 MB of available hard disk space for the ETM System Software, additional space required to support temporary storage of scheduled reports or storage of saved reports. (<i>This <u>does not</u> include the space required to install Oracle. See their minimum system requirements.</i>) 1 GB hard drive space per span per year (365 days) of storage Amazon Corretto Java 17 (provided on the ETM Platform installation media) or later 17.x patch Video capabilities supporting minimum 800 x 600, 256-color display (higher recommended) Oracle RDBMS** for the ETM Database, one of the following versions: <ul style="list-style-type: none"> Oracle 12c R2 Enterprise or Standard Oracle 18c Enterprise or Standard Oracle 19c Enterprise or Standard <i>** Requires English Language Settings</i> Oracle Linux 9, 64 bit TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recorder application used</i>) Adobe Acrobat Reader for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com

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ETM® Distributed Client Software Minimum System Requirements	
Client Software. Includes the ETM System Console, Voice Policy and System Management Applications, Usage Manager Report Tool, and Database Maintenance Tool installed on systems other than the Management Server host.	
Windows	Linux
<ul style="list-style-type: none">• x86/x86-64 based server with 2 GHz or higher processor clock speed• 4 GB RAM• 150 MB of available hard disk space for the ETM System software• Amazon Corretto Java 17 (included in installation) or later 17.x patch• Video capabilities supporting 800 x 600, 256-color display. Higher recommended• Oracle Client Tools corresponding to the version of Oracle used for the Management Server• Windows 10 or 11 with latest service pack. 64 bit.• TCP/IP network connectivity with a static IP address• Adobe Acrobat Reader for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com	<ul style="list-style-type: none">• x86/x86-64 based server with 2 GHz or higher processor clock speed• 4 GB RAM• 150 MB of available hard disk space for the ETM System Software• Amazon Corretto Java 17 (provided on the ETM Platform installation media) or later 17.x patch• Video capabilities supporting 800 x 600, 256-color display. Higher recommended.• Oracle Client Tools corresponding to the version of Oracle used for the Management Server• Oracle Linux 9, 64 bit• TCP/IP network connectivity with a static IP address• Adobe Acrobat Reader for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com

ETM® Collection Server** Minimum System Requirements
<ul style="list-style-type: none">• Windows Server 2016, 2019, or 2022 (with Desktop Experience), with latest service pack. 64 bit.• Sufficiently large storage capability for call recording volume• TCP/IP network connectivity with a static IP address

***ETM Collection Server not supported on Linux*

Last Update: 1/15/2026

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