

Technical Note

Antivirus Certifications for NICE Products

Note Number	TN0564
Release Date	B5 January 24, 2010
Revision History	<p>B5 Updated McAfee ePO on page 3 Updated Table 1 on page 5 Updated Table 2 on page 6 Updated Table 3 on page 8</p> <p>B4 Removed Trend Micro ServerProtect Version 5.58 Removed Installing Trend Micro OfficeScan Version 8.0 on Client Computers and on the Logger. Removed Installing Symantec Endpoint Protection. Updated General Limitations on page 3 Updated McAfee ePO on page 3 Updated McAfee on page 3 Removed SAV (under General Limitations) Added SEP on page 4 (under General Limitations) Updated Table 1 on page 5 Updated Table 3 on page 8</p> <p>B3 Added note to exclude the destination paths of the Storage Units from the antivirus scans. See General Limitations on page 3.</p> <p>B2 Updated Table 1 on page 5.</p> <p>B1 Amended SAV 10.5 to read SAV_10.1.5.5000. See Table 1 on page 5 and Table 3 on page 8.</p>
Product	NICE Products
Synopsis	This note includes general instructions and limitations for Antivirus Certifications for NICE Products, NICE Products and Antivirus Certifications matrices, as well as procedures for installing anti-virus products on client computers and Loggers.

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Contents

General Instructions	3
General Limitations	3
NICE Products and Antivirus Certification Matrices	5
Appendix A: Previous Antivirus Certification Table	10

General Instructions

A list of general instructions follows:

- During the installation of the antivirus software, all applications and screens must be closed.
- The same applies when upgrading the antivirus software.
- Scan and Live Updates should be scheduled to run in system idle time.
- Do not run Scan or Live Update during NICE software installation.
- Always set Scan Priority to **Low**.

General Limitations

- To avoid playback, performance, and retention issues, the destination paths of all Storage Units must be excluded from antivirus scans. See the *Storage Center Installation Guide* for more information regarding setting up Storage Units.

McAfee ePO

- McAfee ePO 3.5 works with McAfee antivirus 8.5/8.5i
- McAfee ePO 4.0 works with McAfee Antivirus 8.5/8.5i and 8.7/8.7i.
- McAfee ePO 4.5 works with McAfee Antivirus 8.7/8.7i.
- Make sure that when using ePO for Microsoft patches update, the configured policy matches the NICE policy concerning Windows updates and Service packs (MN 1095).

McAfee

- Make sure to unmark the option to install the McAfee firewall. Do not install the firewall, as it would cause network problems.
- It is recommended to set the CPU Utilization for the **On Demand Scan in McAfee AV to 10%**.
- The McAfee's VirusScan version 8.0 feature **Buffer Overflow Protection** does not allow applications to overflow the buffer, including the CLS Log Manager. This causes the Log Manager to write logs (Channel server, Call server etc.) with a very long delay, or not write them at all. **Therefore this feature should be disabled for all machines running CLS.** Refer also to *TN0640 McAfee ePO 3.5* and *McAfee Antivirus Certification for NICE 8.80*.

SEP

- NICE Products support Symantec Endpoint Protection.

Trend Micro

- Trend Micro AV requires that the NICE servers belong to the same domain.

NICE Products and Antivirus Certification Matrices

Table 1: NICE Products and Antivirus Certifications Matrix - Version 8.90

NICE Products	OS	OS SP	SAV_10.1.5.5000	SEP 11.0 (Client)	SEP 11.0 (Server)	McAfee PO 3.5	McAfee 8.5/8.5i	McAfee 8.7/8.7i	McAfee ePO 4.5	Trend Micro Office Scan 10	Trend Micro Office Scan 8.0	EPO Orchestrator 4.0	Sophos 7.6
TDM Logger	9.01	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	9.06	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VoIP Logger	9.10	Win 2003 Win 2003 R2	SP1, SP2	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CLS	8.93	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NiceCall Focus III	8.90	WinXP Pro	SP1, SP2	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
Nice-Screen Logger	8.9	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Storage Center	8.9	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Web Apps	8.9	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Table 1: NICE Products and Antivirus Certifications Matrix - Version 8.90 (Continued)

NICE Products		OS	OS SP	SAV_10.1.5.5000	SEP 11.0 (Client)	SEP 11.0 (Server)	McAfee PO 3.5	McAfee 8.5/8.5i	McAfee 8.7/8.7i	McAfee ePO 4.5	Trend Micro Office Scan 10	Trend Micro Office Scan 8.0	EPO Orchestrator 4.0	Sophos 7.6
SNMP Manager	8.9	Win 2003 Win 2003 R2	SP1, SP2	Yes	No	No	No	No	Yes	No	No	No	No	Yes

Table 2: NICE Products and Antivirus Certifications Matrix - NICE Perform Rel. 1, Rel. 2, and Version 9.09

NICE Products		OS	OS SP	*SAV 10.1	SEP 11.0	*McAfee 8.0i	*McAfee EPO 3.5	McAfee 8.5	McAfee ePO 4.5	*TM Server Protect 5.5.8	Trend Micro Office Scan 7.3	Trend Micro Office Scan 8.0
TDM Logger	9.01	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	9.06	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VoIP Logger	9.12	Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Interaction Server		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NiceScreen Logger		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Playback Server (incl. NICE Feedback)		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Table 2: NICE Products and Antivirus Certifications Matrix - NICE Perform Rel. 1, Rel. 2, and Version 9.09 (Continued)

NICE Products		OS	OS SP	*SAV 10.1	SEP 11.0	*McAfee 8.0i	*McAfee EPO 3.5	McAfee 8.5	McAfee ePO 4.5	*TM Server Protect 5.5.8	Trend Micro Office Scan 7.3	Trend Micro Office Scan 8.0
SNMP Manager (NMS)		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Storage Center		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Media Library		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Application Server		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Audio Analysis		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
ScreenSense Server		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Reporter		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Database Server		Win 2003 Win 2003 R2	SP1, SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

* This anti-virus was certified for NICE Perform Release 1 and NICE Perform Release 2



Table 3: NICE Products and Antivirus Certifications Matrix - NICE Perform Release 3 and Above

NICE Products		OS	OS SP	SAV_10.1.5.5000	SEP 11 (Client)	SEP 11 (Server)	McAfee PO 3.5	McAfee 8.5/8.5i	McAfee 8.7/87i	McAfee ePO 4.5	Trend Micro OfficeScan Version 8.0	Trend Micro Office Scan 10	EPO Orchestrator 4.0	Sophos 7.6
TDM Logger	9.01, 9.06	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VoIP Logger	9.10	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Interactions Center	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VoIP Logger	9.12	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NiceScreen Logger	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Playback Server/ Telephony Services Server (Incl. Customer Feedback)	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
NMS	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Storage Center	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Media Library	R3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Applications Server	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Audio Analysis Server	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ScreenSense Server	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Table 3: NICE Products and Antivirus Certifications Matrix - NICE Perform Release 3 and Above (Continued)

NICE Products		OS	OS SP	SAV_10.1.5.5000	SEP 11 (Client)	SEP 11 (Server)	McAfee PO 3.5	McAfee 8.5/8.5i	McAfee 8.7/87i	McAfee ePO 4.5	Trend Micro OfficeScan Version 8.0	Trend Micro Office Scan 10	EPO Orchestrator 4.0	Sophos 7.6
Reporter	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Database Server	Release 3 SP3 and above	Win 2003 R2	SP2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Appendix A: Previous Antivirus Certification Table

Table 4: NICE Products and Antivirus Certifications Matrix

NICE Products	os	OS SP	SAV 7.5	SAV 8.0	SAV 8.1	SAV 9.0	SAV 10	McAfee 4.5.1	McAfee 5.1.6	McAfee 6.0	McAfee 7.1	CA e Trust 7.1	
Logger	8.7	WinNT WS	SP 6a	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	
	8.8	Win2K Pro	SP 4	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
	8.9	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes
	9.01	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	
VOIP Logger	8.9	Win2K Pro	SP4	No	No	Yes	Yes	Yes	No	No	No	Yes	
	9.10	Win 2003	SP1	No	No	No	Yes	Yes	No	No	No	No	

* NICE Perform Release 1 certification includes the following components: Interaction Server, Multimedia Logger, PBS, SNMP Manager, Storage Center, Application Server, AudioAnalysis.

**NICE Perform Release 2 certification includes the following components: Interaction Server, Multimedia Logger, PBS (including NICE Feedback), SNMP Manager, Storage Center, Application Server, AudioAnalysis, Screen Sense, Data Mart

Legend:

- SAV – Symantec AV
- TM – Trend Micro

Table 4: NICE Products and Antivirus Certifications Matrix (Continued)

NICE Products		OS	OS SP	SAV 7.5	SAV 8.0	SAV 8.1	SAV 9.0	SAV 10	McAfee 4.5.1	McAfee 5.1.6	McAfee 6.0	McAfee 7.1	CA e Trust 7.1
CLS	8.7	WinNT Server	SP 6a	Yes	Yes	Yes	No	No	Yes	No	No	Yes	
	8.8	Win2K Server	SP 4	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	
	8.9	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	No	Yes
	8.93	Win 2003	SP1	No	No	No	Yes	Yes	No	No	No	No	Yes
Nice Advantage	8.7	WinNT WS	SP6 a	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	
	8.8	Win2K Pro	SP4	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
NiceCall Focus I	8.7	WinNT WS	SP 6a	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	
	8.8	WinNT WS	SP 6a	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
NiceCall Focus II	8.80	Win 2k Pro	SP 4	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
NiceCall Focus III	8.90	WinXP Pro	SP 2	No	No	No	Yes	Yes	No	No	No	No	Yes
NiceScreen Logger	8.8	Win2K Pro	SP4	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
	8.9	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes

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**NICE Perform Release 2 certification includes the following components: Interaction Server, Multimedia Logger, PBS (including NICE Feedback), SNMP Manager, Storage Center, Application Server, AudioAnalysis, Screen Sense, Data Mart

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Table 4: NICE Products and Antivirus Certifications Matrix (Continued)

NICE Products		OS	OS SP	SAV 7.5	SAV 8.0	SAV 8.1	SAV 9.0	SAV 10	McAfee 4.5.1	McAfee 5.1.6	McAfee 6.0	McAfee 7.1	CA e Trust 7.1
Storage Center	8.8	Win2K Pro	SP 4	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	
	8.9	Win 2K Pro	SP4	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	
	8.9	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes
Web Appls	8.8	Win2K Server	SP 4	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	
	8.9	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes
WordNet Series 3		Win2K Pro	SP 4	No	Yes	Yes	No	No	Yes	No	No	Yes	
NICE Perform Rel 1*	9.0	Win 2003	SP1	No	No	Yes	Yes	Yes	No	No	No	Yes	
NICE Perform Rel 2**	9.08	Win 2003	SP1	No	No	No	Yes	Yes	No	No	No	No	Yes

* NICE Perform Release 1 certification includes the following components: Interaction Server, Multimedia Logger, PBS, SNMP Manager, Storage Center, Application Server, AudioAnalysis.

**NICE Perform Release 2 certification includes the following components: Interaction Server, Multimedia Logger, PBS (including NICE Feedback), SNMP Manager, Storage Center, Application Server, AudioAnalysis, Screen Sense, Data Mart

Legend:

- SAV – Symantec AV
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