

Quality Management Suite Installation Checklist

Version 5.3

Perform the following procedures and environment reviews before beginning the call processing installation.

- Review the Quality Management Client Software section in the Quality Management Suite Installation Guide to verify that your system supports the appropriate web browsers.

Supported Web Browsers								
Operating System	IE 11	IE 10	IE 9	IE 8	IE 7	Firefox 3.6+	Safari 4+	Chrome 12+
Windows 8.1 Desktop	* (32-bit & 64-bit)							
Windows 8 Desktop		* (32-bit & 64-bit)				*		*
Server 2012		* (32-bit & 64-bit)				*		*
Server 2012 R2	* (32-bit & 64-bit)					*		*
Windows 7			*	*		*		*
Windows 7 SP1	* (32-bit & 64-bit)		* (32-bit & 64-bit)	*		*		*
Server 2008 SP2					*	*		*
Server 2008 R2 SP1			* (32-bit & 64-bit)	* (32-bit & 64-bit)		*		*
Vista			*	*	*	*		*
Macintosh OS 10.5.7+ (Intel-based)						*	*	

- Review the Quality Management Server section in the Quality Management Suite Installation Guide to verify that your system supports the appropriate operating systems.
- Review the Server Prerequisites section in the Quality Management Suite Installation Guide to verify that your system has all of the server prerequisites.
 - For Quality Management Suite services, install Microsoft Message Queuing (MSMQ) on all servers. Refer to the Installing Microsoft Message Queuing (MSMQ) section in the Server Prerequisites section of the Quality Management Suite Installation Guide.
 - For the Call Recording Service, install the Desktop Experience. Refer to the Server Running the Call Recording Service section in the Server Prerequisites section of the Quality Management Suite Installation Guide.

- For the Data Service, install the Internet Information Service (IIS). Refer to the Server running the Data Service section in the Server Prerequisites section of the Quality Management Suite Installation Guide.
- Confirm that any required Computer Telephony Interface (CTI) components have been installed and configured before installing the Call Recording Service.
- Confirm that .NET Framework 3.5/4.0/4.5 is installed.
- Install the following components in the chronological order listed.
 - Confirm that Windows Media Player is installed
 - Confirm that Microsoft Silverlight is installed
 - Data Service
 - Review the Data Service requirements in the Service Requirements section of the Quality Management Suite Installation Guide.
 - Call Recording Servers
 - Install the Call Recording 5.0 or later. Refer to the Installing Call Recording Servers section in the Performing the Installation section of the Quality Management Suite Installation Guide.

After completing the installation review this checklist once again.

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