

CommView Plus and CommView Cloud

Platform Requirements

The following is a guideline that can be used to address the minimum supportable configuration. We welcome you to contact us for advice on a configuration tailored to your specific deployment.

Operating System(s) – Premise-based deployments	
Windows Server 2012 R2 Windows Server 2016 Windows 10 Pro* @Comm support is contingent on Microsoft's continued support of these operating systems.	CommView Plus is a bundled solution that uses a blend of modules, some requiring .NET Framework 4.5 and IIS 8 (*Installing on Windows 10 exposes the application to automatic restarts based on Windows Updates.)
Configuration Requirements	
CommView Plus requires the application to be installed by a local machine administrative account. Operation requires a user login that has full administrative privileges. User Account Control must be disabled at the UI and registry level. The application is not intended for operation in an environment with other applications that run other IIS applications or SQL databases which may modify needed settings or resources. Screensavers and power management must be disabled.	
Hardware Requirements	
CommView Plus is a powerful, flexible and scalable solution. System requirements may vary depending upon a number of factors including: the number of CDR/SMDR sources, collection method(s), the number of sites supported by the specific implementation and data retention & reporting objectives. ***@Comm recommends the use of virtual environments provided all requirements are met. *** <i>When choosing a virtual environment, IP-based polling must be implemented and it is a requirement to assign a second processor/core (at a minimum).</i>	
Dual Core Pentium Processor (or greater)	2 x multi core processors improves performance
8GB RAM	16GB RAM improves performance significantly
100GB Hard Drive	200GB+ SSD for optimal storage & improved reporting speed
At least 30% free disk space for programs and workspace	Estimate 100MB disk space required per 100,000 calls stored
Ethernet connectivity with internet access. Ability to connect via remote access (GoToAssist or VPN) is required	SMTP, HTTP and FTP protocol support with relevant settings Administrator login access with UAC disabled

CommView IP Software Buffer Module

The CommView IP Software buffer installs locally on a customer's network and runs as a service in a Windows environment to enable the collection and forwarding of CDR data to the CommView environment. If deployed in a remote or distributed site, network and/or internet connectivity is required with support for typical ports and protocols. Be aware of COM port requirements for PBXs that output via RS-232.

This module shares the Operating Systems requirements listed above in a CommView Plus environment or a significantly reduced set of requirements if to be deployed for the CommView Cloud service. In that case, any supported Microsoft OS should be adequate provided the computer meets the minimum requirements of the Windows OS being utilized and is available to perform the intended function 24x7x365.

CommView Plus and CommView Cloud Client

For report users and administrators accessing via our Browser interface - Any Windows PC running a current browser from Microsoft, Mozilla or Google. @Comm aims to maintain compatibility with the latest browser versions of Edge, Internet Explorer, Firefox and Chrome. Recipients of reports with email attachments should have Acrobat Reader, Microsoft Word, Microsoft Excel and/or SAP Crystal Viewer.