Appendix-1-5.User Console

System requirements for User Console are shown in the table below. Japanese, English, and simplified Chinese are supported. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-5. System Requirements for User Console

Item	Remark
Web browsers[*1]	Internet Explorer 10 to 11[*2] Microsoft Edge Google Chrome 53 or later Safari 9 or later
Resolution	XGA (1024×768), WXGA (1366×768), or better are recommended.
Network Environment	A bandwidth of 1 Mbps or more is required.

*1 Supported operating systems depend on each web browser's specifications.

*2 Viewing User Console in a compatibility mode is not under warranty.

> **IMP   Required Configuration on Web browsers**
>
> The following requirements are for using User Console in Internet Explorer:
>
> - **Move the slider below the [Medium-high] level in the [Security level for this zone], to which you can navigate by selecting [Internet Properties]>[Security]. Setting the level to [High] blocks you to access User Console.**
> - **When you have access to your ISM CloudOne System Server on premise, set [Disable] for [Include local directory path when uploading files to a server] in Internet Explorer, to which is navigated by selecting [Internet Properties]>[Security]>[Local Intranet]>[Customize Level]. If there is no such setup in your Internet Explorer, access with another Web browser.**
>
> The following requirement is for using User Console in Safari.
>
> - **Open [Preferences] on Safari menu and click [Security]. Uncheck the [Block pop-up windows].**

Appendix-1-6.Windows client endpoint

The following subsections gives system requirements respectively for Windows client endpoints running the standard program, Linked Clone program, on-demand program, standalone program, RC client program, or RC console program.

Appendix-1-6-1.Supported operating systems

Below in the table are the supported operating systems. Japanese, English, and simplified Chinese are supported. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-6-1. Supported Operating Systems

OS	Edition	SP/Version	Remark
Windows 7	HomePremium	No SP/SP1	32-bit and 64-bit versions
	Professional	No SP/SP1	
	Enterprise	No SP/SP1	
	Ultimate	No SP/SP1	
Windows 8.1	No Edition		
	Pro		
	Enterprise		

OS	Edition	SP/Version	Remark
Windows 10	Home	1507/1511/1607/1703/1709	32-bit and 64-bit versions
	Pro	1507/1511/1607/1703/1709	
	Enterprise	1507/1511/1607/1703/1709	
	Education	1507/1511/1607/1703/1709	
Windows Server 2008(*1)(*2)	Standard Edition	SP1/SP2	
	Enterprise Edition	SP1/SP2	
Windows Server 2008 R2(*1)(*2)	Standard Edition	No SP/SP1	64-bit versions
	Enterprise Edition	No SP/SP1	
Windows Server 2012(*1)(*2)	Datacenter		
	Standard		
	Essentials		
Windows Server 2012 R2(*1)(*2)	Datacenter		
	Standard		
	Essentials		
Windows Server 2016(*1)(*2)	Datacenter		
	Standard		
	Essentials		

*1 No external storage device control service is on client endpoints running Windows server operating service.

*2 The Server Core installation is not covered under warranty.

> **MEMO** **About supported operating systems**
>
> Windows XP/Windows Vista/Windows 8/Windows Server 2003/Windows Server 2003 R2 are no longer supported in ISM CloudOne Ver. 6.1i or later.
>
> If you still have client endpoints with above mentioned operating systems, they can still be managed under the latest version of ISM CloudOne without newly added management functions in Ver. 6.1i or later.
>
> If you wish to upgrade client programs earlier than Ver. 6.0.2i on the unsupported operating systems, you need to generate a client program Ver. 6.0.2i by following the instructions given in the document below. Note that Windows client automatic update function is no longer available on the unsupported operating systems.
>
> **Ref** **"ISM CloudOne Ver.6.0.2i クライアント生成手順書 "**

Appendix-1-6-2.Required hardware specifications

Below in the table are required hardware specifications for PCs running Windows client endpoints.

Table Appendix-1-6-2. Required Hardware Specifications

Item	Description
CPU	Pentium 4 1GHz or more (Pentium III 1GHz or more for Windows XP, Windows Server 2003, or Windows Server 2003 R2)
Memory	1 GB or more (128 MB or more for Windows XP, Windows Server 2003, or Windows Server 2003 R2 (256 MB or more recommended))
Disk Space	120 MB or more (650 MB or more recommended)
Resolution	1,024×768 or more

Item		Description
Network Environment		Remote control in operation: 2.2 Mbps or more required control[(*1)]
Supported Drivers	Canon[(*2)]	Canon LIPS IV printer driver version 12.15 or later
		These printer drivers using Canon printers allow to set port and print settings.
	Ricoh[(*2)]	RPCS printer drivers supporting PrintTicket and PrintCapabilities
		• RPCS Drivers: Drivers supported for models released in or after Dec. 2010. **• RPCS BasicDrivers: RPCS BasicDrivers (color version) Ver.3.0.0.0 or later** **RPCS BasicDrivers (black and white version) version 3.0.0.0 or later**
		These printer drivers using Ricoh printers allow to set port and print settings.

*1 To use the file transfer functionality, additional amount of bandwidth is required, depending on the file size.
It might delay remote control and file transfer depending the bandwidth provided and network traffic.

*2 Gathering and viewing related information are provided for printers supporting Printer-MIB that are out of ISM CloudOne support. Make sure that you can define as many as desktop and laptop client endpoints.

Appendix-1-6-3.Supported web browsers

Following are the supported web browsers, in which end-user operation logs for Web Accesses and Webmailing are kept and uploaded. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-6-3. Supported Web Browsers

Web Browser	Version
Microsoft Edge[(*1)(*2)]	40 - 41
Microsoft Internet Explorer	8 - 11
Mozilla Firefox	57[(*3)]
Google Chrome	63

*1 Supported OS is Windows 10 version 1703 or later.

*2 Webmailing logs, File Operation logs, and Writing on SNS logs cannot be collected.

*3 For Windows client with Windows XP/Windows Vista/Windows 8/Windows Server 2003/Windows Server 2003 R2, supported Firefox Web browser is Firefox 52.

Appendix-1-7.Mac client endpoints

Below in the table are required system requirements for Mac client endpoints.

Appendix-1-7-1.Supported operating systems

Below in the table are the supported operating systems. The operating systems in Japanese, English, and simplified Chinese are supported. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-7-1. Supported Operating Systems

OS	Edition/Others
Mac OS X 10.6	Intel Mac
OS X 10.7 - 10.11	
macOS 10.12 - 10.13	

Appendix-1-7-2.Required hardware specifications for client endpoints

Below in the table are required hardware specifications for client endpoints.

Table Appendix-1-7-2. Required Hardware Specifications for Client Endpoints

Item	Description
CPU	Intel processors
Memory	512 MB or more
Disk Space	100 MB or more (500 MB or more is recommended.)

Appendix-1-8.Android client endpoints

Required specifications for Android client endpoints are as follows. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-8. Supported OS and Required Specifications

Item	Description
Supported Operating Systems	3.0 - 6.0
Memory	256 MB or more (500 MB or more is recommended.)

Appendix-1-9.iOS client endpoints (with the iOS client program)

The supported versions of iOS, iPhone Configuration Utility and Apple Configurator are shown in the table below. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-9. Supported OS and Tools

Item	Description
Supported iOS	iOS client MDM Configuration Profile: iOS 5.0 or later iOS client program: App Store version iOS 7.0 or later
Apple Configurator	Version 1.7.2 or later
iPhone Configuration Utility	Version 3.4 or later

Appendix-1-10.Printers

Below in the table are the printers manageable in the ISM CloudOne system. (This information is as of January, 2018. For the latest information, refer to https://ismcloudone.com/requirements/ (available only in Japanese).)

Table Appendix-1-10. Supported Printers

Item	Description
Supported Printers[(*)]	Network printers or multifunction printers supported for Printer-MIB
SNMP	V1/V2

* Gathering and viewing related information are provided for printers supporting Printer-MIB that are out of ISM CloudOne support. Note that you can define as many as desktop and laptop client endpoints.