



Core Service Bureau Client Requirements

Client PC Requirements

- An Internet connection
- If clients will be connecting to the Internet via a firewall, confirm port 2030 is open for two-way TCP/IP traffic.
- A Windows 32-bit Operating System (2000/XP/2003)
- 256 MB memory or higher (Recommended: 512 MB or higher)
- 800x600 screen resolution
- Microsoft DirectX 9.0 or higher
- Sun Microsystems Java Runtime Environment (JRE) v1.4.2 or higher containing Java Web Start. The JRE install can be downloaded from <http://java.com>.
- Applet Method: In addition to the JRE, a Java enabled browser, such as Microsoft Internet Explorer, is required.
- Make sure all Windows user accounts on the client PCs have read, write and execute access to the c:\ctccore directory.

BlackBerry Device Requirements

Nextel Devices

- A BlackBerry device with v4.0 or higher of the operating system.
- Connection to a secure wireless network

Cingular Devices

- A BlackBerry device with v4.1 or higher of the operating system.
- Connection to a secure wireless network
- Make sure the device has been provisioned for WAP.CINGULAR.
- Enter APN settings in the TCP options screen:
 - **APN:** WAP.CINGULAR
 - **Username:** WAP@CINGULARGPRS.COM
 - **Password:** CINGULAR1

All Other Wireless Providers

- All other wireless providers (e.g. Verizon, Sprint, etc.) require a BlackBerry Enterprise Server (BES).