



# console System Requirements

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The following are minimum and the recommended system requirements for the Console range of products that we support.

The minimum requirements will help you achieve a basic level of performance and usability. To achieve optimum performance, please ensure your computer systems meet or exceed these requirements.



## Workstation (client) Configuration

	Minimum	Recommended
<b>CPU</b>	Intel Core i3 or AMD equivalent	Intel Core i5 or faster
<b>Hard Disk</b>	1GB free	More than 2GB free
<b>RAM</b>	2GB	4GB or more
<b>Video</b>	1024 x 768	1024 x 768
<b>Network</b>	Wired 100Mbit	Wired 1Gbit or faster
<b>Internet</b>	ADSL	ADSL2+ or faster
<b>Operating System</b>	Windows 7   Windows 8 Windows 10 Windows Server 2008 R2 SP1 Windows Server 2012	Windows 10 Windows Server 2012
<b>Office</b>	Office 365* (full desktop version only) Office 2013 (not Click-to-Run)	Office 365* (full desktop version only) Office 2013 (not Click-to-Run)
Both 32-bit and 64-bit operating systems supported. Latest service pack and updates must be installed.		

\* If you are a Microsoft Office 365 user, you will need to download and install the desktop version of Office on your PC.

\* Microsoft Office integration not required to use Console Gateway



## Server Configuration

	Minimum	Recommended
<b>CPU</b>	Intel Core i5 or equivalent	Intel XEON or faster
<b>Hard Disk</b>	1GB free plus additional space for database(s)	More than 2GB free plus additional space for database(s)
<b>RAM</b>	4GB	8GB or more (equal size of database)
<b>Network</b>	Wired 100Mbit	Wired 1Gbit or faster
<b>Internet</b>	ADSL	ADSL2 + or faster
<b>Operating System</b>	Windows 7   Windows 8 Windows 10 Windows Server 2008 R2 SP1 Windows Server 2012	Windows 10 Windows Server 2012
<b>SQL Server</b>	Microsoft SQL Server 2008 R2 SP3 Microsoft SQL Server 2012 SP3	Microsoft SQL Server 2014
Both 32-bit and 64-bit operating systems supported. Latest service pack and updates must be installed. GatewayLive is supplied with SQL Server 2014 Express Edition. If you have more complex requirements, or your database size is greater than 10GB, then you will require a dedicated server to run GatewayLive.		

\* Microsoft SQL Server 2014 is the latest compatible version.

\* Wireless Network Connections are not recommended with Console Gateway.

## LiveAgent Inspections

	Minimum
<b>Device</b>	Apple iPhone 4, 4S, 5S, 6, 6S, 7, 7S Apple iPod Touch 3, 4, 5, 6 Apple iPad 1, 2, 3, 4, 5
<b>IOS</b>	Versions 4.2 to 6
<b>Network</b>	WiFi, 3G or 4G
<b>Miscellaneous</b>	Apple iTunes account synced with device. Latest version of Console Gateway and Gateway Connect.

\* Compatible with iPhone, iPad, and iPod touch. Requires iOS 8.1 or later.

## ShowReal

	Minimum	Recommended
<b>CPU</b>	Intel Core i3 or equivalent	Intel Core i5 or faster
<b>Hard Disk</b>	2GB free	More than 2GB free
<b>RAM</b>	1GB	4GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Video</b>	1024 x 768 or larger	
<b>Operating System</b>	Windows 8   Windows 7 Windows 10 Windows Server 2008 R2 SP1 Windows Server 2012	Windows 10 Windows Server 2012

## GatewayConnect

	Minimum	Recommended
<b>CPU</b>	Intel Core i3 or equivalent	Intel Core i5 or faster
<b>Hard Disk</b>	1GB free	More than 1GB free
<b>RAM</b>	2GB	4GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Operating System</b>	Windows 7   Windows 8 Windows 10 Windows Server 2008 R2 SP1 Windows Server 2012	Windows 10 Windows Server 2012

To ensure optimal performance for WebChoice and ClientManager software and applications, we recommend the following:

## ClientManager

	Minimum	Recommended
<b>CPU</b>	Intel Core i3 or equivalent	Intel Core i5 or faster
<b>RAM</b>	2GB	4GB or more
<b>Video</b>	1280 x 1024	1280 x 1024 or higher
<b>Internet</b>	ADSL	ADSL2+ or faster
<b>Browsers</b>	Internet Explorer (current and most recent previous version)	Internet Explorer (current and most recent previous version)
<b>Operating System</b>	Windows 7   Windows 8 Windows 10	Windows 10

## ClientManager Trust

	Minimum	Recommended
<b>CPU</b>	Intel Core or equivalent	Intel Core i5 or faster
<b>Hard Disk</b>	1GB free	More than 1GB free
<b>RAM</b>	2GB	4GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Video</b>	1280 x 1024	1280 x 1024 or higher
<b>Internet</b>	ADSL	ADSL2+ or faster
<b>Operating System</b>	Windows 7   Windows 8 Windows 10 Windows Server 2008 R2 SP1	Windows 10 Windows Server 2008 R2 SP1

## WebChoice

	Minimum	Recommended
<b>CPU</b>	Intel Core i3 or equivalent	Intel Core i5 or faster
<b>RAM</b>	2GB	2GB or more
<b>Video</b>	1024 x 768	1280 x 1024 or higher
<b>Internet</b>	ADSL	ADSL2+ or faster
<b>Browsers</b>	Internet Explorer (current and most recent previous version)	Internet Explorer (current and most recent previous version)
<b>Operating System</b>	Windows 7   Windows 8 Windows 10	Windows 7 Windows 10

\*Internet Explorer is required to access the WebChoice Content Management System (CMS) only. All WebChoice websites are cross-browser compatible.

## MobileAgent

	Minimum
<b>Device</b>	Apple iPad 2, 3, 4, 5
<b>IOS</b>	Version 7.0
<b>Network</b>	WiFi, 3G or 4G
<b>Miscellaneous</b>	Apple iTunes account synced with device. Synced with WebChoice or ClientManager.

\* Compatible with iPad. Requires iOS 8.2 or later.