

ETM <sup>®</sup> Server and Client Software Minimum System Requirements	
<p><b>Complete Software.</b> 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"> <li>• x86/x86-64 based server with 2 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 <u>does not</u> 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>• Java 2 Runtime Environment JRE 1.8.0_162 (included in installation) or later 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 11g R2, Enterprise, Standard, or XE</li> <li>- Oracle 12c Enterprise or Standard</li> </ul> <p><b>** Requires English Language Settings</b></p> </li> <li>• Windows Server 2008, 2012, or 2016 (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>• Internet Explorer, Firefox, or Chrome browser if Web Portal is used</li> <li>• 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 <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>• 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 <u>does not</u> 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>• Java 2 Runtime Environment JRE 1.8.0_162 (provided on the ETM Platform installation media) or later 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 11g R2, Enterprise, Standard, or XE</li> <li>- Oracle 12c Enterprise or Standard</li> </ul> <p><b>** Requires English Language Settings</b></p> </li> <li>• CentOS/Red Hat Linux 6.x, 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 9.0 or later 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<sup>®</sup> 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"> <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>Java 2 Runtime Environment JRE 1.8.0_162 (included in installation) or later 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 7, 8, or 10 with latest service pack. 64 bit.</li> <li>TCP/IP network connectivity with a static IP address</li> <li>Internet Explorer, Firefox, or Chrome browser if Web Portal is used</li> <li>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 <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>Java 2 Runtime Environment JRE 1.8.0_162 (provided on the ETM Platform installation media) or later 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>CentOS/Red Hat Linux v6.x 64 bit</li> <li>TCP/IP network connectivity with a static IP address</li> <li>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 <a href="http://www.adobe.com">www.adobe.com</a></li> </ul>

*\*ETM Web Portal not supported on Linux*

### ETM<sup>®</sup> Collection Server\*\* Minimum System Requirements

- Windows Server 2008, 2012, or 2016 (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: 6/2/2020**

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