

| ETM [®] Server and Client Software Minimum System Requirements | |
|---|--|
| <p>Complete Software. Includes the ETM Management Server, Report Server, Client, ETM Web Portal* (Windows only), and ETM System Applications.</p> | |
| Windows | Linux |
| <ul style="list-style-type: none"> • x86/x86-64 based server with 2 GHz or higher processor clock speed • 1 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 • Java 2 Runtime Environment JRE 1.8.0_161 (included in installation) or later 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 11g R2, Enterprise, Standard, or XE - Oracle 12c Enterprise or Standard <p>** Requires English Language Settings</p> • Windows Server 2008, 2012, or 2016 (with Desktop Experience), with latest service pack. 64 bit • TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recording application used</i>) • Internet Explorer, Firefox, or Chrome browser if Web Portal is used • Adobe Acrobat Reader 9.0 or later 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 • 1 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 • Java 2 Runtime Environment JRE 1.8.0_161 (provided on the ETM Platform CD-ROM) or later 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 11g R2, Enterprise, Standard, or XE - Oracle 12c Enterprise or Standard <p>** Requires English Language Settings</p> • CentOS/Red Hat Linux 6.x, 64 bit • TCP/IP network connectivity with static IP addresses (<i>Full duplex recommended when Call Recording application used</i>) • Adobe Acrobat Reader 9.0 or later 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, ETM Web Portal* (Windows only), 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• 1 GB RAM• 150 MB of available hard disk space for the ETM System software• Java 2 Runtime Environment JRE 1.8.0_161 (included in installation) or later 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 7, 8, or 10 with latest service pack. 64 bit.• TCP/IP network connectivity with a static IP address• Internet Explorer, Firefox, or Chrome browser if Web Portal is used• Adobe Acrobat Reader 9.0 or later 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• 1 GB RAM• 150 MB of available hard disk space for the ETM System Software• Java 2 Runtime Environment JRE 1.8.0_161 (provided on the ETM Platform CD-ROM) or later 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• CentOS/Red Hat Linux v6.x 64 bit• TCP/IP network connectivity with a static IP address• Adobe Acrobat Reader 9.0 or later for viewing and printing ETM System documentation (PDF) files or Usage Manager Reports saved in PDF format. Available from www.adobe.com |

**ETM Web Portal not supported on Linux*

ETM[®] Collection Server Minimum System Requirements

- Windows Server 2008, 2012, or 2016 (with Desktop Experience), with latest service pack
- Sufficiently large storage capability for call recording volume
- TCP/IP network connectivity with a static IP address

**ETM Collection Server not supported on Linux*

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