



OnBoard version 4.3 **Specified Operating Environment**

September 2008

This document contains the **minimum** technical system requirements for the operation of AgilQuest's OnBoard version 4.3 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 Quad Core Processors, 1.6 GHz or faster
- 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 Installed by AgilQuest:

- Web Content Delivery – JBoss 4.2.2
- Reporting Package – ActiveReports 2.0

Browser Requirements:

- Microsoft Internet Explorer 6.0 or higher

OnBoard Database Server

AgilQuest Software:

- OnBoard Database

Dedicated Hardware:

- Dual Quad Core Processors, 1.6 GHz or faster
- 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 or higher

OnBoard Telephony and/or OnBoard Xpress Communication Servers may be required based on the scale or other requirements of the deployment. Please work with your assigned AgilQuest Account Executive for specific sizing requirements.

Large Implementation Specified Operating Environment

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OnBoard Mobile/MS Outlook Connect

Client Side Software Requirements:

- MS Outlook 2003 or 2007
- .Net 2.0 Framework SP 1
- Microsoft Internet Explorer 6.0 or higher

OnBoard Kiosk

AgilQuest Software:

- No Local Software Required

Dedicated Hardware:

- 1 GHz Intel Pentium 4 Processor
- 512 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
- JDK 1.5 (required for hardware validation)

Browser Requirements:

- Microsoft Internet Explorer 6.0 or higher

OnBoard Navigator

AgilQuest Software:

- AgilQuest Navigator client software

Client Side Software Requirements:

- .Net 2.0 SP1 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 or higher



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OnBoard Events

AgilQuest Software:

AgilQuest Events module

Dedicated Hardware:

1 GHz Intel Pentium 4 Processor

1 GB of RAM

128+ MB Video Memory

Appropriate amount hard disk space for OS and browser operation

Support for either 16:9 (recommended) or 4:3 aspect ratio

Network Interface Card (100 Mb/sec card recommended)

Uninterruptible Power Supply

Third-Party Software Required:

.Net 3.0 Framework and compatible Microsoft operating system

OnBoard Scout

Client Side Requirements:

Mobile wireless device capable of browsing and interacting with HTTP based web pages

Third-Party Software Required (Server):

.Net 2.0 Framework and compatible Microsoft operating system

OnBoard IP Phone Interface (IPPI)

Hardware:

Cisco CallManager 3.x and 4.x

Supported Handsets:

7960, 7961

Extension Mobility enabled

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.

