



SAMWIN SYSTEM REQUIREMENTS

Based On Version 10

Server Hardware Requirements

The following requirements have to be met by every samwin server system. Both hot-standby cluster nodes as well as cold-standby backup nodes have to meet the same requirements as the primary node.

	Estimated Load		Max. Simultaneous Agents
	Max. Simultaneous Calls		
	G.711	G.729	
Level 1	≤ 20	≤ 10	≤ 20
Level 2	≤ 200	≤ 60	≤ 50
Level 3	≤ 500	≤ 120	≤ 200
Level 4	≤ 3000 *	≤ 2000 *	≤ 500 *

* Select the level based on your call volume and concurrent agents

	Level 1			Level 2			Level 3			Level 4		
	CPU Cores	RAM	HDD	CPU Cores	RAM	HDD	CPU Cores	RAM	HDD	CPU Cores	RAM	HDD
	2,4 GHz			2,8 GHz			3,2 GHz			3,2 GHz		
Windows*	2	2 GB	100 GB	2	2 GB	100 GB	2	2 GB	100GB	2	2 GB	100GB
+ samwin Services	2	2 GB		4	4 GB		6	8 GB		8	16 GB	
+ samwin WA2	2	4 GB		4	6 GB		6	8 GB		8	12 GB	
+ SQL Server*	2	4 GB		2	8 GB		4	32 GB		6	64 GB	
Complete Setup	8	12 GB		12	20 GB		18	50 GB		24	94 GB	

Sum up CPU and RAM requirements for the chosen combination of components when installed on the same host.

* Suggested Values

Example (Level 1):

samwin Server without WA2: Windows (2 CPU/2 GB) + samwin Services (2 CPU/2 GB) + SQL Server (2 CPU/4 GB) = 6 CPU/8 GB

samwin Server without SQL: Windows (2 CPU/2 GB) + samwin Services (2 CPU/2 GB) + samwin WA2 (2 CPU/4 GB) = 6 CPU/8 GB

Note:

- Requirements depending on following features: reporting, presence, calendaring, phone settings, directories, database setup, skill/user priority
- Two voice servers of given specs are required in hot-standby deployment
- Virtualization is fully supported as long as resources equaling given specs are reserved for the server instances
- For scenarios 3 and 4: a separate reporting server is required, please get in contact with telecommunication software to discuss a detailed infrastructure plan
- Additional disk space is required for reporting data. Please see the Database Engine requirements page.

Server Software Requirements

The following software requirements have to be met by every samwin server system.

Operating System	See Operating System Compatibility page
Web Server	IIS Server Feature (See samwin reference for details)
Web Browser	Internet Explorer 9 or later Adobe Flash Player 9 or later (samwin version < 8.1.6.0)
.NET Framework	3.5 and 4.5.2 4.8 since samwin version 8.1.6.0 4.6.2 for the samwin Web Agent

Note:

- All modules support both x86 and x64 versions
- QoS mechanism should be implemented to ensure voice and signaling quality
- .NET Framework redistributable is part of the samwin setup, for PCs without internet connection, install framework prior to samwin setup
- All samwin services and trace folders need to be excluded from memory resident antivirus software

Client Hardware Requirements

The following requirements have to be met by every samwin client PC.

CPU	Intel i3 Dual-Core 2,60 GHz
RAM	4 GB
HD	30 GB
Display Resolution	1200x800 (at 100% scaling level)

Note:

- This data expects a dedicated samwin system. Please adapt requirements accordingly if 3rd party software is hosted on the system in parallel to samwin

Client Software Requirements

The following software requirements have to be met by every samwin client PC.

Operating System	See Operating System Compatibility page
Web Browser	Internet Explorer 9 or later Adobe Flash Player 9 or later (samwin version < 8.1.6.0)
.NET Framework	3.5 and 4.5.2 4.8 since samwin version 8.1.6.0
Others	Windows Media Player

The following requirements need to be met in addition for using the samwin Web Agent.

Browser	Google Chrome version 90 or higher Microsoft Edge version 90 or higher
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Note:

- samwin softphone clients should implement QoS mechanisms to ensure voice quality. This does not effect hardphone operators.
- .NET Framework redistributable is part of the samwin setup, for PCs without internet connection, install framework prior to samwin setup
- All samwin services and trace folders need to be excluded from memory resident antivirus software

* See a detailed list of supported operating systems later in this document

Database Engine Requirements

The following requirements have to be met for the samwin backend database engine.

samwin contact center					
Estimated Load			Required Database Engine	Expected Database Size	
Max. Simultaneous Calls		Max. Simultaneous Agents			Total Calls Per Year
G.711	G.729				
≤ 20	≤ 10	≤ 20	600 000	Microsoft SQL Server Express Edition	5 GB
≤ 20	≤ 10	≤ 20	1 000 000	Microsoft SQL Server Standard Edition or higher	10 GB
≤ 200	≤ 60	≤ 50	1 000 000	Microsoft SQL Server Standard Edition or higher	10 GB
≤ 500	≤ 120	≤ 200	5 000 000	Microsoft SQL Server Standard Edition or higher	50 GB
≤ 3.000	≤ 2.000	≤ 500	10 000 000	Microsoft SQL Server Standard Edition or higher	100 GB

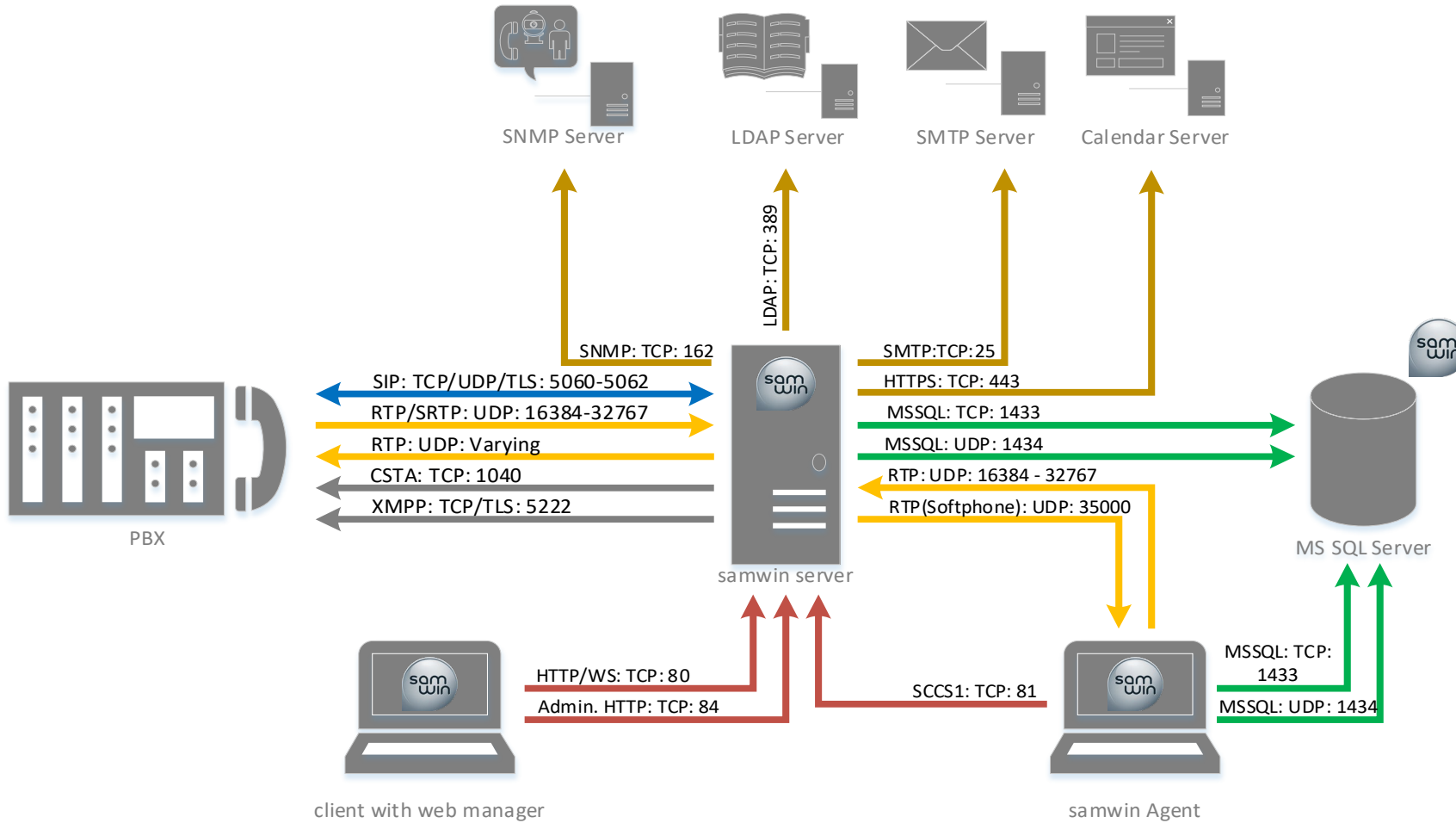
Supported Versions [See Operating System Compatibility page](#)

Note:

- a data retention period of 1 year is assumed
- only Microsoft SQL Server Express Edition is included free of charge with samwin
- only Microsoft SQL Server Express Edition is covered by a samwin service contract

Port Settings I

The following ports have to be opened in the host firewalls for common deployment scenarios.

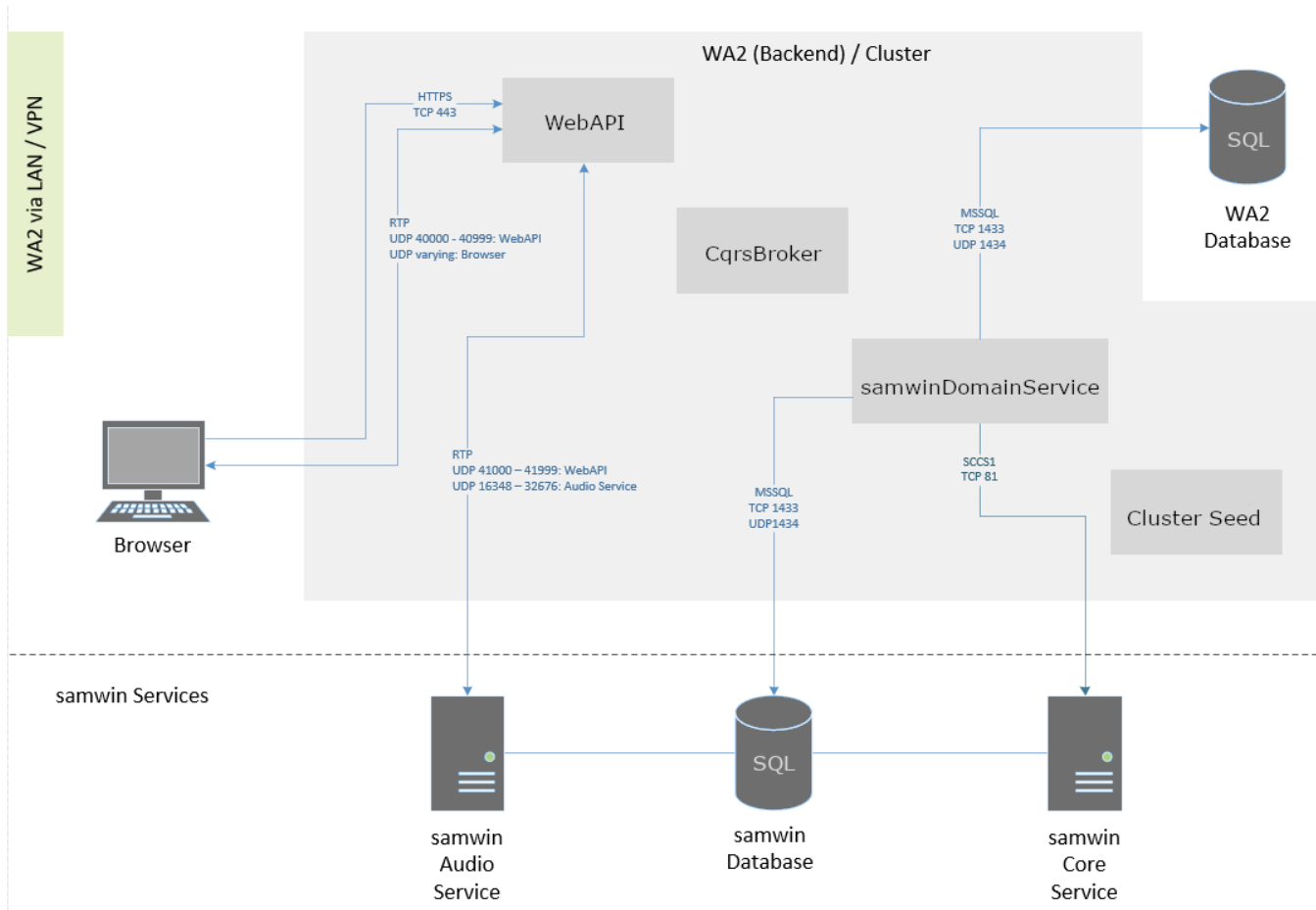


Note:

- SIP and RTP traffic should be tagged with QoS
- These ports may vary based on the final configuration and modules
- For the Webagent refer to the samwin Web Agent 2 network topology document

Port Settings II

The following ports have to be opened in the host firewalls for common deployment scenarios.



Note:

- The "port settings II" are in addition to "port settings I"
- SIP and RTP traffic should be tagged with QoS
- These ports may vary based on the final configuration and modules
- STUN/TURN setups are also supported. Please contact telecommunication software support for additional information.

PBX Licensing Requirements

The following license requirements have to be met by the telephony system to provide all call- and extension-related functionality towards samwin.

License Type	Volume
SIP Trunk License	1 per connected PBX (for samwin endpoint)
SIP Trunk Channel License	3x max. simultaneous calls, per connected PBX (for call legs)
CSTA or TAPI License	Opt., 1 per hardset controlled by call-center/attendant console
CSTA, SIP SIMPLE or TAPI License	Opt., 1 per extension monitored

Note:

- CSTA or TAPI License are not required by call-center/attendant consoles with a softphone (no physical extension attached)
- PBXs without support for anti tromboning/path replacement on SIP trunks require SIP licensing for the full duration of calls, i.e. until the call is fully released
- these licensing requirements do not apply to the billing module

Connector Requirements

The following software and system requirements have to be met by 3rd party systems connected to samwin with the respective connector license.

Connector Type	Software and System Requirement
Presence to Microsoft Skype for Business	Microsoft Skype for Business 2015 or later with one standard CAL for connector user
Presence to IBM Sametime	IBM Sametime Gateway 8.5 with dedicated community for synchronization with samwin
Calendaring to Microsoft Exchange	Microsoft Exchange Web Services for Exchange 2007 SP1 or later with dedicated synchronization account
Calendaring to IBM Domino	IBM Domino Server 8.5 with custom NSF file deployment on single server, read permission to user NSF files, web services enabled on server where NSF is deployed
Calendaring to SQL database	Microsoft SQL Server calendar database

Operating System Compatibility

		Windows Server				Windows					SQL Server						
		2012	2012 R2	2016	2019	7	8	8.1	10	11	2008	2008 R2	2012	2014	2016	2017	2019
samwin 7.0 - 7.1		x	x			x	x	x			x	x	x	x			
samwin 7.2 - 7.3		x	x	x		x	x	x	x		x	x	x	x	x		
samwin 8.0 - 8.1		x	x	x	x	x	x	x	x				x	x	x	x*1	x*1
samwin 8.2		x	x	x	x	x	x	x	x						x	x	x
samwin 10		x	x	x	x		x	x	x	x					x	x	x

*1 Full samwin replication support since version

PBX/samwin contact center suite Compatibility

	CUCM 8	CUCM 9	CUCM 10 - 11	CUCM 12	CUCM 14	Audio Codes	Ferrari	Sonus/Ribbon	Avaya ACM 5	Avaya ACM 6	Avaya ACM 7	Avaya ACM 8	Avaya CS 1000 4	Avaya CS 1000 5	Avaya CS 1000 6 - 7	Avaya IP Office 8	Avaya IP Office 9	Innovaphone V10	Innovaphone V11	Innovaphone V12	MXOne 7.4 SP1	Unify OpenScape 4000	Unify OpenScape Voice	Microsoft Lync 2013	Skype for Business
samwin 7.0 - 7.2	x	x	x			x	x	x	x	x	x		x*2	x*2	x	x	x	x*2	x*2	x*2		x	x	x	x
samwin 7.3	x	x	x	x		x	x	x	x	x	x		x*2	x*2	x	x	x	x*2	x	x		x	x	x	x
samwin 8.0 - 8.1	x	x	x	x		x	x	x	x	x	x	x	x*2	x*2	x	x	x	x*2	x	x		x	x	x	x
samwin 8.2	x	x	x	x	x	x	x	x	x	x	x	x	x*2	x*2	x	x	x	x*2	x	x		x	x	x	x
samwin 10	x	x	x	x	x	x	x	x	x	x	x	x	x*2	x*2	x	x	x	x*2	x	x	x	x	x	x	x

*1 Limitations

*2 on request/project based

Hardware

	Plantronics		Jabra		Sennheiser	Embrava		Advantec
	Spokes	Hub	PC Suite	Direct	Head Setup	Blynclight Standard	Other Blynclights	USB-4761
samwin 7.3		x		x	x	x	x	x
samwin 8.0 - 8.2		x		x	x	x	x	x
samwin 10		x		x	x	x	x	x

Note:

- Only the most common hardware of the listed vendors is tested
- For the listed vendors, the provided API is implemented, however the support and features of specific types and devices may be varying
- Please note that Embrava devices are not compatible with the samwin Web Agent

Service Lifetime

	Version	End of Life (Bugfix)	End of Support
	samwin ≤ 7	Out of Service	Out of Service
	samwin 8.0 - 8.1	Supported until 31.12.2021	Supported until 30.06.2022
	samwin 8.2	Supported until 31.12.2023	Supported until 30.06.2024
	samwin 10	Supported until 31.12.2024	Supported until 30.06.2025