

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 2019 Windows Server 2016 Windows 10 Pro* @Comm support is contingent on Microsoft's continued support of these operating systems.	CommView Plus functions as a Web Server and requires .NET Framework, ASP.NET and IIS to be added and configured via Roles and Features prior to installation (*Installing on Windows 10 exposes the application to automatic restarts based on Windows Updates.)
Configuration Requirements	
Ability for @Comm to connect to the CommView Plus server via remote access (GoToAssist or VPN) is required	
The application should 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. Screensavers must be disabled and power management should never allow sleep, turn off monitor or hard drives.	
CommView Plus is not intended to be installed on a server with other solutions that run other IIS-based applications or utilize SQL databases which may modify needed settings or resources.	
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)	<i>2 x multi core processors improve performance</i>
8GB RAM	<i>16GB RAM improves performance significantly</i>
100GB Hard Drive	<i>200GB+ SSD for optimal storage & improved reporting speed</i>
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.	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 on a Windows machine within the customer's network and runs as a service to enable the collection and forwarding of CDR data to the CommView environment locally or to the @Comm data center for CommView Cloud. Network and/or internet connectivity is required with support for typical ports and protocols for input from the PBX and output via File Transfer or SFTP. 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 (resides on same server) or a significantly reduced set of requirements if to be deployed for the CommView Cloud service.

CommView Plus and CommView Cloud Browser Client

Any Windows PC running a current browser from Microsoft, Mozilla or Google. @Comm aims to maintain compatibility with the latest browser versions of Edge, Firefox and Chrome. Internet Explorer is not recommended. Recipients of reports with email attachments should have Acrobat Reader, Microsoft Word, Microsoft Excel and/or SAP Crystal Viewer.