



BroadSoft M6

Windows 7 Support and Compatibility

Document Version 1.0

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Document Revision History

| Release | Version | Reason for Change | Date | Author |
|---|---------|---|------------|-----------------------------------|
| M6 Release 6.0.4, 7.1.0 & 8.0.1 | 0.1 | Create initial draft. | 05/05/2010 | Geoffrey Hsu |
| | 0.2 | Updates from initial draft review | 05/10/2010 | Sheila Stanton/Geoffrey Hsu |
| | 0.3 | Updates from internal review held on 5/14 | 5/17/2010 | Sheila Stanton |
| | 1.0 | Approved | 05/17/10 | Sheila Stanton |
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1 Overview

BroadSoft currently supports the M6 Applications using the following Windows versions:

- Windows XP SP2 (Home, Professional, and Media Editions)
- Windows 2000 SP4

BroadSoft is now adding Windows 7 to the list of supported Windows versions for the M6 6.0.4, 7.1.0 and 8.0.1 releases.

This document includes a Windows 7 Compatibility Matrix for both 32-bit and 64-bit PC hardware. It is important to note that there are some M6 Applications that are not compatible with some Windows 7 PC hardware. When running M6 Applications using 64-bit PC hardware it is recommended that you run Windows 7 in XP Mode.

2 Windows 7 Support

M6 Applications are now supported using Windows 7 operating systems. To install or upgrade to Windows 7 on your PC go to Microsoft's website and download. If running 64-bit hardware you may need to also install Windows XP Mode (refer to Section 2.3).

http://www.microsoft.com/windows/searchlp.aspx?CMXID=ef_sem&semid=ef_GGL_884c5416ab30d458e6f2dc6d6b67a34e&WT.srch=1&category=Update

2.1 M6 Application Compatibility with Windows 7

| Application | Windows-7 32-bit | Windows-7 64-bit | Windows 7 XP Mode 64-bit |
|----------------------|------------------------------|------------------------------|------------------------------|
| Compadmin | Not Recommended (see Note 1) | Not Recommended (see Note 1) | Recommended |
| Administration | Not recommended (see Note 1) | Not Recommended (see Note 1) | Recommended |
| Web Portal | | | |
| Voice Assistant | Recommended | Recommended | Recommended |
| Meet Me Conferencing | Recommended | Recommended | Recommended |
| VM Player | Recommended | Recommended | Recommended |
| All other Web Portal | Recommended | Recommended | Recommended |
| Console Assistant | Recommended | Recommended | Recommended |
| Softphone | Recommended | Not Recommended (see Note 2) | Not Recommended (see Note 3) |
| TAPI | Recommended | Not Recommended (see Note 4) | Not Recommended (see Note 4) |

2.2 General Usage Notes

- Note 1: Performance speed varied based upon PC hardware type
- Note 2: M6 Softphone drivers not compatible with 64-bit hardware
- Note 3: When running the M6 Softphone in Windows XP mode there was an issue found where the Softphone is unable to register with the Call Agents due to an XP Mode virtual IP issue. Awaiting a response from Microsoft.
- Note 4: TAPI is not supported on 64-bit hardware

2.3 Windows XP Mode for 64-bit hardware

There is an option to run Windows 7 in XP Mode but in order to run in this mode you need to verify your hardware supports Hardware-Assisted Virtualization. Prior to installing XP Mode you must have already installed Windows 7 on your PC.

2.3.1 Verify Hardware-Assisted Virtualization (HAV) Support

- Download and run the [Hardware-Assisted Virtualization Detection Tool](#)
 - If you receive the message “This computer does not have hardware-assisted virtualization,” your computer does not meet the hardware requirement for Windows Virtual PC
 - If you receive the message “Hardware-assisted virtualization is not enabled on this computer” (refer to Section 2.3.2).
 - If you receive the message “This computer is configured with hardware-assisted virtualization” (Refer to Section 2.3.2).

2.3.2 Windows 7 Updates Required to Support Virtualization

You should only install this Update if your computer does not support HAV. This update only applies to Windows XP Mode and Windows Virtual PC (and other virtual machines running Windows XP with Service Pack 3) on a computer running Windows 7. Do not use this update if you're running any other combination of operating systems.

Download Windows 7 Updates to satisfy the prerequisites required to run Windows Virtual PC and XP mode. Update for Windows 7 for x64-based Systems (KB977206)

<http://www.microsoft.com/downloads/details.aspx?FamilyID=e70dd043-e262-43c0-a002-446567f1e2b4&displaylang=en>

NOTE: If you do not run the Windows 7 Updates prior to installing XP Mode you may see one of the following errors:

- Unable to start Windows Virtual PC because hardware-assisted virtualization is disabled.
- Cannot start Windows Virtual PC Host Process. Check the system event log for more details.
- Windows Virtual PC cannot start because this computer does not support hardware-assisted virtualization.

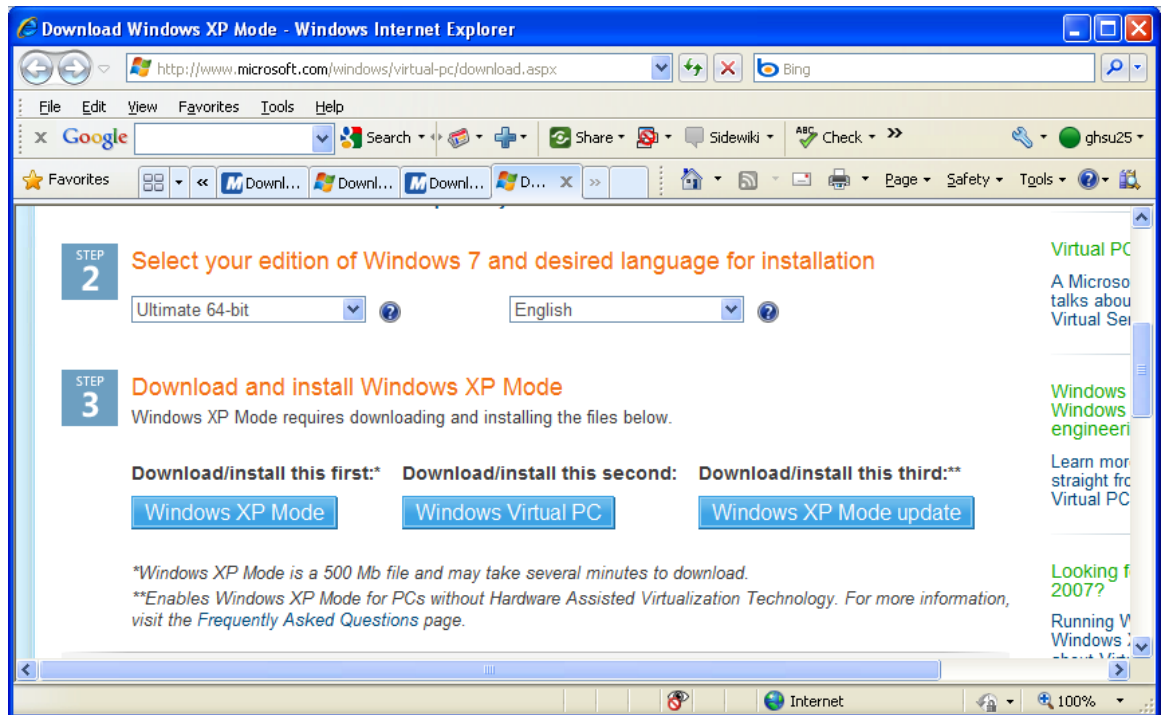
Once you have completed installation of the Windows 7 Updates proceed to section 2.3.3 to install Windows Virtual PC and Windows XP Mode.

2.3.3 Windows Virtual PC and Windows XP Mode Installation

Once you have confirmed your PC supports hardware virtualization:
[Download and install Windows Virtual PC and Windows XP Mode](#) ➔

Please follow STEP 2 & 3 on Microsoft's web site to finish the XP mode installation.
(skip STEP 1 as you have already completed this step in previous sections of this document)

** Note XP mode is supported for Windows 7 professional or ultimate



This should complete the Windows Virtual PC and Windows XP Mode Installation. When using XP Mode it may be necessary to remove and re-install the BroadSoft M6 client applications.