# Traffic Analyst / OnTraQ Plus     Enterprise Server & Workstation Requirements

Before ordering servers or workstations please confirm the specifications shown below with Impact Technologies as specifications are subject to change without notice.

Impact Technologies leverages web collaboration technologies for remote installation and support. This requires the Impact Technologies technical support team be provided remote access to all servers and workstations.

## Server for Traffic Analyst Application and Web Services

The server configuration for hosting the Traffic Analyst and OnTraQ applications depends on the modules in use, the switches and the means of communication.

OnTraQ Note: The Traffic Analyst application can reside on the same physical server as OnTraQ Servers. In the case where multiple OnTraQ Servers are required, it is then recommended to install OnTraQ on separate servers.

| | Dedicated | Virtual Machine |
|---|---|---|
| Processor Minimum | Two (2) Processors: 2 GHz Intel Xeon Quad Core | Three (3) Cores assigned to Traffic Analyst, plus one (1) Core for OnTraQ |
| Memory Minimum | 10 GB 1333 MHz optimized for two (2) processors | 10 GB with 8 GB dedicated/reserved |
| Disk Storage | ◆ Minimum: 500 GB available to application<br>◆ Minimum: 10,000 RPM hard drive | ◆ Minimum: 500 GB<br>◆ 10,000 RPM hard drive, iSCSI or FiberChannel |
| Operating System | ◆ Windows Server 2019 (Standard Edition)<br>◆ Windows Server 2016 (Standard Edition)<br>◆ Windows Server 2012 R2 (Standard Edition)<br>◆ Disable UAC<br>◆ Internet Information Services (IIS) 8.0 - Windows Server 2012<br>◆ Internet Information Services (IIS) 10.0 | |
| Open/ Unblocked Network Ports | 20:    Telnet control<br>21:    FTP<br>22:    SFTP (required only for Unify OpenScape Voice or HiPath 4000 V6)<br>23:    Telnet<br>25:    SMTP (E-mail)<br>80:    Web access<br>162:    QoS SNMP traps (optional, only for Unify OpenScape Voice or HiPath 4000 QoS data collection)<br>513:    rlogin (Nortel switch only)<br>957:    Required only if OnTraQ Server application and Traffic Analyst Database are on separate servers<br>2638:    Database<br>4001:    Traffic Analyst Client access<br>8443:    Cisco UCM (for extensions and route pool and trunk group names API)<br>8768:    Unify OpenScape Voice (for route pool and trunk group names API)<br>9999:    Lantronix (optional, only if using Lantronix UDS-10 to convert serial communication to IP)<br>10001:    Lantronix (optional, only if using Lantronix UDS-10 to convert serial communication to IP)<br>27069:    Required only for Unify HiPath 3000<br>32001:    OnTraQ Server | |
| Other | ◆ CD ROM/DVD drive, keyboard and mouse<br>◆ Monitor<br>◆ Printer - network or local<br>◆ Network interface card with 100Mbs connection<br>◆ 2nd Network interface card with 100Mbs connection (optional, only for Unify OpenScape Voice or HiPath 4000 QoS data collection if phones on separate network)<br>◆ SMTP Mail Server must be accessible and configured if e-mail service is to be performed (optional)<br>◆ Microsoft Internet Explorer 8, 9, 10 or 11<br>◆ Microsoft Silverlight 5.x<br>◆ .NET Framework v 4.7<br>◆ ASP.NET 4.0 or later (required only for OnTraQ)<br>◆ SNMP Services and SNMP Trap (optional, only for Unify OpenScape Voice or HiPath 4000 QoS data collection)<br>◆ FTP or SFTP server for data collection (required for Cisco UCM; optional for Unify OpenScape Voice) | |

## OnTraQ Server

| | |
|---|---|
| Operating System | ◆ Windows Server 2019 (Standard Edition)<br>◆ Windows Server 2016 (Standard Edition)<br>◆ Windows Server 2012 R2 (Standard Edition)<br>◆ Disable UAC<br>◆ Internet Information Services (IIS) 8.0 - Windows Server 2012<br>◆ Internet Information Services (IIS) 10.0 |
| Processor | ◆ Minimum: 3 Ghz Dual Core Xeon |
| Memory | ◆ Minimum: 2 GB |
| Disk Space | ◆ Minimum: 20 GB available to application<br>◆ Minimum: 7,200 RPM hard drive |
| Open/ Unblocked Network Ports | 957: Traffic Analyst access<br>2638: Database access<br>4000: OnTraQ Plus Only<br>12028: UCCX<br>42027: UCCE (Primary)<br>43027: UCCE (Backup)<br>32001: Client access |
| Other | ◆ CD ROM drive, keyboard and mouse<br>◆ Monitor capable of 1600 X 1024 resolution<br>◆ Printer  - network or local<br>◆ Network Interface Card with 100 Mbs connection<br>◆ .NET Framework v 4.7 |

## OnTraQ Plus Agent Desktop Server

| | |
|---|---|
| Operating System | ◆ Windows Server 2019 (Standard Edition)<br>◆ Windows Server 2016 (Standard Edition)<br>◆ Windows Server 2012 R2 (Standard Edition)<br>◆ Disable UAC<br>◆ Internet Information Services (IIS) 8.0 - Windows Server 2012<br>◆ Internet Information Services (IIS) 10.0 |
| Processor | ◆ Minimum: 3 Ghz Dual Core Xeon |
| Memory | ◆ Minimum: 1 GB |
| Disk Space | ◆ Minimum: 10 GB available to application<br>◆ Minimum: 7,200 RPM hard drive |
| Open/ Unblocked Network Ports | 80: Web access<br>4000: Agent Desktop<br>32001: OnTraQ Server |
| Other | ◆ CD ROM drive, keyboard and mouse<br>◆ Monitor<br>◆ Network Interface Card with 100 Mbs connection<br>◆ .NET Framework v 4.7 |

## End User Workstation for OnTraQ Supervisor Client

| | |
|---|---|
| Operating System | ◆ Windows 10<br>◆ Windows 8<br>◆ Windows 7 |
| Processor | ◆ Minimum: Intel Core i5 2400 Processor (3.1 GHz, 6M) or equivalent |
| Memory | ◆ Minimum: 2 GB |
| Disk Space | ◆ Minimum: 100 MB |
| Open & Available Network Ports | 80:   Web access<br>32001:   OnTraQ Server |
| Other | ◆ Keyboard and mouse<br>◆ Monitor capable of 1600 X 1024 resolution<br>◆ Printer: network or local<br>◆ Network Interface Card (Minimum: 100 Mb LAN)<br>◆ CD ROM drive (optional)<br>◆ .NET Framework v 4.7<br>◆ PDF reader<br>◆ Microsoft Excel |

## End User Workstation for OnTraQ Plus Agent Desktop

| | |
|---|---|
| Operating System | ◆ Windows 10<br>◆ Windows 8<br>◆ Windows 7 |
| Processor | ◆ Minimum: Intel Core i5 2400 Processor (3.1 GHz, 6M) or equivalent |
| Memory | ◆ Minimum: 2 GB |
| Disk Space | ◆ Minimum: 30 MB |
| Open & Available Network Ports | 80:   Web access<br>4000:   OnTraQ Plus Agent Desktop Server |
| Other | ◆ Keyboard and mouse<br>◆ Monitor capable of 1600 X 1024 resolution<br>◆ Printer: network or local<br>◆ Network Interface Card (Minimum: 100 Mb LAN)<br>◆ Google Chrome 40 or later<br>◆ PDF reader |

## Traffic Analyst / OnTraQ Plus        Enterprise Server & Workstation Requirements

The following is only applicable if implementation includes Traffic Analyst Call Forensics and/or Network modules in addition to OnTraQ.

| | |
|---|---|
| Operating System | ◆ Windows 10<br>◆ Windows 8<br>◆ Windows 7 (64 bit) |
| Processor | ◆ Minimum: Intel Core i5 2400 Processor (3.1 GHz, 6M) or equivalent |
| Memory | ◆ Minimum: 4 GB |
| Disk Space | ◆ Minimum: 10 GB |
| Open & Available Network Ports | 80:  Web access |
| Other | ◆ Keyboard and mouse<br>◆ Monitor capable 1600 X 1024 resolution<br>◆ Printer: network or local<br>◆ Network Interface Card (Minimum: 100 Mb LAN)<br>◆ Microsoft Internet Explorer 8, 9, 10 or 11<br>◆ Microsoft Silverlight 5.x<br>◆ .Net Framework v 4.7<br>◆ PDF reader<br>◆ Microsoft Excel |