

Hammer Test Solution and OneSight Compatibility Matrices



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Change Log

- ❖ **Change reason:** System requirements updates.
Date: 01/09/2019
 - ❖ **Change reason:** HVA updates.
Date: 01/31/2019
 - ❖ **Change reason:** OneSight 10.4 release updates.
Date: 02/05/2019
 - ❖ **Change reason:** AWS Support.
Date: 04/29/2019
 - ❖ **Change reason:** HVA 1.5 and Gen 7.3 information.
Date: 04/30/2019
 - ❖ **Change reason:** Updated Product information and details removed tables that only contained end-of-support versions and product configurations
Date: 06/30/2019
 - ❖ **Change reason:** Gen 7.4 updates.
Date: 09/24/2019
 - ❖ **Change reason:** OneSight 11.1 release updates.
Date: 30/09/2019
 - ❖ **Change reason:** HVA 1.6 and Gen 7.5 release updates.
Date: 1/8/2020
 - ❖ **Change reason:** OneSight 11.2 release updates.
Date: 1/31/2020
 - ❖ **Change reason:** OneSight 12.0 release updates.
Date: 5/22/2020
 - ❖ **Change reason:** Gen 7.6 release updates.
Date: 6/1/2020
 - ❖ **Change reason:** Gen 7.7 and HVA 1.7 release updates.
Date: 9/8/2020
 - ❖ **Change reason:** OneSight 12.1 release updates.
Date: 11/25/2020
 - ❖ **Change reason:** Hybrid probes.
Date: 12/16/2020
 - ❖ **Change reason:** Built-In-Bridge performance specifications.
Date: 1/12/2021
-

- ❖ **Change reason:** CallMaster and Hammer IP VM/Operating System Compatibility Matrix updates.
Date: 1/15/2021

 - ❖ **Change reason:** OneSight 12.2 release updates.
Date: 3/15/2021

 - ❖ **Change reason:** HVA 1.8 release updates.
Date: 3/25/2021

 - ❖ **Change reason:** CallMaster Server Operating System Compatibility Matrix updates.
Date: 4/19/2021

 - ❖ **Change reason:** OneSight 12.3 release updates.
Date: 7/09/2021

 - ❖ **Change reason:** Gen 8.0 release updates.
Date: 7/20/2021

 - ❖ **Change reason:** Clarification on JRE requirements for OneSight
Date: 8/11/2021

 - ❖ **Change reason:** Nuance version update.
Date: 9/03/2021

 - ❖ **Change reason:** Hammer OHM Desktop Agent update.
Date: 9/28/2021

 - ❖ **Change reason:** OneSight 12.4 release updates.
Date: 11/01/2021
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Introduction

The goal of this document is to define supported combinations of the Hammer Test System and the OneSight monitoring solution. The matrices below provide historical data on previous releases as well as current releases and serves as a reference only. This document will concentrate on the following Empirix products:

- Hammer CallMaster (HCM)
- Hammer IP (formerly known as Hammer G5)
- Hammer OneSight (OS)
- Hammer Centralized Controller (CC)
- Hammer Virtual Agent (HVA)

Product Support

On-going support for products will be based on Empirix stated policy.

End of Life/End of Support for Empirix software releases is governed by Empirix’s software support policy, which is as follows:

Empirix will provide customer all bug fixes, minor releases, major releases, and enhancements to the Software, which it makes generally available to its other licensees of the Software under contract for Empirix Technical Support for no additional fee, together with all required amendments to the associated documentation. Technical support is provided for **Current Software Revisions only**. “Current Software Revisions” is defined as (a) the two most current “minor” releases of the current major version; and (b) the last released “minor” release of the previous major version.

Structure of Release Numbering

Major.Minor[.Maintenance[.Build]]

Operating Systems

End of life for operating systems means that Empirix will no longer test application software on hardware running that operating system version. Any operating system release with a number lower than the lowest number on the chart is considered to already be end of life

Manufacture	End of Support
Microsoft Windows Server 2003	July 31, 2015
Microsoft Windows Server 2008	July 31, 2017
Microsoft Windows Server 2012 R2	October, 2023
Microsoft Windows Server 2016	January, 2027
Microsoft Windows Server 2019	January, 2029

3rd Party Libraries

When 3rd party libraries reaches an end of life date, Empirix will no longer provide support. 3rd party library support which includes providing **patches** for and updates to components such as **scripting consultation, CallMaster Icon development or state machine modifications**. End of life on 3rd party libraries also means that **Empirix will no longer test software releases against those libraries**

3rd party libraries	End of Sale Date	End of Life Date
Hammer Dynamic Speech 8.0	December 31, 2015	December 31, 2018
Hammer Dynamic Speech 8.5	December 31, 2016	December 31, 2018
<i>Double-Take</i> ® Software	December 31, 2015	December 31, 2018
Teveron's CitraTest	December 31, 2010	December 31, 2017

Document Format and Definitions

When possible End-of-Support items have been highlighted in **RED** however, the information remains as an historical perspective for those attempting to maintain out-of-date configurations.

Not Supported - not supported indicates a gap in QA testing in our internal lab systems. While we have not specifically tested against this configuration, we have heard reports from customers that they were successfully operating a unique configuration however, we do not maintain customer configurations in our QA environment.

Customer Supplied Server Specifications - These server specifications are a reference to what our QA teams tested against using their reference hardware platforms. When performing QA tests we make certain assumptions

- 1) We assume the customer will be using the most resource intensive operations during their tests
 - a. Reference based PESQ scoring and Advanced speech recognition
- 2) We assume the customer has a minimum of two network interface cards to distribute "N" number of endpoints and a separate NIC interface if they want to have an active RDP session to the machine.

1. OneSight Server Platform Compatibility Matrix

OneSight Platform Compatibility Matrix				
OneSight Version	Operating System	Database	Browser	Status
9.3	<ul style="list-style-type: none"> Win 2008 R2 64-bit Win 2012 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 	<ul style="list-style-type: none"> IE 10, IE 11 Firefox 22+ 	End of Support
9.4	<ul style="list-style-type: none"> Win 2008 R2 64-bit Win 2012 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 	<ul style="list-style-type: none"> IE 10, IE 11 Firefox 22+ 	End of Support
9.5	<ul style="list-style-type: none"> Win 2008 R2 64-bit Win 2012 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 	<ul style="list-style-type: none"> IE 10, IE 11 Firefox 50+ 	End of Support
9.5.1	<ul style="list-style-type: none"> Win 2008 R2 64-bit Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	END OF SALE
9.6	<ul style="list-style-type: none"> Win 2008 R2 64-bit Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	END OF SALE
10.0	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	END OF SALE
10.2	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	G A
10.4	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	G A
11.1	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	G A
11.2	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ 	G A
12.0	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ Edge version 42.17134.1098.0 	G A
12.1	<ul style="list-style-type: none"> Win 2012 64-bit Win 2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> IE 11 Firefox 55+ Chrome 60+ Edge version 42.17134.1098.0 	G A

12.2	<ul style="list-style-type: none"> • Win 2012 64-bit • Win 2016 64-bit • Win 2019 64-bit 	<ul style="list-style-type: none"> • MS-SQL 2014 • MS-SQL 2016 • MS-SQL 2019 	<ul style="list-style-type: none"> • IE 11 • Firefox 55+ • Chrome 60+ • Edge version 42.17134.1098.0 	G A
12.3	<ul style="list-style-type: none"> • Win 2012 64-bit • Win 2016 64-bit • Win 2019 64-bit 	<ul style="list-style-type: none"> • MS-SQL 2014 • MS-SQL 2016 • MS-SQL 2019 	<ul style="list-style-type: none"> • IE 11 • Firefox 55+ • Chrome 60+ • Edge version 42.17134.1098.0 	G A
12.4	<ul style="list-style-type: none"> • Win 2012 64-bit • Win 2016 64-bit • Win 2019 64-bit 	<ul style="list-style-type: none"> • MS-SQL 2014 • MS-SQL 2016 • MS-SQL 2019 	<ul style="list-style-type: none"> • IE 11 • Firefox 55+ • Chrome 60+ • Edge version 42.17134.1098.0 	G A

* Both 32-bit and 64-bit are supported

2. OneSight Platform Combinations and Database on Same Server

OneSight Compatibility Combinations (OneSight and DB Same Server)							
Version	Windows 2008	Windows 2012	Windows 2019	SQL 2008	SQL 2014	SQL 2016	SQL 2019
OneSight v9.3	Supported	Supported	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.4	Supported	Supported	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.5	Supported	Supported	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.5.1	Supported	Supported	Not Supported	Supported	Supported	Supported	Not Supported
OneSight v9.6	Supported	Supported	Not Supported	Supported	Supported	Supported	Not Supported
OneSight v10.0	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v10.2	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v10.4	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v11.1	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v11.2	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v12.0	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v12.1	Not Supported	Supported	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v12.2	Not Supported	Supported	Supported	Not Supported	Supported	Supported	Supported
OneSight v12.3	Not Supported	Supported	Supported	Not Supported	Supported	Supported	Supported
OneSight v12.4	Not Supported	Supported	Supported	Not Supported	Supported	Supported	Supported

3. OneSight Platform Supported Combinations

OneSight Compatibility Combinations (DB on Different Server)						
OneSight Version	OneSight System	SQL 2005	SQL 2008	SQL 2014	SQL 2016	SQL 2019
OneSight v9.3	Win 2008 x64 (R2)	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.3	Win 2012 x64	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.4	Win 2008, 2012 x64	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.5	Win 2008, 2012 x64	Not Supported	Supported	Supported	Not Supported	Not Supported
OneSight v9.5.1	Win 2008, 2012, 2016 x64	Not Supported	Supported	Supported	Supported	Not Supported
OneSight v9.6	Win 2008, 2012, 2016 x64	Not Supported	Supported	Supported	Supported	Not Supported
OneSight v10.0	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v10.2	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v10.4	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v11.1	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v11.2	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v12.0	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported
OneSight v12.1	Win 2012, 2016 x64	Not Supported	Not Supported	Supported	Supported	Not Supported

OneSight v12.2	Win 2012, 2016, 2019 x64	Not Supported	Not Supported	Supported	Supported	Supported
OneSight v12.3	Win 2012, 2016, 2019 x64	Not Supported	Not Supported	Supported	Supported	Supported
OneSight v12.4	Win 2012, 2016, 2019 x64	Not Supported	Not Supported	Supported	Supported	Supported

4. CallMaster Compatibility Matrix

CM Version	CM Server Operating System	CM Server Database	CM Client	VM	HIP
8.0	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 Win2019 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 MS-SQL 2019 	<ul style="list-style-type: none"> Win2012 Win2016 Win10 Win2019 	<ul style="list-style-type: none"> VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	8.0
7.8	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 Win2019 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 MS-SQL 2019 	<ul style="list-style-type: none"> Win2012 Win2016 Win10 Win2019 	<ul style="list-style-type: none"> VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.8
7.7	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 	<ul style="list-style-type: none"> Win2012 Win2016 Win10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.7
7.6	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 	<ul style="list-style-type: none"> Win2012 Win2016 Win10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.6
7.5	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 	<ul style="list-style-type: none"> Win2012 Win2016 Win10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.5
7.4	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit Windows 10 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 MS-SQL 2017 	<ul style="list-style-type: none"> Win2012 Win2016 Win8 Win10 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.4
7.0 (7.2 Patch) (7.3 Patch)	<ul style="list-style-type: none"> Win2012 R2 64-bit Win2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> Win2012 Win2016 Win8 Win10 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 VMWare ESXi v6.5 Hyper-V Server 2012 R2 	7.0 (7.2 Patch) (7.3 patch)
6.7	<ul style="list-style-type: none"> Win2008 R2 64-bit Win2012 R2 64-bit Win2016 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> Win2008 Win2012 Win2016 Win8 Win10 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 Hyper-V Server 2012 R2 	6.7
6.4	<ul style="list-style-type: none"> Win2008 R2 64-bit Win2012 R2 64-bit 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 MS-SQL 2016 	<ul style="list-style-type: none"> Win2008 Win2012 Win8 Win10 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 	6.4

6.3.1	<ul style="list-style-type: none"> Win2008 R2 Win2012 R2 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 	<ul style="list-style-type: none"> Win2008 Win2012 Win8 Win10 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 	6.3.1
6.2	<ul style="list-style-type: none"> Win2008 R2 Win2012 R2 	<ul style="list-style-type: none"> MS-SQL 2008* MS-SQL 2014 	<ul style="list-style-type: none"> Win2008 Win2012 Win8 	5.x	6.2

***Both 32-bit and 64-bit are supported**

5. Hammer OHM Desktop Agent Compatibility Matrix

Hammer OHM Version	Hammer OHM Server Operating System
1.0	<ul style="list-style-type: none">• Windows 10• Windows Server 2012 64-bit• Windows Server 2016 64-bit

6. OneSight with Centralized Controller Compatibility Matrix (END OF SUPPORT)

Centralized Controller Compatibility Matrix					
Application	Centralized Controller	Call Master	Hammer IP	IntelliSight	OneSight
Conference Bridge PACE	2.3.19 (jCC and CC .net)	6.0.140	6.0.0.89	1.5	9.3.110
PACE	2.3.19 (jCC and CC .net)	6.2.118*	6.2.1.121	1.5	9.3.110
Conference Bridge PACE	2.5.1.31 (jCC and CC .net)	6.4	6.4	1.8.1	9.4
Conference Bridge PACE	2.7.9 (jCC and CC .net)	6.4	6.4	1.8.1	9.5
Conference Bridge PACE	3.1.40 (jCC and CC .net)	6.7	6.7	1.9.8	9.5.1
Conference Bridge PACE	3.1.40 (jCC and CC .net)	6.7	6.7	1.9.8	9.6
Conference Bridge PACE	3.2.55 (jCC and CC .net)	7.0	7.0	1.9.8	10.0
Conference Bridge PACE	3.2.69 (jCC and CC .net)	7.2	7.2	1.9.8	10.2
Conference Bridge PACE	3.2.69 (jCC and CC .net)	7.2	7.2	1.9.8	10.4
Conference Bridge PACE	3.2.69 (jCC and CC .net)	7.3	7.3	1.9.8	11.1
Conference Bridge PACE	3.2.72 (jCC and CC .net)	7.5	7.5	1.9.8	11.2
Conference Bridge PACE	5.0.266 (jCC and CC .net)	7.6	7.6	1.9.8	12.0
Conference Bridge PACE	5.0.500 (jCC and CC .net)	7.7	7.7	1.9.8	12.1
Conference Bridge PACE	5.0.500 (jCC and CC .net)	7.8	7.8	1.9.8	12.2
Conference Bridge PACE	5.0.500 (jCC and CC .net)	7.8	7.8	1.9.8	12.3
Conference Bridge PACE	5.0.500 (jCC and CC .net)	8.0	8.0	1.9.8	12.4

* Requires hotfix: 6_2_121_Hotfix_OT22484_CM_Server_Hints_Compatibility

7. Hammer IP VM/Operating System Compatibility Matrix

Hammer G5 and IP* Compatibility Matrix			
Version	Operating System	VM Support	DevConnect Certification
Hammer IP v6.2	<ul style="list-style-type: none"> Windows 2008 R2 Windows 2012 R2 	<ul style="list-style-type: none"> VMWare ESXi v5.x 	SIPS: <ul style="list-style-type: none"> Avaya SIP Station Avaya SIP Trunk Failover: <ul style="list-style-type: none"> Avaya H323 Station
Hammer IP v6.3.1	<ul style="list-style-type: none"> Windows 2008 R2 Windows 2012 R2 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 	N/A
Hammer IP v6.4	<ul style="list-style-type: none"> Windows 2008 R2 Windows 2012 R2 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 (2020) 	N/A
Hammer IP v6.7	<ul style="list-style-type: none"> Windows 2008 R2 Windows 2012 R2 Windows 2016 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 (2020) Hyper-V Server 2012 R2 	N/A
Hammer IP v7.0 (7.1, 7.2, 7.3)	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 	<ul style="list-style-type: none"> VMWare ESXi v5.x VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A
Hammer IP v7.4	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A
Hammer IP v7.5	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A
Hammer IP v7.6	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A
Hammer IP v7.7	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 10 	<ul style="list-style-type: none"> VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A
Hammer IP v7.8	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 10 Windows 2019 	<ul style="list-style-type: none"> VMWare ESXi v6.0 (2020) VMWare ESXi v6.5 Hyper-V Server 2012 R2 AWS 	N/A

Hammer IP v8.0	<ul style="list-style-type: none">• Windows 2012 R2• Windows 2016• Windows 10• Windows 2019	<ul style="list-style-type: none">• VMWare ESXi v6.0 (2020)• VMWare ESXi v6.5• Hyper-V Server 2012 R2• AWS	N/A
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8. OneSight Third Party Compatibility Matrix

OneSight Third Party Compatibility Matrix					
OneSight Version	Oracle eTest/OATs	Weblogic	WebSphere	JBoss	VMWare
9.3	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x
9.4	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
9.5	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
9.5.1	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
9.6	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
10.0	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
10.2	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
10.4	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
11.1	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
11.2	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
12.0	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
12.1	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
12.2	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
12.3	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0

12.4	See Oracle/OneSight Table below	8.1 9.x 10	6.1 7.0	5.0	5.x 6.0
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Notes: OneSight Solaris Remote Agent can only be installed on native Solaris box (SPARC)

9. OneSight/Oracle Compatibility Matrix

Oracle/OneSight Compatibility Matrix		
Oracle Version	OS Version	Product Support Issues
OATS 12.1	9.1 - 9.3	OATs 12.1 support added.
OATS 12.5	9.3	OATS 12.5 is supported in this release.
OATS 12.5	9.4	OATS 12.5 is supported in this release.
OATS 12.5	9.5/9.5.1	OATS 12.5 is supported in this release.
OATS 12.5	9.6/10.0	OATS 12.5 is supported in this release.
OATS 12.5	10.2	OATS 12.5 is supported in this release.
OATS 12.5	10.4	OATS 12.5 is supported in this release.
OATS 12.5	11.1	OATS 12.5 is supported in this release.
OATS 12.5	11.2	OATS 12.5 is supported in this release.
OATS 13.1	12.0	OATS 13.1 is supported in this release.
OATS 13.1	12.1	OATS 13.1 is supported in this release.
OATS 13.1	12.2	OATS 13.1 is supported in this release.
OATS 13.1	12.3	OATS 13.1 is supported in this release.
OATS 13.1	12.4	OATS 13.1 is supported in this release.

Notes: e-Test Suite became Oracle Application Testing Suite (OATS) eTest became Oracle Feature Test (OFT), a.k.a. WebAnalyst

10. Hammer IP Protocols and Codec Support Matrix

Hammer IP Protocols and Codec Support Matrix		
Hammer IP Version	Protocol	Codec
6.0	SIP, H.323, Avaya SIP, A.323, UNISTIM, SKINNY, MGCP, MEGACO, H.248, BICC	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
6.1	SIP, H.323, Avaya SIP, A.323, UNISTIM, SKINNY, MGCP, MEGACO, H.248, BICC	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
6.2	SIP, H.323, Avaya SIP, A.323, UNISTIM, SKINNY, MGCP, MEGACO, H.248, BICC	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
6.3.1	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
6.4	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
6.7 7.0 (7.1, 7.2, 7.3) 7.4 7.5 7.6	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC, Skype For Business, Cisco SIP, Cisco SIP UE	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
7.7	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC, Skype For Business, Cisco SIP, Cisco SIP UE	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
7.8	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC, Skype For Business, Cisco SIP, Cisco SIP UE	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC

8.0	SIP, H.323, Avaya SIP, A.323, SKINNY, MGCP, MEGACO, H.248, BICC, Skype For Business, Cisco SIP, Cisco SIP UE	G.711U, G.711A, G.722, G.723, G.726, G.729, GSM-EFR, GSM-FR, Speex, AMR, AMR-WB, iLBC
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Note: Empirix SCCP (SKINNY) stack used is 6.2

11. IP Security Support for HammerIP

Hammer IP Security Protocol Matrix			
Signaling Protocol	SRTP Support	State Machine	Support START HIP Version
SIP (UDP, TCP, TLS)	Yes	SIP Phone	6.0
SIP (UDP, TCP, SIPS/TLS)	Yes	SIP Phone	6.2
H.323 (Unencrypted)	Yes	H.323 Fast Start H.323 with H.245	1.7.2
Avaya H.323 (Unencrypted)	Yes	Avaya 96xx – 46xx Station	6.0
Avaya SIP (no SIPS)	Yes	Avaya SIP Station Avaya SIP Trunk	6.0
Avaya SIP (SIPS)	Yes	Avaya SIP Station Avaya SIP Trunk	6.2
Cisco SIP	Yes	Custom	1.7.2
SKINNY	No	NA	NA
MGCP	No	NA	NA
MEGACO \ H.248	No	NA	NA
Avaya SIP	Yes (TLS Only)	Avaya SIP Station Avaya SIP Trunk	6.2
Skype For Business	Yes	SIP Phone	6.7
Avaya H.323 (H.245 Tunneling)	Yes	Avaya H.323 Trunk	7.2

12. Avaya Failover Support

Avaya Failover Support			
Signaling Protocol	Failover Support	State Machine	HIP Version
Avaya H.323	Yes	Avaya H323 Station	6.2 6.3.1 +
Avaya SIP	No	NA	NA

13. Avaya Integration with Hammer IP

HIP	Endpoint Type	Avaya Aura Communication Manager	Avaya G450 Media Gateway	Avaya Aura Media Server	Avaya Aura System Manager	Avaya Aura Session Manager
6.2	SIPS	6.3 SP 12	36.12.0	-	6.3.15	6.3.15
6.2	H.323	6.3 SP 12	36.16.0	-	-	-
7.1	SIP	7.1.3	38.21.1	7.8.0.393	7.1.3	7.1.3
7.1	H.323	7.1.3	38.21.1	7.8.0.393	7.1.3	7.1.3

14. ISDM/IDMC Compatibility Matrix

ISDM/IDMC/OneSight Compatibility Matrix		
ISDM/IDMC Version	OneSight Version	Notes
2.3	9.1 9.2 9.3	None
ISDM (not IDMC) 1.8	9.4	None
ISDM (not IDMC) 1.9.8	9.5/9.5.1	None
ISDM (not IDMC) 1.9.8	9.6/10.0	None
ISDM (not IDMC) 1.9.8	10.2/10.4	None

Note: IDMC was migrated to ISDM and IDMC is end-of-life

15. Speech Rec Compatibility Matrix

Speech Recognition Compatibility Matrix				
Advanced Speech Recognition (ASR) Version	Nuance Version	ASR Operating System	Nuance Operating System	Hammer Versions
1.6.0	8.5	All Hammer Supported	N/A	Gen 6.0 – Gen 6.7
-	10.x	-	<ul style="list-style-type: none"> Windows 2008 R2 Windows 2012 R2 Windows 2016 	Gen 6.0 – Gen 7.7
-	11.x	-	<ul style="list-style-type: none"> Windows 2012 R2 Windows 2016 Windows 2019 	Gen 7.8 – Gen 8.0

Note #1: Nuance 10 can be installed on same system as HIP. Port numbers must be changed.

Note #2: Nuance 8.5 is part of ASR solution.

Note #3: ASR is installed on same system as G5 or HIP.

16. Nuance Transcription Engine Compatibility Matrix

Nuance Transcription Engine Compatibility Matrix	
Gen 7.5	4.7.0
Gen 7.4 or earlier	3.1

17. Fax Compatibility Matrix

Fax Compatibility Matrix				
HIP Version	CM Version	T.38 Support (HIP to HIP)	T.38 Support (HIP to Physical Fax machine)	Fax Pass-through HIP to HIP (via CallMaster only)
6.0 – 6.1	6.0-6.1 (*)	Yes	No	No
6.2 (**)	6.2 (**)	Yes	Yes	Yes
6.2.1	6.2 (**)	Yes	Yes	Yes
6.3.1-7.5	6.3.1-7.5	Yes	Yes	Yes

Note: Fax pass through to or from physical fax machine does not work.

*Supports only one channel receiving fax at a time.

** Requires hotfix to support more than one channel receiving fax at a time.

18. HP ALM Compatibility Matrix

HP ALM Compatibility Matrix		
HP ALM Version	CM Version	HIP Version
11.00	6.0	6.0
11.52	6.0	6.0
12.5	6.7	6.7

19. Hammer Virtual Agent (HVA) Compatibility Matrix

HVA Version	Operating System	Contact Center Solution	CTI Platform	HIP
1.0	<ul style="list-style-type: none"> Windows 2008 Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X 	n/a
1.1	<ul style="list-style-type: none"> Windows 2008 Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X 	n/a
1.2	<ul style="list-style-type: none"> Windows 2008 Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X UCCX/UCCE 11.X 	7.0
1.5	<ul style="list-style-type: none"> Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X UCCX/UCCE 11.X 	7.3
		<ul style="list-style-type: none"> Genesys PureEngage 	<ul style="list-style-type: none"> T-Server 8.5 (PSDK 9.0) 	
1.6	<ul style="list-style-type: none"> Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X UCCX/UCCE 11.X 	7.4
		<ul style="list-style-type: none"> Genesys PureEngage 	<ul style="list-style-type: none"> T-Server 8.5 (PSDK 9.0) 	
1.7	<ul style="list-style-type: none"> Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X UCCX/UCCE 11.X UCCX/UCCE 12.5 	7.7
		<ul style="list-style-type: none"> Genesys PureEngage 	<ul style="list-style-type: none"> T-Server 8.5 (PSDK 9.0) Configuration Server 	
1.8	<ul style="list-style-type: none"> Windows 2012 Windows 2016 	<ul style="list-style-type: none"> Cisco Finesse 	<ul style="list-style-type: none"> UCCX/UCCE 10.X UCCX/UCCE 11.X UCCX/UCCE 12.5 	7.8
		<ul style="list-style-type: none"> Genesys PureEngage 	<ul style="list-style-type: none"> T-Server 8.5 (PSDK 9.0) Configuration Server 	
		<ul style="list-style-type: none"> Avaya Oceana Workspace 	<ul style="list-style-type: none"> Agent Control/Voice 	
			<ul style="list-style-type: none"> Avaya Chat 	

20. Hammer and Virtual Agent Transfer Scenarios

Contact Center Vendor	Contact Center Platform	State Machine	VoIP Protocol	Transfer Init	Transfer Type	HVA Version	HIP Version	Comment
Cisco	Cisco Finesse	Cisco SIP UE	Cisco SIP	CTI	Blind	1.5	7.3	
Cisco	Cisco Finesse	Cisco SIP UE	Cisco SIP	CTI	Attended To Agent Extension	1.7	7.7	
Cisco	Cisco Finesse	Cisco SIP UE	Cisco SIP	CTI	Attended To Agent Queue	n/a	n/a	Not Supported
Genesys	Platform SDK	SIP	SIP	CTI	Blind	1.5	7.3	<ul style="list-style-type: none"> • In-Dialog • Refer
Genesys	Platform SDK	SIP	SIP	CTI	Attended	1.5	7.3	<ul style="list-style-type: none"> • In-Dialog • Re-Invite

21. Windows Administration

Service Name

Service Name	Package	Permissions Required for Daily Use	Permissions Required for Installation	Authentication Type	Notes
HTIPSigServer	Hammer IP	Local Admin	Local Admin	Domain or Local	A single account can be used for all services across all Empirix applications
HTServer	Hammer IP	Local Admin	Local Admin	Domain or Local	
LoadSvc	Hammer IP	Local Admin	Local Admin	Domain or Local	
FXIPServer	Hammer IP	Local Admin	Local Admin	Domain or Local	
DataMgr	Hammer IP	Local Admin	Local Admin	Domain or Local	
CallMaster Server	CallMaster	Local Admin	Local Admin	Domain or Local	
Call Recording Client	CallMaster	Local Admin	Local Admin	Domain or Local	
Empirix CCTG_LM	CallMaster	Local Admin	Local Admin	Domain or Local	

Empirix OneSight DataCollector	OneSight	Local Admin	Local Admin	Domain or Local	
Empirix Centralized Controller	OneSight	Local Admin	Local Admin	Domain or Local	
Empirix Centralized Controller Server	Centralized Controller	Local Admin	Local Admin	Domain or Local	
Empirix Active Probe Configurator	Active Probe Configurator	Local Admin	Local Admin	Domain or Local	
Empirix OneSight	OneSight	Local Admin	Local Admin	Domain or Local	
Message Queue 4.5 Broker	OneSight	Local Admin	Local Admin	Domain or Local	
Nuance Recognition Service	Nuance	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	Domain or Local	A single account can be used for all service across all Nuance applications. The services account used for Empirix software may also be used.
Nuance Speech Server	Nuance	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	Domain or Local	
Nuance Licensing Manager	Nuance	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	Domain or Local	

Nuance Watcher Daemon	Nuance	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	User permission with modify, read, write privileges to <i>NUANCE_DATA_DIR</i>	Domain or Local	
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Database Default Name

Database Default Name	Package	Permissions Required for Daily Use	Permissions Required for Installation	Authentication Type	Notes
OneSight	OneSight	Database Owner	SysAdmin	SQL or Domain	A single account can be used for all database users
CCDB	Centralized Controller	Database Owner	SysAdmin	SQL or Domain	
MTMDB	CallMaster	Database Owner	SysAdmin	SQL or Domain	

Application

Application	Package	Permissions Required for Daily Use	Permissions Required for Installation	Notes
OneSight	LDAP Authentication	Read Only	Read Only	1. Empirix uses OpenAM for LDAP Authentication 2. For LDAP + SSL connections, customer must provide necessary security certificates

Software Prerequisites

Software Prerequisite	Installation	OS	Hammer IP	CM	CC	Nuance	HCA	Stand-alone	Notes
Windows 2012, 2016	Preinstalled	Yes	Yes	Yes	Yes	Yes	Yes	No	
MS .Net Framework v4.5	Preinstalled	Yes	Yes	Yes	Yes	No	Yes	No	
VC++ Redistributables	Installed by Empirix during deployment	No	Yes	Yes	No	No	No	No	HIP 7.0 and OS 10.0 removed 2005 requirements
MS Windows ISS	Preinstalled, Configured at Runtime	No	Yes	No	No	No	No	No	
ActiveState TCL 8.4.12.0 (installed by Empirix)	Installed by Empirix software during deployment	No	Yes	No	No	No	No	No	Not required since HIP 7.6 release.
WinPCAP 4.1.2 (installed by Empirix)	Installed by Empirix software during deployment	No	Yes	No	No	No	Yes	No	
Java Jre v1.8 (64-bit)	Installed by Empirix during deployment	See Note	No	No	Yes	Yes	No	No	*OS Server
Java Jre v1.8 (32-bit)	Installed by Empirix during deployment	See Note	No	No	No	No	No	No	*OS Data Collectors
SQL Tools \ SQL Management Studio	Preinstalled	Yes	No	Yes	Yes	No	No	No	Empirix requires OSQL.exe
JXPlorer	Installed by Empirix during deployment	No	No	No	No	No	No	Yes	Installed standalone

22. NIC Teaming Mode

Status	Operating System	Teaming Mode	Load Balancing Mode	Empirix Application
Supported	Windows 2012 Windows 2016	Switch Independent	Standby Adapter	Hammer IP, CallMaster, Nuance v10

23. Nuance and TTS Compatibility Matrix

Nuance Grammar and TTS Support (US: VoiceWatch)		
Nuance Grammar Support	Name	Version
	Nuance Recognizer 10.2 x86_64	10.2.10
	Nuance Recognizer Cantonese cn-HK (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer English en-GB (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer English en-US (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer English en-ZA (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer French fr-CA (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer French fr-FR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer German de-DE (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Hebrew he-IL (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Hindi hi-IN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Hindi hi-IN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Italian it-IT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Japanese ja-JP (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Mandarin Taiwan zh-TW (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Mandarin zh-CN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Mandarin zh-CN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-BR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-BR (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-PT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-PT (10.0.1-10.2.0)	10.2.0
Nuance Recognizer Serbian sr-RS (10.0.1-10.2.0)	10.2.0	
Nuance Recognizer Spanish es-ES (10.0.0-10.1.0)	10.1.0	
Nuance Recognizer Spanish es-US (10.0.2-10.2.0)	10.2.0	
TTS Support	Name	Version
	Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (de-DE, Hedda)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-CA, Heather)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-IN, Heera)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-US, Helen)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-US, ZiraPro)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (es-ES, Helena)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (es-MX, Hilda)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (it-IT, Lucia)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (pt-BR, Heloisa)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (pt-PT, Helia)	11.0.7400.335

Nuance Grammar and TTS Support (US: HOD-QA)

Nuance Grammar Support		
	Nuance Recognizer 10.2 x86_64	10.2.10
	Nuance Recognizer Cantonese cn-HK (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer English en-GB (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer English en-US (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer English en-ZA (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer French fr-CA (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer French fr-FR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer German de-DE (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Hebrew he-IL (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Hindi hi-IN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Hindi hi-IN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Italian it-IT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Japanese ja-JP (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Mandarin Taiwan zh-TW (10.0.0-...	10.1.0
	Nuance Recognizer Mandarin zh-CN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Mandarin zh-CN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-BR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-BR (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-PT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-PT (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Serbian sr-RS (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Spanish es-ES (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Spanish es-US (10.0.2-10.2.0)	10.2.0
TTS Support	Name	Version
	Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-CA, Heather)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-IN, Heera)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-US, Helen)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-US, ZiraPro)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (es-ES, Helena)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (es-MX, Hilda)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)	11.0.7400.335

Nuance Grammar and TTS Support (US: HOD-Performance)

Nuance Grammar Support	None																																																									
TTS Support	<table border="1"> <thead> <tr> <th data-bbox="667 296 1258 331">Name</th> <th data-bbox="1258 296 1427 331">Version</th> </tr> </thead> <tbody> <tr><td>Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (da-DK, Helle)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (de-DE, Hedda)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-CA, Heather)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-IN, Heera)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-US, Helen)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (en-US, ZiraPro)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (es-ES, Helena)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (es-MX, Hilda)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (fi-FI, Heidi)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (it-IT, Lucia)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (ja-JP, Haruka)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (ko-KR, Heami)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (nb-NO, Hulda)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (nl-NL, Hanna)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (pl-PL, Paulina)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (pt-BR, Heloisa)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (pt-PT, Helia)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (ru-RU, Elena)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (sv-SE, Hedvig)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (zh-CN, HuiHui)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (zh-HK, HunYee)</td><td>11.0.7400.335</td></tr> <tr><td>Microsoft Server Speech Text to Speech Voice (zh-TW, HanHan)</td><td>11.0.7400.335</td></tr> </tbody> </table>		Name	Version	Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (da-DK, Helle)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (de-DE, Hedda)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-CA, Heather)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-IN, Heera)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-US, Helen)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (en-US, ZiraPro)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (es-ES, Helena)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (es-MX, Hilda)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (fi-FI, Heidi)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (it-IT, Lucia)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (ja-JP, Haruka)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (ko-KR, Heami)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (nb-NO, Hulda)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (nl-NL, Hanna)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (pl-PL, Paulina)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (pt-BR, Heloisa)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (pt-PT, Helia)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (ru-RU, Elena)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (sv-SE, Hedvig)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (zh-CN, HuiHui)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (zh-HK, HunYee)	11.0.7400.335	Microsoft Server Speech Text to Speech Voice (zh-TW, HanHan)	11.0.7400.335
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Nuance Grammar and TTS Support (UK: VoiceWatch)

Nuance Grammar Support	Name	Version
	Nuance Recognizer 10.2 x86_64	10.2.10
	Nuance Recognizer Cantonese cn-HK (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer English en-GB (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer English en-US (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer English en-ZA (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer French fr-CA (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer French fr-FR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer German de-DE (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Hebrew he-IL (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Hindi hi-IN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Hindi hi-IN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Italian it-IT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Japanese ja-JP (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Mandarin Taiwan zh-TW (10.0.0-...	10.1.0
	Nuance Recognizer Mandarin zh-CN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Mandarin zh-CN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-BR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-BR (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-PT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-PT (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Serbian sr-RS (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Spanish es-ES (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Spanish es-US (10.0.2-10.2.0)	10.2.0
TTS Support	Name	Version
	Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-CA, Heather)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (en-IN, Heera)	11.0.7400.335
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	Microsoft Server Speech Text to Speech Voice (fr-CA, Harmo...	11.0.7400.335
	Microsoft Server Speech Text to Speech Voice (pt-BR, Heloisa)	11.0.7400.335

Nuance Grammar and TTS Support (UK: HOD-QA)

Nuance Grammar Support		
	Nuance Recognizer 10.2 x86_64	10.2.10
	Nuance Recognizer Cantonese cn-HK (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer English en-GB (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer English en-US (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer English en-ZA (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer French fr-CA (10.0.0-10.0.0)	10.0.0
	Nuance Recognizer French fr-FR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer German de-DE (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Hebrew he-IL (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Hindi hi-IN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Hindi hi-IN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Italian it-IT (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Japanese ja-JP (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Mandarin Taiwan zh-TW (10.0.0-...	10.1.0
	Nuance Recognizer Mandarin zh-CN (10.0.1-10.2.0)	10.2.0
	Nuance Recognizer Mandarin zh-CN (10.0.2-10.2.0)	10.2.0
	Nuance Recognizer Portuguese pt-BR (10.0.0-10.1.0)	10.1.0
	Nuance Recognizer Portuguese pt-BR (10.0.1-10.2.0)	10.2.0
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	Nuance Recognizer Portuguese pt-PT (10.0.1-10.2.0)	10.2.0
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TTS Support	Name	Version
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Nuance Grammar and TTS Support (UK: HOD-Performance)

Nuance Grammar Support	None	
TTS Support	<p data-bbox="673 298 966 319">Name ^</p> <ul data-bbox="673 331 1226 772" style="list-style-type: none"><li data-bbox="673 331 1226 359">Microsoft Server Speech Text to Speech Voice (ca-ES, Herena)<li data-bbox="673 359 1226 386">Microsoft Server Speech Text to Speech Voice (de-DE, Hedda)<li data-bbox="673 386 1226 413">Microsoft Server Speech Text to Speech Voice (en-AU, Hayley)<li data-bbox="673 413 1226 441">Microsoft Server Speech Text to Speech Voice (en-CA, Heather)<li data-bbox="673 441 1226 468">Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)<li data-bbox="673 468 1226 495">Microsoft Server Speech Text to Speech Voice (en-IN, Heera)<li data-bbox="673 495 1226 522">Microsoft Server Speech Text to Speech Voice (en-US, Helen)<li data-bbox="673 522 1226 550">Microsoft Server Speech Text to Speech Voice (en-US, ZiraPro)<li data-bbox="673 550 1226 577">Microsoft Server Speech Text to Speech Voice (es-ES, Helena)<li data-bbox="673 577 1226 604">Microsoft Server Speech Text to Speech Voice (es-MX, Hilda)<li data-bbox="673 604 1226 632">Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)<li data-bbox="673 632 1226 659">Microsoft Server Speech Text to Speech Voice (fr-FR, Hortense)<li data-bbox="673 659 1226 686">Microsoft Server Speech Text to Speech Voice (it-IT, Lucia)<li data-bbox="673 686 1226 714">Microsoft Server Speech Text to Speech Voice (pt-BR, Heloisa)<li data-bbox="673 714 1226 741">Microsoft Server Speech Text to Speech Voice (pt-PT, Helia)	<p data-bbox="1247 298 1323 319">Version</p> <ul data-bbox="1247 331 1364 772" style="list-style-type: none"><li data-bbox="1247 331 1364 359">11.0.7400.335<li data-bbox="1247 359 1364 386">11.0.7400.335<li data-bbox="1247 386 1364 413">11.0.7400.335<li data-bbox="1247 413 1364 441">11.0.7400.335<li data-bbox="1247 441 1364 468">11.0.7400.335<li data-bbox="1247 468 1364 495">11.0.7400.335<li data-bbox="1247 495 1364 522">11.0.7400.335<li data-bbox="1247 522 1364 550">11.0.7400.335<li data-bbox="1247 550 1364 577">11.0.7400.335<li data-bbox="1247 577 1364 604">11.0.7400.335<li data-bbox="1247 604 1364 632">11.0.7400.335<li data-bbox="1247 632 1364 659">11.0.7400.335<li data-bbox="1247 659 1364 686">11.0.7400.335<li data-bbox="1247 686 1364 714">11.0.7400.335<li data-bbox="1247 714 1364 741">11.0.7400.335<li data-bbox="1247 741 1364 768">11.0.7400.335

Nuance Grammar and TTS Support (JP: VoiceWatch)

Nuance Grammar Support	None	
TTS Support	Name Microsoft Server Speech Text to Speech Voice (ja-JP, Haruka)	Version 11.0.7400.335

Nuance Grammar and TTS Support (JP: HOD-QA)

Nuance Grammar Support	None	
TTS Support	Name Microsoft Server Speech Text to Speech Voice (ja-JP, Haruka)	Version 11.0.7400.335

Nuance Grammar and TTS Support (JP: HOD-Performance)

Nuance Grammar Support	None	
TTS Support	tkyARTProbe12 tkyARTProbe13 tkyVWProbe12 tkyVWProbe13	

24. Hybrid Probes in Hammer Cloud Platform

Hybrid Probe types:

- HIP
- HVA

Hammer Cloud Platform (HCP) Applications:

- HOD-QA
- HOD-Perf
- VW

Type vs App	HOD-QA	HOD-Performance	VW
HIP	YES	YES	YES
HVA	YES	YES	YES

Software Versions:

- Hints: 5.0.0.405
- HIP: Gen 7.7
- HVA: 1.6.0.53
- Java:
 - o Oracle: 1.8.0.191, or
 - o Amazon Corretto: 8

Performance:

- HIP: 300 Ports
- HVA
 - o Cisco Finesse: 300 Agents
 - o Genesys PureEngage: 1000 Agents

Specifications:

- HIP:
 - o Memory: 16 GB
 - o Processor: 8 Cores
- HVA
 - o Memory: 8 GB
 - o Processor: 4 Cores

Rules:

- One Hybrid probe can be used only in one Application
Example: HIP Hybrid Probe deployed in VW cannot be also utilized in HOD-QA
- Multiple hybrid probes cannot be deployed on same VM
Example: You cannot have both HIP and HVA on same VM
- To configure different HIP channel ranges for different Label/Hammer-groups you need to modify
c:\Users\Administrator\Empirix\Centralized Controller\hip_properties.json
Example:

```
{
  "channel_groups": [
    {
      "channels": "1-20",
      "shared": false,

```

```

    "labels": ["label_1"],
    "e164": false
  },
  {
    "channels": "21-40",
    "shared": false,
    "labels": ["label_2"],
    "e164": false
  }
],
"hammer_info": {
  "region": "US"
}
}

```

- Any Label/Hammer-group configured on hybrid HIP probe should have “shared” flag set to “false” (configuration file: c:\Users\Administrator\Empirix\Centralized Controller\hip_properties.json)
- Label/Hammer-Group with only one channel is not supported
- Combining Answering and Calling Label/Hammer-groups on same probe is supported
- TCP Port 443 (Outbound) needs to be open on customer firewall

Deployment Guide:

<https://empirix-my.sharepoint.com/:w:/p/lturner/EWDP-vwru7RjgTABVoZ2Wc8BRv1qO-lvHFSLRvz2G7i1Q>

25. Reference Guide for Customer Supplied Hardware

The following information is used to serve as a guide to designing an environment to support test automation and monitoring using Empirix Software. Care should be taken when considering the purpose and design of your individual test and monitoring needs.

Considerations regarding virtual NIC to Physical NIC bandwidth utilization, test network topology and design, call recording storage, disk I/O and Memory utilization are determined by several factors, including individual user configuration and call flow script design.

OneSight

OneSight Server for System Health Monitoring

Processor	4 Cores
Memory	8 GB
Disk	250 GB
Network	Dual Gigabit Ethernet

Active Monitoring Configuration (All-In-One)

Processor	8 Core
Memory	32 GB
Disk	550 GB
Network	Dual Gigabit Ethernet

OneSight Remote Data Collector Server

Processor	4 Cores
Memory	8 GB
Disk	80 GB
Network	100 MB

For 100 Port Hammer IP running with JCC/HINTS

Processor	4 Cores
Memory	8 GB
Disk	119 GB
NIC	1.0 Gbps Speed Ethernet NIC
OS	Windows10, Windows 2012, 2016 Servers
Test Type	(All-In-One) - 100-Port Hammer IP running with JCC/HINTS

For OneSight with database not on application server

Processor 4 Cores
Memory 8 GB
Disk 119 GB
NIC 1.0 Gbps Speed Ethernet NIC
OS Windows 2016 Servers
Test Type (All-In-One with DB on remote) - 100-Port Hammer IP running with JCC/HINTS

All in one server with (CC+OneSight) (Connectivity to 5 hammerip's)

Processor 8 Cores
Memory 32 GB
Disk 200 GB
NIC 1.0 Gbps Speed Ethernet NIC
OS Windows 2012 Servers
Test Type Distributed setup with CC and OneSight on one server with 5 remote probes with 100 port

Probe server: (Hints+Hammer)

Processor 4 Cores
Memory 8 GB
Disk 100 GB
NIC 1.0 Gbps Speed Ethernet NIC
OS Few probes with windows 2012 and 2016
Test Type Distributed setup with CC and OneSight on one server with 5 remote probes with 100 port

All in one server with (CC+OneSight) (Connectivity to 10 hammerip's)

Processor 8 Cores
Memory 32 GB
Disk 200 GB
NIC 1.0 Gbps Speed Ethernet NIC
OS Windows 2012 Servers
Test Type Distributed setup with CC and OneSight on one server with 10 remote probes with 100 port

Probe server: (Hints+Hammer)

Processor 4 Cores
Memory 8 GB
Disk 100 GB
NIC 1.0 Gbps Speed Ethernet NIC
OS Few probes with windows 2012 and 2016
Test Type Distributed setup with CC and OneSight on one server with 10 remote probes with 100 port

OneSight and Oracle Functional Testing for OATS 12.1 & 12.5

Processor	8 Cores
Memory	8 GB
Disk	250 GB
Browser	Internet Explorer 9.0, 10.0, or 11.0 (with OATS 12.5 only) Additional Notes:

- For Enterprise deployments, the recommendation is that the database is always hosted on a dedicated environment - either single server or cluster.
- Empirix platforms only support North American versions of Windows and do not support country specific or localized versions.
- All eTest/OATS web transaction monitors should be hosted by data collector(s) on dedicated server environment(s).
- Oracle Functional Testing Applications have not been certified on VMware virtualized environments.

Hammer Test System

For VM systems up to 100 feature endpoints

Processor	4 Cores
Memory	4 GB
Disk	40 GB
NIC	Dual Gigabit Ethernet
Test Type	Bidirectional VQ, call recording, 3 calls per second

For VM systems up to 400 feature endpoints

Processor	8 Cores
Memory	16 GB
Disk	80 GB
NIC	Dual Gigabit Ethernet
Test Type	Bidirectional VQ, call recording, 4 calls per second. "Silence Type" on Media tab is set to Gap, G711 codec with "Frequency [ms]" set to 30ms.

For VM systems up to 100 Built-In-Bridge endpoints

Processor	8 Cores
Memory	16 GB
Disk	80 GB
NIC	Dual Gigabit Ethernet
OS	Windows Server 2012 R2 Standard
Test Type	Built-in-Bridge configuration, Cisco SIP UE state machine, 2 calls per second, maximum 80 concurrent calls

For dedicated physical systems up to 800 feature endpoints

Processor	16 Cores	Memory	32 GB RAM
Disk	250 GB		
NIC	Dual Gigabit Ethernet		
Test Type	Bidirectional VQ, call recording, 5 calls per second		

For AWS systems up to 400 feature endpoints

Processor	8 Cores
Memory	16 GB
Disk	80 GB
NIC	Dual Gigabit Ethernet
OS	Windows Server 2012 R2 Standard
Test Type	Bidirectional VQ, call recording, 4 calls per second

Hammer Virtual Agent

For VM systems up to 2000 agents

Processor	4 Cores
Memory	4 GB
Disk	120 GB
NIC	Dual Gigabit Ethernet
Test Type	HVA Log Level set to Error, 2000 simultaneous Genesys PureEngage Login, Ready, Not Ready, Logout scripts

For VM systems up to 100 agents

Processor	4 Cores
Memory	4 GB
Disk	120 GB
NIC	Dual Gigabit Ethernet
Test Type	HVA Log Level set to Debug, 100 simultaneous Genesys PureEngage Login, Ready, Not Ready, Logout scripts

For VM systems up to 400 feature endpoints and 400 agents

Processor	8 Cores
Memory	16 GB
Disk	80 GB
NIC	Dual Gigabit Ethernet
Test Type	Bidirectional VQ, call recording, 4 calls per second, HVA Log Level set to Error, 400 simultaneous Genesys PureEngage Login, Ready, Talking, Not Ready, Logout scripts. "Silence Type" on Media tab is set to Gap, G711 codec with "Frequency [ms]" set to 30ms.

For VM Systems up to 400 HIP endpoints, with CallMaster Server and 400 agents

Processor	2 Cores
Memory	12 GB
Disk	150 GB
NIC	1.0 Gbps Speed Ethernet NIC
OS	Windows 2016 servers
Test Type	400 port Hammer IP running with CallMaster Server (Simple connectivity project) on the same system and a Hammer Virtual Agent install running with 400 Genesys PureEngage agents.

Hammer OHM Desktop Agent

For Hammer OHM Desktop Agent

Processor	Dual Core
RAM	8GB
Disk	10GB
NIC	20Mbps
