



## AI Office Minimum system specification

### Server / Logging machine

#### Hardware

1.0 GHz Pentium 4  
256 MB RAM  
Minimum 40 GB Hard Disk (80 GB recommended)  
CD-ROM Drive  
Minimum SVGA Graphics (XGA recommended)  
Network Card

Depending on your source of the call data, your system may require additional hardware.

- Most legacy switches output to Serial port, but its more common in newer switches to be able to collect via IP over the network.
- If you are collecting from remote buffer boxes etc, then you will have to have a Oak approved remote buffer box device.

Please refer to the installer/maintainer or the Telephone switch manufacturer for details.

#### Operating System

Microsoft NT4 with Service Pack 6a and all patches applied.  
Microsoft Windows 2000 Professional Service Pack 4 and all patches applied.  
Microsoft Windows XP Professional Service Pack 1a and all patches applied.

**Note:** The following operating systems **are not suitable** for running AI Office: -

Microsoft Windows 3.1  
Microsoft Windows 3.11 (Windows for Workgroups)  
Microsoft Windows 95  
Microsoft Windows 98 / 98SE  
Microsoft Windows Me  
Microsoft Windows XP Home

#### Software

Microsoft Internet Explorer 6 with all patches applied.

### Client Machines

#### Hardware

1.0 GHz Pentium 4  
256 MB RAM  
Minimum 20 GB Hard Disk (40 GB recommended)  
CD-ROM Drive  
Minimum SVGA Graphics (XGA recommended)  
Network Card

#### **NOTE: For client server configuration**

All PC's that will be Reporting (i.e. 'Client' PCs) must be on the same network as the server. To test 'Clients' must be able to at least 'ping' the 'Server' across the network for them to be able to use AI Office.

**Can't ping = won't work!**

Oak reserves the right to alter these specifications without prior notice.