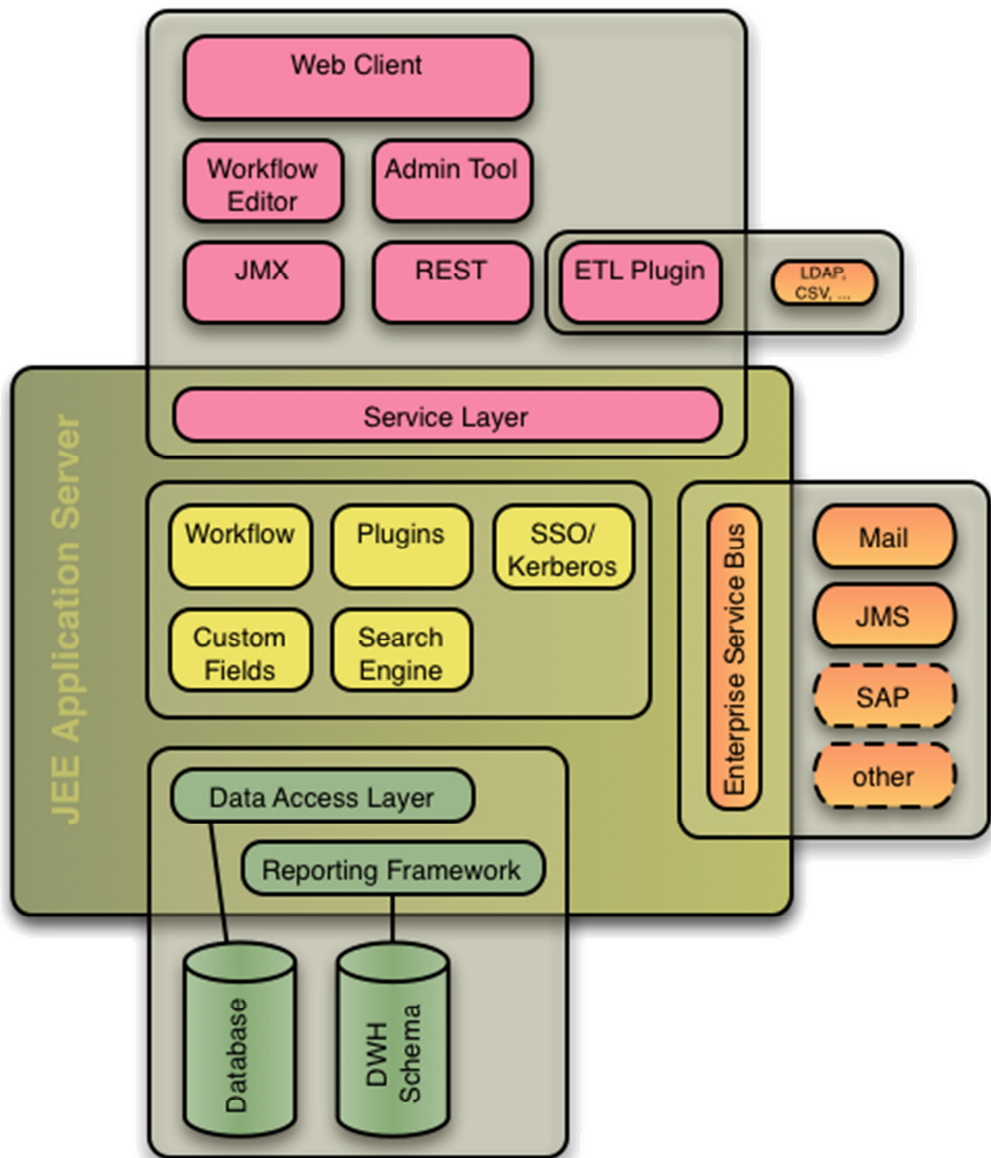


System Requirements for ConSol*CM Version 6.9.1

Architectural Overview

ConSol*CM is built upon a client server architecture, containing following parts:

- Server
- Web Container
- Database



Users access the application via a web browser. The user interface is provided by the web container. The business logic is executed inside the ConSol*CM server.

In addition, there are two further applications for the configuration of ConSol*CM:

- Admin Tool
- Process Designer

Server

Middleware/ Platform

The server and the web container are running on one or multiple Java Application Server for Java Enterprise Edition 5 (EE 5 - needs JRE 1.6). We recommend one of the following application servers:

- JBoss 5.1.0 GA
- Oracle WebLogic Server 11gR1

Operating System

The operating system depends on the application server. If the requirements of the application server are fulfilled ConSol*CM runs on every these operating systems. We recommend:

- Linux with Kernel 2.6.24 or higher or
- Windows with Vista or higher (64 Bit ab Windows 7).

Hardware

The recommendations of the middleware manufacturers shall apply. For a typical installation of 50 concurrent users we recommend:

- at least 10 GB of memory (RAM)
- 10 GB of hard drive storage
- 2 GHz Dual Core processor or equivalent.

Network Connection

Adequate network connectivity with sufficient bandwidth between components, particularly between database, servers and web container is required.

Client

The usage of the application does need a web browser to access the web client. Secure connection over SSL is available. The configuration of the system is done via admin tool and process designer, which uses Java Web Start Technology.

Web browser:

- Firefox 17 Extended Support Release (ESR)
- MS Internet Explorer version 7, 8 and 9

Admin tool and process designer:

- Linux or Windows (Vista or higher)
- Java version 6 and 7
- connected via Web Start, using the web browser

Minimum hardware requirements:

- 1 GHz processor
- 2 GB memory (RAM)
- Screen resolution of 1280 pixel in width

Database

The data is stored on a relational database. We support the following systems:

- Oracle 10g and 11g
- MS SQL Server 2005 + 2008
- MySQL 5.6 (5.6.13 or later)

The required disk space is highly dependent on the use and has to be individually identified. In general, typical systems with 50 concurrent users require 50 GB and another 5 GB per year increase. System requirements for the database are specified by the manufacturers. In regards to the main memory, 4 GB RAM are recommended.

Interfaces

E-Mail

ConSol*CM offers an e-mail interface that can communicate with one or multiple e-mail servers via POP3, IMAP and SMTP. Connection over SSL is available.

REST

Read and write access to the ticket and contact resources is easy possible via a REST interface.

Further Optional Interfaces

All additional interfaces (file access, ftp, web service, etc.) are implemented with the help of an included Enterprise Service Bus.

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