

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

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

### ETM® Collection Server\*\* Minimum System Requirements

- 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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