

1. PhoneGuide LIVE! Web Server Configuration

The configuration of the server hosting the PhoneGuide LIVE! web application depends on the switches and how many simultaneous users.

1.1 Server Specification for Web Deployment

Processor	<ul style="list-style-type: none"> Minimum: Xeon – 3 Ghz or greater
Memory	<ul style="list-style-type: none"> Minimum: 2 GB
Disk Space	<ul style="list-style-type: none"> 40 GB SCSI Serial ATA
Operating System	<ul style="list-style-type: none"> Windows Server 2008 R1 or R2 (Standard Edition or Enterprise Edition) Windows Server 2003 Service Pack 1 or greater <p>Note: A VMWare guest Operating System is supported provided the minimum system resources outlined herein are made available to the PhoneGuide LIVE! application.</p>
Other	<ul style="list-style-type: none"> CD ROM Drive, Keyboard, and Mouse Network interface card at 100Mbps connection minimum Microsoft Internet Explorer 6.0, 7.0 or 8.0 must be installed Adobe Flash Player 8.0 or greater (may require Active X enabled to update/download) Microsoft Data Access Components (MDAC) 2.6 or Greater Adobe Acrobat Reader High speed Internet connection required Windows 2008 must have User Access Control (UAC) - Disabled Internet Information Services (IIS) – must install before .Net Framework Local user IUSR_[computername] exists and computername matches current computer name .NET Framework v3.5.1 ASP.NET 2.0 or later
Open/ Unblocked Network Ports	<ul style="list-style-type: none"> Port 80 - Web access Port 443 – OpenScape Voice Management Server (OpenScape Voice Only) Port 2011 – HiPath 4000 Only Port 2638 – Database uses to talk to Web server (on Same server) Port 8085 – SIP phone access (OpenScape Voice Only)
Remote Support (optional)	<ul style="list-style-type: none"> Remote access rights provided by customer to Impact technical support team Impact will leverage Adobe® Connect™ for remote installation and support

2. PhoneGuide LIVE! Web Client Configuration

Processor	<ul style="list-style-type: none"> Minimum: Pentium 3 – 1 Ghz
Memory	<ul style="list-style-type: none"> Minimum: 512 MB or 1 GB for Windows 2003 Server
Disk Space	<ul style="list-style-type: none"> Minimum: 200 MB
Operating System	<ul style="list-style-type: none"> Windows XP Professional, Service Pack 2 or greater Windows 7 Professional
Other	<ul style="list-style-type: none"> Microsoft Internet Explorer 7.0, 8.0 or 9.0 must be installed Adobe Flash Player 8.0 or greater (may require Active X enabled to update/download) Adobe Acrobat Reader Keyboard and Mouse Sound card with speaker or headphones Video adapter with 4MB video RAM, high color and 1024X768 resolution and supporting monitor High speed Internet connection required Access to server over port 80 Needs to have a printer configured- this can be a network or local printer

3. Custom Configurations

For custom configurations or for customers who would like to consult with Impact Technologies to determine the optimum hardware and software configuration, contact Impact Technologies Customer Service at 314-743-1420, 8:30am – 5:00pm M-F or at CustSvc@impacttech.com.