# 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 Calls | | Max. Simultaneous Agents |
|---|---|---|---|
| | 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 | | 2 | 2 GB | | 2 | 2 GB | | 2 | 2 GB | |
| **+samwin Services** | 2 | 2 GB | | 4 | 4 GB | | 6 | 8 GB | | 8 | 16 GB | |
| **+samwin WA2** | 2 | 4 GB | 100 GB | 4 | 6 GB | 100 GB | 6 | 8 GB | 100GB | 8 | 12 GB | 100GB |
| **+Rocket Chat BETA*** | 3 | 4 GB | | - | - | | - | - | | - | - | |
| **+SQL Server*** | 2 | 4 GB | | 2 | 8 GB | | 4 | 32 GB | | 6 | 64 GB | |
| **Complete Setup** | 11 | 16 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

** The Rocket Chat integration is only supported for Level 1 during beta status

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
• When using cloned virtual machines, it must be ensured that the Windows SIDs are not identical.
• 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 Compatiblity 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 Compatiblity 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 |

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.

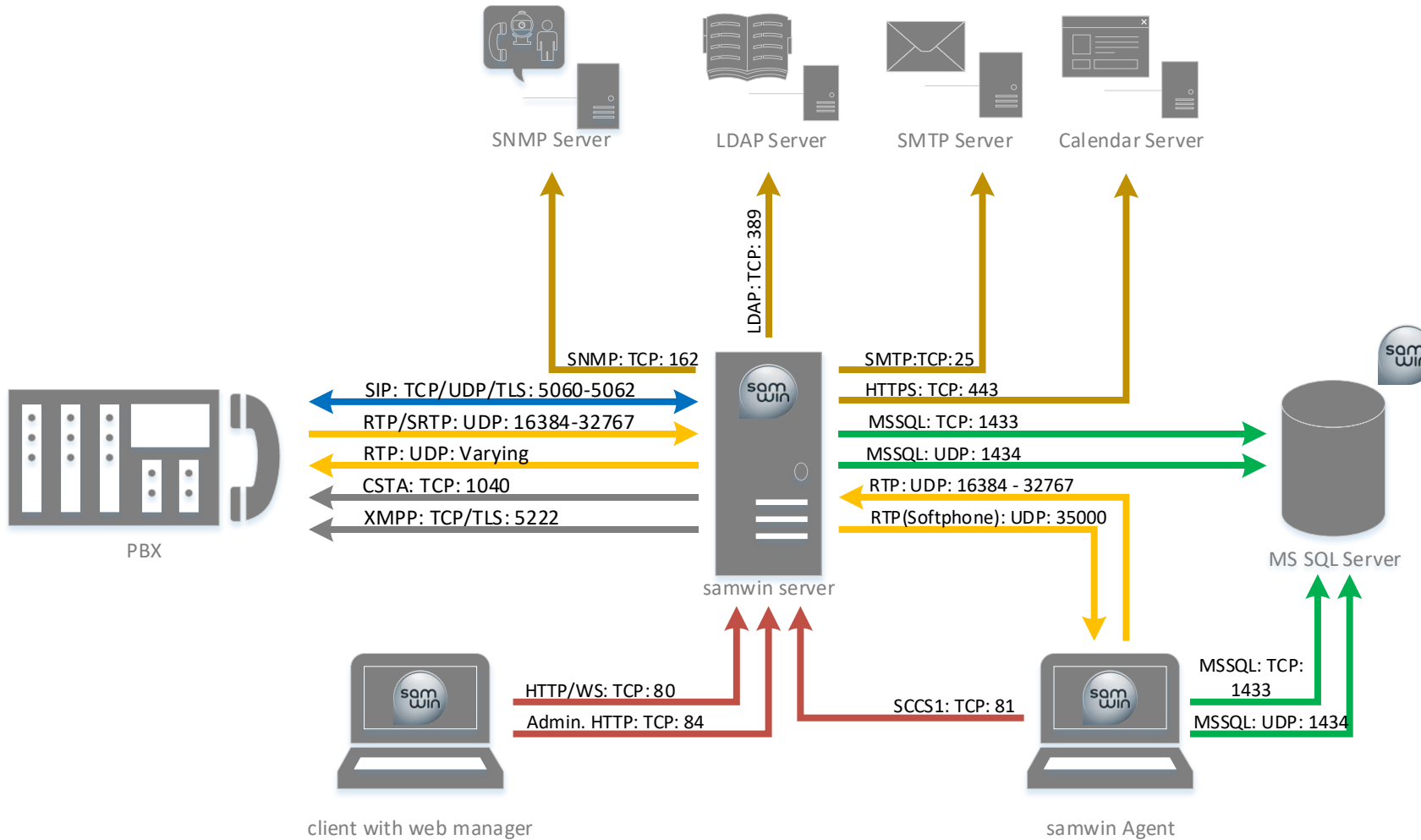| samwin contact center | | | | | |
|---|---|---|---|---|---|
| **Estimated Load** | | | | **Required Database Engine** | **Expected Database Size** |
| **Max. Simultaneous Calls** | | **Max. Simultaneous Agents** | **Total Calls Per Year** | | |
| **G.711** | **G.729** | | | | |
| ≤ 20 | ≤ 10 | ≤ 20 | 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 Compatiblity 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

• additional disk space might be required for snapshot (backup/restore)
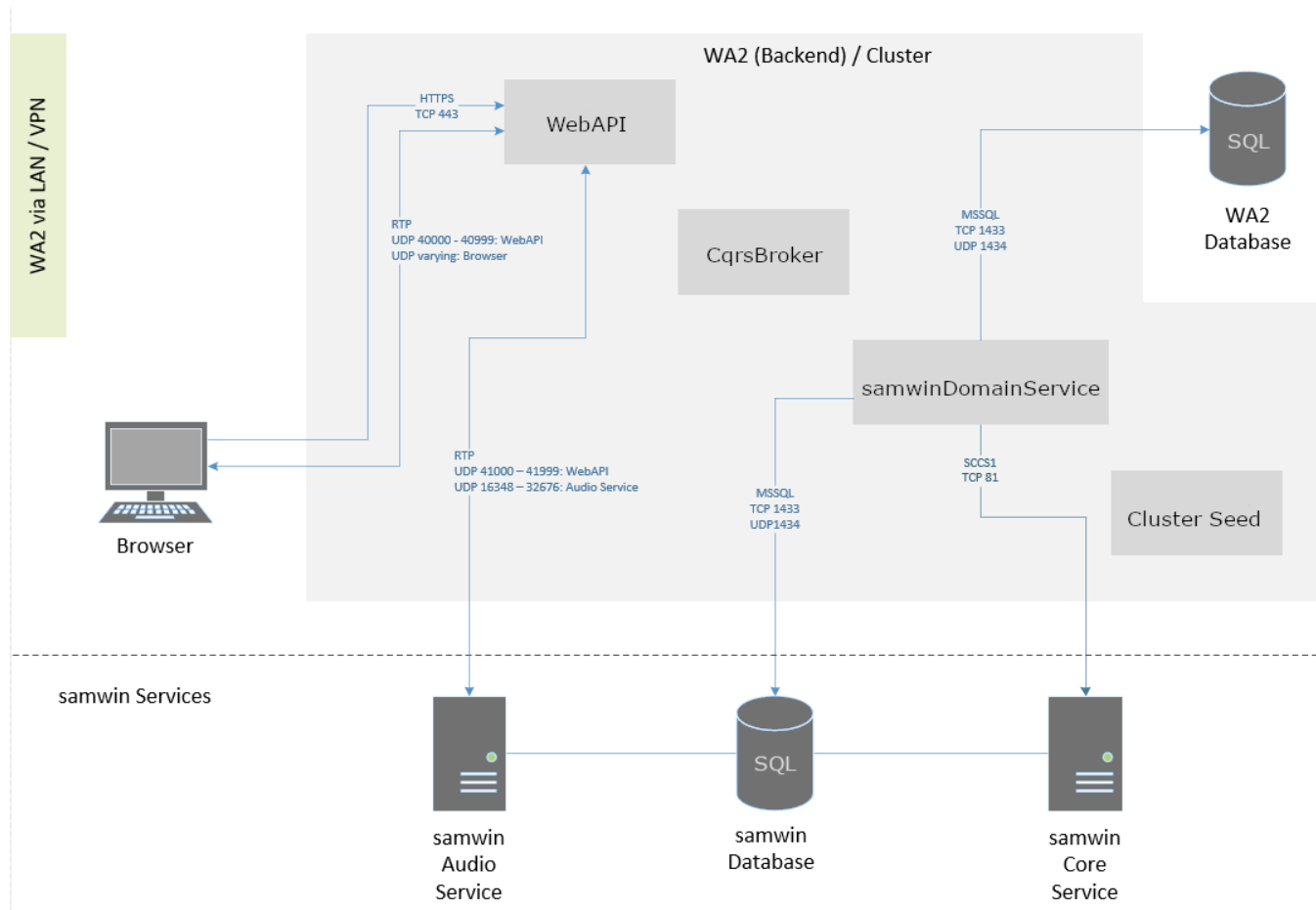
# Port Settings I

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



- 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 2016 | Windows Server 2019 | Windows Server 2022 | Windows 7 | Windows 8 | Windows 8.1 | Windows 10 | Windows 11 | SQL Server 2008 | SQL Server 2008 R2 | SQL Server 2012 | SQL Server 2014 | SQL Server 2016 | SQL Server 2017 | SQL Server 2019 | SQL Server 2022 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| samwin 7.2 - 7.3 | 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* | |
| samwin 8.2 | x | x | | x | x | x | x | | | | | | x | x | x | |
| samwin 10.0 - 10.1 | x | x | x | | x | x | x | x | | | | | x | x | x | x |

* samwin replication support since version >= 8.1.5.0

# 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 ACM 10.1 | 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* | x* | x | x | x | x* | x* | x* | | x | x | x | x |
| samwin 7.3 | x | x | x | x | | x | x | x | x | x | x | | | 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* | x* | x | x | x | x* | x | x | | x | x | x | x |
| samwin 8.2 | x | x | x | x | x | x | x | x | x | x | x | x | x | x* | x* | x | x | x | x* | x | x | | x | x | x | x |
| samwin 10.0 | x | x | x | x | x | x | x | x | x | x | x | x | | x* | x* | x | x | x | x* | x | x | x | x | x | x | x |
| samwin 10.1 | x | x | x | x | x | x | x | x | x | x | x | x | x | x* | x* | x | x | x | x* | x | x | x | x | x | x | x |

* 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 10.0 - 10.1 | | 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 10.0 | Supported until 31.12.2024 | Supported until 30.06.2025 |
| samwin 10.1 | Supported until 31.12.2025 | Supported until 30.06.2026 |