ISM CloudOne Ver.7.4i System Requirements

OS		Edition	Service Pack / Version	Server				Client	RC Console	QRC Console	URL Filtering Agent ※7 ※8	Disk Encryption Agent ※7 ※10 ※11	Malware Behavior Detection Agent ※7 ※11 ※33	Windows 10/11 Update Support Agent	ISM LogAnalytics	DefenderControl	QS Malware BehaviorDetection
				System	Log	RC	QRC										
Linux (x86)	Red Hat Enterprise Linux 6			●													
Linux (x64)	Red Hat Enterprise Linux 6 - 8			●	●	●											
	Red Hat Enterprise Linux 7						●										
	CentOS 7			●	●	●	●										
Android (ARM-based CPU / Intel CPU)	5.0 ～ 14.0 ※1 ※40							●									
	9.0 ～ 14.0										●						
iOS	5.0 ～ 17 ※1 ※2 ※3 ※23 ※24 ※25 ※32 ※39 ※47							●									
	16 ～ 17										●						
iPad OS	13 ～ 17 ※1 ※23 ※24 ※25 ※26 ※32 ※39							●									
	16 ～ 17										●						
Mac OS X (macOS) (Intel CPU)	10.11 ～ 14 ※27 ※28 ※29 ※43 ※44							● ※37		● ※48							
Mac OS X (macOS) (ARMCPU)	11 ～ 14 ※43 ※44							● ※37		● ※48					●		
Windows (x86)	XP ※19 ※20	Home Professional	SP3					● ※17 ※37	●								
	Vista	Home Basic Home Premium Business Enterprise Ultimate	N/A SP1 SP2					● ※17 ※37	●			● ※12					
	7	Home Premium Professional Enterprise Ultimate	N/A SP1					● ※38	●			● ※12	●		● ※12		● ※12
	8	No Edition Pro Enterprise	N/A					● ※17 ※37	●								
	8.1 ※4	No Edition Pro Enterprise	N/A					● ※38	●			● ※12	●		● ※12		● ※12
	10 ※21 ※35	Home Pro Enterprise Education Business Pro for Workstations	1507 - 22H2					● ※18	● ※18	●	● ※45	● ※13 ※16	● ※14	● ※30	●		● ※14
	Server 2003	Standard Enterprise	SP1 SP2					● ※6 ※17	●								
	Server 2003 R2	Standard Enterprise	SP1 SP2					● ※6 ※17	●								
	Server 2008 ※5	Standard Enterprise	SP1 SP2					● ※6 ※37	●								
Windows (x64)	XP ※19 ※20	Professional	SP2					● ※14 ※37	●								
	Vista	Home Basic Home Premium Business Enterprise Ultimate	N/A SP1 SP2					● ※17 ※37	●			● ※12					
	7	Home Premium Professional Enterprise Ultimate	N/A SP1					● ※38	●			● ※12	●		● ※12		● ※12
	8	No Edition Pro Enterprise	N/A					● ※17 ※37	●								
	8.1 ※4	No Edition Pro Enterprise	N/A					● ※38	●			● ※12	●		● ※12		● ※12
	10 ※21 ※35	Home Pro Enterprise Education Business Pro for Workstations	1507 - 22H2					● ※18	● ※18	●	● ※45	● ※13 ※16	● ※14	● ※30	●	● ※34	● ※14
	11 ※35 ※36	Home Pro Enterprise Education Business Pro for Workstations	21H2 22H2 23H2 ※42					●	●	●	● ※46		● ※14	● ※30 ※41	● ※15	●	● ※14
	Server 2003 ※19 ※20	Standard Enterprise	SP1 SP2					● ※6 ※17	●								
	Server 2003 R2 ※19 ※20	Standard Enterprise	SP1 SP2					● ※6 ※17	●								
	Server 2008 ※5	Standard Enterprise	SP1 SP2					● ※6 ※37	●								
	Server 2008 R2 ※5	Standard Enterprise	N/A SP1					● ※6 ※37	●								
	Server 2012 ※5	Essentials Standard Datacenter	N/A					● ※6	●				●		●		
	Server 2012 R2 ※5	Essentials Standard Datacenter	N/A					● ※6	●				●		●		
	Server 2016 ※5	Essentials Standard Datacenter	N/A					● ※6	●				●		●		
	Server 2019 ※5	Essentials Standard Datacenter	N/A					● ※6	●				● ※31		●		
	Server 2022 ※5	Essentials Standard Datacenter	N/A					● ※6	●				● ※31		●		

Remarks

[●] means Supported. [Blank]: means Not Supported.

※1 For the list of verified smart device models, check the following URL.
https://ismcloudone.com/en/requirements/
※2 The client program compatible with iOS 7 is ISM CloudOne Ver.4.5.4i or later.
※3 The client program compatible with iOS 8 and iOS 9 is ISM CloudOne Ver.4.9.1i or later.
※4 Windows 8.1 Update 1 is supported.
※5 The operation is not under warranty if used with Server Core installed.
※6 The operational logs on writing data by the external storage device control and writing software does not support Server OS.
※7 The operation on VDI is not supported.
※8 Only Japanese OS is supported.
※9 Only the latest version of OS Service Pack is supported.
※10 Available only for the ISP's version of ISM CloudOne.
※11 For detailed system requirements, contact our sales department.
※12 The editions "Home Basic", "Home Premium" and "No Edition" of each OS are not supported.
※13 The editions "Home," "Education," "Business," and "Pro for Workstations" of each OS are not supported.
※14 The editions "Business" and "Pro for Workstations" of each OS are not supported.
※15 The edition "Home" of each OS is not supported.
※16 Windows 10 1607 or earlier and Windows 10 21H1 or later is not supported.
※17 Windows clients installed from ISM CloudOne Ver.6.0.2i or earlier can still be used, but new functions in ISM CloudOne Ver.6.1i or later do not work on the clients.
※18 LTSB (2015/2016) and LTSC (2019) are supported.
※19 The distribution cannot be performed when using the distribution management server. Check with the service provider about using the distribution management server.
※20 The commands of "Sync settings" and "Send inventory" cannot be performed on the User console.
※21 There are some operation restrictions in Windows 10 May 2019 Update (1903) or later. Refer to the list of new OS support on the following page. (available only in Japanese)
https://www.qualitysoft.com/product/supports/os/
※22 Issues that occur only in the Japanese version of Microsoft Windows 8 are not covered under warranty.
※23 In iOS 13 or later, devices cannot be controlled by the policy configuration profile unless switching to Supervised mode (*).
(*) The iOS device can be controlled by switching to "Supervised mode" with "Apple Configurator 2." However, the settings are required for each iOS device.
※24 VPP function cannot be used in iOS 13.0 through 13.1.3.
If the iOS device is upgraded from iOS 12, applications can be installed until the VPP assignment is cancelled. Cancelling the assignment disables the VPP function.
※25 In iOS 13 or later, the location information cannot be acquired unless "Allow Location Access" for iOS client program is set to "Always" in Settings>Privacy>Location Services.
In addition to this setting, in iOS 14, turn on "Precise Location" on the same window.
※26 If Data Acquisition Consent is enabled, the consent sentences are not displayed.
※27 If upgrading from macOS 10.14 to macOS 10.15 with the ISM client Ver.6.6.1i or earlier installed, the ISM client does not work.
※28 If the notification of the ISM client is not allowed on macOS 10.15, the alert and message notification will not be displayed.
※29 In macOS 10.15, if the ISM client is not allowed in the Screen Recording settings (*), the screenshot when the operational log alerts occur is the wallpaper and menu bar only displayed.
Also, the information of the application displayed on the desktop does not appear.
(*) The ISM client must be allowed from [Security and Privacy] - [Screen Recording] in the standard OS "System Preferences" application.
※30 Home and LTSC are not supported.
※31 Essentials is not supported.
※32 In iOS 13 or later, the MDM configuration profile cannot be installed if the self-signed certificate is used on the ISM server.
※33 English OS is supported.
※34 Windows 10 1903 or later is supported.
※35 Azure Virtual Desktop is supported.
※36 Operation in the environment where "Smart App Control" is turned on in Windows Security is not supported.
When distributing software that requires administrator privileges without registering a distribution execution account, the status remains "Running."
※37 [SoftwareDistribution] feature is not supported.
※38 [SoftwareDistribution] feature is not supported for "Home Premium" and "No Edition."
※39 Location information cannot be acquired in iPad OS 17/ iOS 17 when Lockdown Mode is enabled.
※40 The ISM CloudOne application screen appears cut off when the font size is increased to a certain degree on Android 14.
※41 Windows 11 23H2 is not supported.
※42 Windows 11 23H2 has the following restrictions:
・When uninstalling the ISMC client with the Microsoft Edge search bar enabled, a message appears saying to quit the search bar and retry.
※43 On macOS 14, web access logs are not acquired when launching a website added to the Dock column of Safari. (IT8229)
※44 After updating from Mac OS 12 to Mac OS 13 or later, the external device control and operation log collection functions may not be available.
This issue can be fixed by restarting the OS.
※45 Only the Japanese version of Microsoft Windows 10 Home/Pro/Pro for Workstations/Enterprise/Education editions is supported.
※46 Only the Japanese version of Microsoft Windows 11 Home/Pro/Enterprise/Education editions is supported.
※47 Since iOS7, Wi-Fi MAC address cannot be obtained and displayed on the client (app) side.
※48 Only QRC clients are supported.

・Japanese, Simplified Chinese and English are supported.
・For the ISM CloudOne package model, the server needs to be built on your own.
・The range of support may be different depending on the service provider.
・For each OS, applying the latest service pack is recommended.
In case an operational problem arises with a previous service pack, apply the most recent one.

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Supported Web browser version for Service Console/User Console

Web Browser	Supported Version
Internet Explorer	11
Microsoft Edge	80 - 114
Google Chrome	53 - 114
Safari	9 -16
Remarks	・Recommended resolution is WXGA (1366×768) or higher. ・Compatibility mode in Internet Explorer is not supported. ※ IE mode of Microsoft Edge is also available. Compatibility display is not guaranteed.

Supported Web browser version for RC Management Console

Web Browser	Supported Version
Internet Explorer	10 - 11
Remarks	・Recommended resolution is WXGA (1024×768) or higher. ・Internet Explorer 10 and 11 are supported only for Desktop mode with the compatibility mode in Internet Explorer 9. ・IE mode of Microsoft Edge is also available. Compatibility display is not guaranteed.

Printer/MFP Manageable Environment

Network printers and MFPs that support Printer-MIB can be managed.
Supported drivers are as follows.

Supported Drivers	
Manufacturer	**Description**
Canon	Canon LIPS IV Printer Driver Ver.12.15 or later For Canon printers using the above printer driver, Port settings and Printer Preference settings can be set.
RICOH	RPCS printer driver that supports PrintTicket/PrintCapabilities ・RPCS Driver Driver that supports models released after December 2010 ・RPCS Basic Driver RPCS Basic Driver (color version) Ver.3.0.0.0 or later RPCS Basic Driver (black-and-white version) Ver.3.0.0.0 or later For RICOH printers using the above drivers, Port settings can be set.
Others (except as above)	For printers and MFPs that support Printer-MIB, collecting/viewing information can only be performed.
Remarks	・SNMP v1 and v2 are supported. ・Printers and MFPs can be registered up to the contracted number of computers.

Supported Web browser version for Operational logs (Web Access/Webmailing) collection

Web Browser	Supported Version
Microsoft Edge ※1※2	80 - 114
Internet Explorer ※3	8 - 11
Mozilla Firefox	36 - 102 ※4 ※5 ※6
Google Chrome	53 - 114
Safari ※2	10 - 15 and macOS 10.12 or later
Remarks	※1 Supported OS is Windows 10 version 1703 or later. ※2 Operational logs for Webmailing, Uploading files, and Writing on SNS cannot be acquired. ※3 IE mode of Microsoft Edge is also available. ※4 Versions that support Windows XP - 8 and Windows Server 2003 - 2003 R2 are up to version 52. ※5 Operational logs on uploading to Cloud Storage and Webmailing of OWA for Office 365 cannot be acquired with the version 52 or earlier. ※6 Firefox 53 or later is supported on Mac OS.

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Required CPU/Memory/Disk Capacity

ISM CloudOne		CPU	Memory	Disk
System Server	Manageable PCs : 1,000 Clients	Core 2 Duo E4300 or higher	2GB or more	128GB or more
	Manageable PCs : 3,000 Clients	Core 2 Duo E4300 or higher	4GB or more	256GB or more
Client (Android)		ARM-based CPU Intel processor	256MB or more (512MB or more recommended)	-
Client (iPhone, iPad)		-	-	-
Client (Windows)		Pentium 4 1GHz or higher ※1	1GB or more ※2	120MB or more (650MB or more recommended)
Client (Mac)		Intel processor	2GB or more	100MB or more (500MB or more recommended)
Remarks		※1 For Windows XP/Windows Server 2003/Windows Server 2003 R2, Pentium 3 1GHz or higher ※2 For Windows XP/Windows Server 2003/Windows Server 2003 R2, 128MB or more (256MB or more recommended)		

Operational Logs		CPU	Memory	Disk
Log Server (Log data retention period: 30 days)	Manageable PCs : 1,000 Clients	Core 2 Duo E6400 or higher	8GB or more	305GB or more
	Manageable PCs : 3,000 Clients	Core 2 Duo E6400 or higher	12GB or more	428GB or more
Client (Windows）※1		Same as ISM CloudOne Client (Windows)		
Client (Mac）※2		Same as ISM CloudOne Client (Mac)		
Remarks		※1 Operational log collection can be used by installing ISM CloudOne Windows clients. ※2 Operational log collection can be used by installing ISM CloudOne Mac clients.		

Disk Encryption	CPU	Memory	Disk
Agent (Windows)	Pentium 4 1GHz or higher	1GB or more	1GB or more
Remarks	-		

Remote Control		CPU	Memory	Disk	Network Bandwidth
RC Server ※1	Manageable PCs : 3,000 Clients	Core 2 Duo E4300 or higher	1GB or more (2GB or more recommended)	20GB or more	200 Mbps or more ※5
RC Console / RC Client		Pentium 4 1GHz or higher ※2	1GB or more ※3	200MB or more (500MB or more recommended)	2.2 Mbps or more ※4 ※5
Remarks		※1 Operational requirements when 3,000 PCs are accommodated, the communication interval from RC client is 30 seconds and the maximum number of simultaneous remote connection is 100. ※2 For Windows XP/Windows Server 2003/Windows Server 2003 R2, Pentium 3 1GHz or higher. ※3 For Windows XP/Windows Server 2003/Windows Server 2003 R2, 128MB or more (256MB or more recommended) ※4 A bandwidth of 2.2 Mbps or more must be secured in each usage environment of the RC console and RC client. ※5 When using the file transfer, additional bandwidth matched with the file size to be transferred is required. Depending on the available bandwidth and actual traffic, there may be a delay in remote control operation and file transfer.			

Quick Remote Control		CPU	Memory	Disk	Network Bandwidth
QRC Server	Manageable PCs : 20.000 Clients	Core 2 Duo E4300 or higher	4GB or more (4GB or more recommended)		10 Mbps or more ※2
TURN／STUN Server	Manageable PCs : 20.000 Clients	Core 2 Duo E4300 or higher	4GB or more (4GB or more recommended)		500 Mbps or more ※2
QRC Console/QRC Client (Windows)		Pentium 4 1GHz or higher	2GB or more (4GB or more recommended)	200MB or more (650MB or more recommended)	1 Mbps or more recommended ※1 ※2
QRC Client (Mac)		Intel processor Apple silicon	2GB or more	100MB or more (500MB or more recommended)	1 Mbps or more recommended ※2
Remarks		※1 A bandwidth of 1.0Mbps or more must be secured in the usage environment for both the QRC Console and QRC Client. ※2 The image quality and operability will vary depending on the customer's environment. When using the file transfer functionality, additional bandwidth is required according to the file size to be transferred.			

Malware Behavior Detection	CPU	Memory	Disk
EMC Server	Intel Pentium 4 or higher	2GB or more	100GB or more
CMC Server	Xeon series 4 Core or higher	8GB or more	100GB or more
Client	Intel Core 2 Duo or higher	2GB or more	1GB or more
Remarks	・Recommended system requirements For more details on the system requirements based on the number of managed devices, contact our sales department.		

Windows 10 Update Support	CPU	Memory	Disk
Client	Intel Core 2 Duo or higher	32bit OS: 2GB or more 64bit OS: 4GB or more	25GB or more free space
Remarks	System drive must be NTFS.		

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List of verified USB memory models

No.	USB Memory			Category	Drive Type	
	Manufacturer	Product Name	Model Number		Drive 1	Drive 2
1	BUFFALO	RUF3-KV Series	RUF3-KV16G-DS	Security USB Memory	Removable	Removable
2		RUF3-HSLTV ※1	RUF3-HSLTV	Security USB Memory	Removable	Removable
3		RUF3-HSL ※1	RUF3-HSL	Security USB Memory	Removable	Removable
4		RUF3-HS ※1	RUF3-HS	Security USB Memory	Removable	Removable
5		RUF3-HSTV ※1	RUF3-HSTV	Security USB Memory	Removable	Removable
6		RUF2-FHS Series	RUF2-FHS4G	Security USB Memory	Removable	Removable
7		RUF2-HSCW Series	RUF2-HSC1GW	Security USB Memory	Removable	Removable
8		RUF2-HSCTV ※1	RUF2-HSCTV	Security USB Memory	Removable	Removable
9		RUF2-HSCL Series	RUF2-HSCL-1G	Security USB Memory	Removable	Removable
10		RUF2-HSCLTVA3 ※1	RUF2-HSCLTVA3	Security USB Memory	Removable	Removable
11		SSD-PZNU3 Series ※1	SSD-PZN240U3-BK	Security Portable SSD	Removable	Local
12		HDS-PZNU3TV3 Series ※1	HDS-PZN500U3TV3	Security Portable HDD	Removable	Removable
13		HD-LXU3D Series	HD-LX1.0U3D	Security Portable HDD	CD Drive	Local
14		HDS-PXU2 Series	HDS-PX500U2J	Security Portable HDD	Removable	Local
15	I・O DATA	ED-SV4/R Series ※2	ED-SV4/4GR	Security USB Memory	Removable	Removable
16		ED-SV4 Series	ED-V4/2G - ED-V4/32G5	Security USB Memory	Removable	Removable
17		ED-V4 Series	ED-V4/2G - ED-V4/32G5	Security USB Memory	Removable	Removable
18		ED-S4 Series	ED-S4/2G - ED-S4/32G	Security USB Memory	Removable	Removable
19		ED-E4 Series	ED-E4/2G - ED-E4/32G	Security USB Memory	Removable	Removable
20		ED-SV3 Series ※1	ED-SV3/1G	Security USB Memory	Removable	Removable
21		ED-V3 Series ※1	ED-V3/1G	Security USB Memory	Removable	Removable
22		ED-S3 Series ※1	ED-S3/1G	Security USB Memory	CD Drive	Removable
23		ED-E3 Series ※1	ED-E3/1G	Security USB Memory	Removable	Removable
24		EU3-PW/R Series	EU3-PW/8GR	Security USB Memory	Removable	Removable
25		HDJA-SUTR Series	HDJA-SUT1R	Security Portable HDD	CD Drive	Local
26	ELECOM	MF-CCU31BK Series ※3	MF-CCU3116GBK	Security USB Memory	Removable	-
27		MF-MSU3BBKH Series ※3	MF-MSU3B16GBK/H	Security USB Memory	Removable	-
28		MF-TRU3 Series	MF-TRU308GBK	Security USB Memory	CD Drive	Removable
29		MF-PUVT3A Series ※1	MF-PUVT302GA1 - MF-PUVT332GA1	Security USB Memory	CD Drive	Removable
30		MF-PUVT3M Series ※1	MF-PUVT302GM1 - MF-PUVT332GM1	Security USB Memory	CD Drive	Removable
31		MF-ENU3A Series ※1	MF-ENU3A04GBK - MF-ENU3A32GBK	Security USB Memory	CD Drive	Removable
32	HAGIWARA Solutions	Password Locker4 ※1	HUD-PL302GM - HUD-PL332GM	Security USB Memory	CD Drive	Removable
33		HUD-PUVM3A Series ※1	HUD-PUVM302GA1 - HUD-PUVM332GA1	Security USB Memory	CD Drive	Removable
34		HUD-PUVM3M Series ※1	HUD-PUVM302GM1 - HUD-PUVM332GM1	Security USB Memory	CD Drive	Removable
35	Logitech	LHD-PBMU3BS Series	LHD-PBM05U3BS	Security Portable HDD	CD Drive	Removable
36		LMD-PBRUC Series	LMD-PBR240UCBK	Security Portable SSD	Local	-
37	SONY	PUPPY Series	FIU-850-C04	Security USB Memory	Removable	Removable
38	ED Contrive	Traventy 3	Traventy 3	Security USB Memory	Removable	Removable
39	Western Digital	My Passport Ultra	WDBPGC5000ABL	Security Portable HDD	CD Drive	Removable
40	imation	IronKey F150	IRONKEY-F150-2G	Security USB Memory	CD Drive	Removable
41		IronKey F200	IRONKEY-F200-2G	Security USB Memory	CD Drive	Removable

RMKS

※1 The product ID is different before and after the security removal. Please note the following when using.

When registering as a registered external storage media, the device information needs to be registered before and after the security removal, respectively.

When requesting the usage of external media, the request needs to be made before and after the security removal, respectively.

■ If any of the following conditions is satisfied, USB memory other than listed in the above can be controlled.

・The type is displayed as [Removable Disk] or USB drive on the Device Properties window.

・Located under [USB Mass Storage Device] on the Device Manager.

※2 The combination of ED-SV4/R and SUHManager (SUHM) has not been verified.

※3 When encrypting/decrypting the security USB memory using "PASS (Password Authentication Security System) X AES" made by ELECOM CO., LTD. with the said software, the operational logs of writing all files in the encrypted area to the external storage device and of the file operation will be acquired each time.

【Notes on using USB memory (*1) with security function】

・When controlling as registered external media

When using the target USB memory with security function as the registered external media, it is necessary to set control settings to [permit to write].

If the control setting is set to [read-only], the security removal may fail.

・When requesting the usage of external media

When using the USB memory with security function by requesting the usage of external media, the request must be made with [permit to write].

If the request made with [read-only] only, the security removal may fail.

・When the external media has not registered as a registered external media and a request for the usage of external media has not been made

The drive in the USB memory with security removal function must be set to [permit to write] on the external storage device control settings of ISM CloudOne.

If [permit to write] is turned off, the security removal may fail.

The drive set to [permit to write] depends on the drive type ("Drive 1" in the above table) with the security removal program.

If there is drive 2, drive 2 is the drive type for the secure area. (For details, refer to the following explanation.)

*1: USB memory with the security function that can enable reading/writing of data in the USB memory after performing the security removal program.

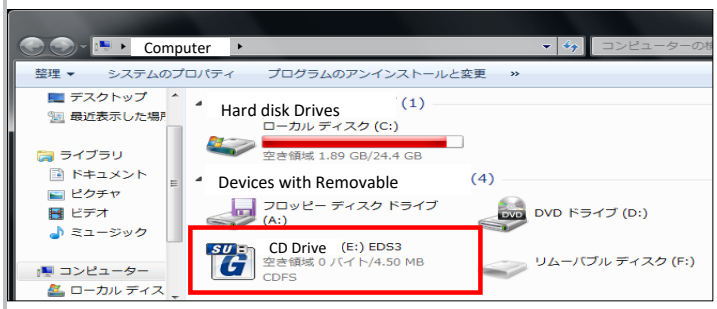
Drive Type : Drive 1	Drive where the security-unlock program is deployed	External Storage Device Control Settings
CD Drive	Handling as CD drive	Enable [permit to write] of [CD/DVD drive]
Removable	Handling as Removal drive (same as a normal writing area)	Enable [permit to write] of [Other external media]

【How to check the drive type of the USB memory】

■USB memory with security removal program in CD drive

《Windows 7》

Drive (E:) is the drive that stored the security removal program. Drive (F:) is the secured drive.



《Windows 10》

Drive (H:) is the drive that stores the security removal program. Drive (I:) is the secure drive.

■USB memory that stored the program for releasing the secure area in Removable drive

《Windows 7》

Drive (E:) is the drive that stored the security removal program. Drive (G:) is the secured drive.

《Windows 10》

Drive (I:) is the drive that stored the security removal program. Drive (H:) is the secured drive.

※ It may be displayed as "USB drive" or "Removable disk."

ISM CloudOne

List of verified Card Reader

No.	Card Reader			Drive Type
	Manufacturer	Product Name	Model Number	
1	Toshiba	dynabook V714	dynabook V714	Built in (SD card)
2	Lenovo	ThinkPad 10	ThinkPad 10	Built in (micro card)
3		ThinkPad Edge 11	ThinkPad Edge 11	Built in (SD card)
4		ThinkPad X61	ThinkPad X61	Built in (SD card)
5		ThinkPad X32	ThinkPad X32	Built in (SD card)
6		ThinkPad X200	ThinkPad X200	Built in (SD card)
7		ThinkPad X230	ThinkPad X230	Built in (SD card)
8		ThinkPad L520	ThinkPad L520	Built in (SD card)
9	ELECOM	MR3C-A010BK	MR3C-A010BK	External (SD card)
RMK	If any of the following conditions are met, card readers other than listed in the above can be controlled. ・The type is displayed as [Removable Disk] on the Device Properties window. ・Located under [USB Mass Storage Device] on the Device Manager.			