



OnBoard version 4.1

June 2007

Large Implementation Specified Operating Environment

This document contains the **minimum** technical system requirements for the operation of AgilQuest's OnBoard version 4.1 in an enterprise environment. Final system requirements **will** vary according to the actual size and scope of each implementation. System requirements will change over time as hardware and software providers change product specifications or capabilities.

OnBoard Application Server

AgilQuest Software:

- OnBoard Web Application
- OnBoard SwitchBoard Operator – required for telephone switching

Dedicated Hardware:

- Dual 3 GHz Intel Xeon Processors
- 4 GB of RAM
- 20 GB of available hard disk space (Ultra320 SCSI RAID Array recommended)
- DVD/CD-ROM (for software installation)
- Network Interface Card (1 Gigabit card recommended)
- Uninterruptible Power Supply

Third-Party Software Required:

- Operating System – Microsoft Windows Server 2003 w/ SP1
- Reports Delivery – Microsoft IIS 6.0 and .NET 2.0 runtime

Third-Party Software Provided by AgilQuest:

- Web Content Delivery – JBoss 4.0.1 (provided by AgilQuest)
- Reporting Package – ActiveReports 2.0 (provided by AgilQuest)

Browser Requirements:

- Microsoft Internet Explorer 6.0

OnBoard Database Server

AgilQuest Software:

- OnBoard Database

Dedicated Hardware:

- Dual 3 GHz Intel Xeon Processors
- 4 GB of RAM
- 50 GB of available hard disk space (Ultra320 SCSI RAID Array recommended)
- DVD/CD-ROM (for software installation)
- Network Interface Card (1 Gigabit card recommended)
- Uninterruptible Power Supply

Third-Party Software Required:

- Operating System – Microsoft Windows Server 2003 w/ SP1
- Database System – Microsoft SQL Server 2005

Browser Requirements:

- Microsoft Internet Explorer 6.0

OnBoard Mobile/MS Outlook XRM

Client Side Software Requirements:

- MS Outlook XP or 2003
- .Net 2.0 Framework
- Microsoft Internet Explorer 6.0

MS Exchange Server Requirements:

- MS Exchange 2000 or 2003

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(continued)

OnBoard Kiosk

AgilQuest Software:

No Local Software Required

Dedicated Hardware:

1 GHz Intel Pentium 4 Processor

256 MB of RAM

Appropriate amount hard disk space for OS and browser operation

Touchscreen Monitor capable of 1024 x 768

Network Interface Card (100 Mb/sec card recommended)

Uninterruptible Power Supply

Third-Party Software Required:

Operating System – Microsoft Windows XP with latest service pack and security patches

Browser Requirements:

Microsoft Internet Explorer 6.0

OnBoard Navigator

Client Side Software Requirements:

.Net 2.0 Framework and compatible Microsoft operating system

OnBoard SwitchBoard Agent

(one required per voice communication platform)

AgilQuest Software:

OnBoard SwitchBoard Agent

Dedicated Hardware:

1 GHz Intel Pentium 4 Processor

512 MB of RAM

1 GB of available hard disk space

CD-ROM (for software installation)

Network Interface Card (100 Mb/sec card recommended)

Uninterruptible Power Supply

Third-Party Software Required:

Operating System – Microsoft Windows XP with latest service pack and security patches

Browser Requirements:

Microsoft Internet Explorer 6.0

OnBoard IP Phone Interface (IPPI)

Hardware:

Cisco CallManager 3.0 or newer

Supported Handsets:

7960, 7961

Please see the AgilQuest Telephony Interface Requirements document for information regarding connectivity to specific voice communication platforms.

Remote Connectivity Information

AgilQuest requires each component of the system to be accessible via the Internet to allow remote access for support purposes. This connection may be on demand, and initiated by the customer if required for the support of the system. AgilQuest supports remote connectivity via VPN, pcAnywhere or WebEX.



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