

RME_x

Quantrax Corporation Inc.



Dialer Operating Systems

Read about the recommended configurations for your Dialer and Windows Server operating systems

I-Tel consists of software that runs on the IBM iSeries (as part of RMEx) and software that runs on a Windows server. The Windows server needs to run the appropriate operating system; otherwise the software will not run correctly.

The Windows server components of I-Tel can be divided into two types, CM functions and STG functions.

- CM functions comprise most dialer functions such as Call-Gem, Campaign Manager, Campaign Status Viewer, Scripter, Scheduler, etc.
- The STG functions comprise the telephony control functions and call recording

In most implementations, both CM and STG are installed on the same physical server. In larger installations or installations with multiple call centers, these functions are installed on different physical hardware. It is possible to have one CM server connected to multiple STG servers.

Original dialer implementations were installed on servers running Windows XP. This operating system is no longer supported and the dialer software will not function correctly if it is installed on a server running Windows XP. All installations still under support contracts are running newer versions of Windows.

The standard operating system in use is Windows 2003 Server. All dialer software operates correctly on this operating system. However, Microsoft no longer markets this version.

Microsoft's later operating system, Windows Server 2008, can be used for a CM server, but NOT for an STG server containing an Aculab card; the drivers for the Aculab card do not function correctly on a machine running Windows server 2008.

In an implementation with no Aculab cards (where phones, PBX and PSTN connections are exclusively VOIP), Windows 2008 Server can be used on both CM and STG servers.

Our recommended configuration is to use Windows 2003 Server when CM and STG functions are combined on one server. If the CM and STG functions are separate, then use Windows 2008 Server for the CM Server and Windows 2003 Server for the STG Server. For clients planning to use VOIP exclusively, then Windows 2008 Server can be used in all servers.