ISM CloudOne Ver 7 4i System Requirements

ISM CloudOne	SM CloudOne Ver.7.4i System Requirements																
	os	Edition	Service Pack / Version		Serve			Client	RC Console	QRC Console	URL Filtering Agent #7 #8	Disk Encryption Agent ※7 ※10 ※11	Malware Behavior Detection Agent	Windows 10/11 Update Support Agent	ISM LogAnalytics	DefenderControl	QS Malware BehaviorDetection
Linux (x86)	Red Hat Enterprise Linux 6		7 461 31011	System	Log	RC	QRC				%7 %8	※7 ※10 ※11	Agent ※7 ※11 ※33	Agent			Deliaviol Detection
Linux (x64)	Red Hat Enterprise Linux 6 Red Hat Enterprise Linux 7	- 8		•	•	•											
Android (ARM-based CPU	CentOS 7 / 5.0 ~ 14.0 %1 %40 9.0 ~ 14.0			•	•	•	•										
ios	5.0 ~ 17 ×1 ×2 ×3	×23 ×24 ×25 ×32 ×	%39 %47					•			•						
iPad OS	16 ~ 17 13 ~ 17 **1 **23 **24	*25 *26 *32 *39)								•						
Mac OS X (macOS) (Intel CPU)	16 ~ 17 10.11 ~ 14 #27 #28 #	29 %43 %44									•						
Mac OS X (macOS) (ARMCPU)	11 ~ 14 ×43 ×44							*37 • *37		*48							
Windows (x86) 349	XP ※19 ※20	Home Professional	SP3					*37 • *17 *37		 #48							
	Vista	Home Basic Home Premium	N/A SP1					**************************************									
		Business Enterprise Ultimate	SP2					*17 *37	•			*12					
	7	Home Premium Professional	N/A SP1														
		Enterprise Ultimate						*38	•			*12	•		*12		● ※12
	8	No Edition Pro Enterprise	N/A					•									
	8.1 %4	No Edition	N/A					*17 *37									
	10 ※21 ※35	Pro Enterprise	1507					*38	•			*12	•		 *12		*12
	10 #21 #35	Pro Enterprise Education	22H2														
		Business Pro for Workstations						 **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	•								
Windows (x64)	Server 2008 %5 XP %19 %20	Standard Enterprise Professional	SP1 SP2 SP2						•								
Windows (x64) #49	Vista	Home Basic	N/A					%14 %37	•								
		Home Premium Business Enterprise	SP1 SP2					*17 *37				*12					
		Ultimate						*17 *37				*12					
	7	Home Premium Professional Enterprise	N/A SP1					• ※38				*12			*12		• *12
	8	Ultimate No Edition	N/A									*12			#12		*12
		Pro Enterprise						*17 *37	•								
	8.1 ※4	No Edition Pro Enterprise	N/A					• ※38				**12	•		**12		• ※12
	10 ※21 ※35	Home Pro	1507														
		Enterprise Education Business Pro for Workstations	22H2					*18	**18	•	● ※45	*13 *16	**14	● ※30		● ※34	● ※14
	11 ※35 ※36	Home	21H2														
		Pro Enterprise Education	22H2 23H2 ※42								• ※46		• ※14	• **30	*15		*14
		Pro for Workstations									#46		*14	*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	Standard Enterprise Standard	SP1 SP2 N/A					*6 *37	•								
	Server 2008 R2	Enterprise Essentials	SP1 N/A					*6 ×37	•								
		Standard Datacenter						*6	•				•		•		
	Server 2012 R2 ※5	Essentials Standard Datacenter	N/A					• ※6	•				•				
	Server 2016	Essentials Standard Datacenter	N/A					*6									
	Server 2019	Essentials	N/A					***									
	Server 2022	Standard Datacenter Essentials	N/A					**6	•				*31		•		
		Standard Datacenter						*6	•				*31		•		
Remarks	(●): means Supported. [Bla ※1 For the list of verified s			RL.													
	https://ismcloudone.e 2 The client program cor	mpatible with iOS 7 is IS	M CloudOne Ver.4.	5.4i or later.													
	#3 The client program cor #4 Windows 8.1 Update 1 #5 The operation is not un	is supported.															
	%6 The operational logs o %7 The operation on VDI %8 Only Japanese OS is:	s not supported.	ernal storage devic	e control and writing so	ftware does not s	upport Server O	S.										
	※9 Only the latest version ※10 Available only for the	of OS Service Pack is: ISP's version of ISM CI	loudOne.														
	%11 For detailed system r %12 The editions "Home i %13 The editions "Home,"	Basic", "Home Premium	and "No Edition" o	of each OS are not sup	ported. are not supported	L											
	%14 The editions "Busines %15 The edition "Home" of	is" and "Pro for Workst f each OS is not suppor	ations" of each OS rted.	are not supported.													
	#16 Windows 10 1607 or #17 Windows clients insta #18 LTSB (2015/2016) at	alled from ISM CloudOn	e Ver.6.0.2i or earli	ot supported. er can still be used, but	new functions in	ISM CloudOne \	er.6.1i or later o	to not work on the	clients.								
	%19 The distribution cannot %20 The commands of "S	ot be performed when u ync settings" and "Send	sing the distribution dinventory" cannot	be performed on the U	ser console.												
		oft.com/product/suppor	rts/os/				ort on the follow	ing page. (availa	ole only in Japanes	1)							
	#23 In iOS 13 or later, der	vices cannot be controll an be controlled by swit	led by the policy cor ching to "Supervise	rfiguration profile unles	s switching to Sup	ervised mode (*). gs are required	for each iOS dev	ce.								
	If the iOS device is u #25 In iOS 13 or later, the	ograded from iOS 12, a location information ca	pplications can be i innot be acquired u	nless *Allow Location A	ssignment is can	elled. Cancelling	the assignmen et to "Always" in	t disables the VP Settings>Privac	function. >Location Service	ı.							
	In addition to this set #26 If Data Acquisition Co #27 If upgrading from mag	ing, in iOS 14, turn on " onsent is enabled, the o	Precise Location* o onsent sentences a	on the same window. are not displayed.													
	%28 If the notification of the %29 In macOS 10.15, if the	ne ISM client is not allow e ISM client is not allow	ed on macOS 10.1 ed in the Screen Re	5, the alert and messa ecording settings (*), th	ge notification will	not be displayed		r is the wallpaper	and menu bar only	displayed.							
	Also, the information (*) The ISM client mus #30 Home and LTSC are	of the application display st be allowed from [Secu- not supported.	yed on the desktop urity and Privacy] -	does not appear. Screen Recording in t	he standard OS *	System Preferer	ices" application	h.									
	#31 Essentials is not sup #32 In iOS 13 or later, the	ported. • MDM configuration pro	ofile cannot be insta	illed if the self-signed o	ertificate is used	on the ISM serve	r.										
	#33 English OS is suppor #34 Windows 10 1903 or #35 Azure Virtual Desktop	later is supported.															
	#36 Operation in the envir #37 [SoftwareDistribution	feature is not supporte	rd.		rity is not support	ed.											
	#38 [SoftwareDistribution] #39 Location information #40 The ISM CloudOne ap	cannot be acquired in if	Pad OS 17/ iOS 17	when Lockdown Mode		on Android 14.											
	#41 Windows 11 23H2 is #42 Windows 11 23H2 ha	s the following restrictio	ns:														
	%43 On macOS 14, web a %44 After updating from M	ac OS 12 to Mac OS 13	aired when launching 3 or later, the extern	g a website added to th	e Dock column of	Safari. (IT8229	1										
	This issue can be fixe #45 Only the Japanese ve #46 Only the Japanese ve	ed by restarting the OS. rsion of Microsoft Wind	tows 10 Home/Pro/	Pro for Workstations/E	nterprise/Educati	on editions is su	oported.										
	%47 Since iOS7, Wi-Fi MA %48 Only QRC clients are	C address cannot be o supported.	btained and display	ed on the client (app) s	ide.	ene.											
	 #49 Devices with ARM pro Japanese, Simplified Chi 	ocessors are not guaran															
	For the ISM CloudOne pa The range of support ma	ckage model, the serve y be different depending	er needs to be built g on the service pro	on your own. vider.													
	For each OS, applying the In case an operational present of the Inc.			apply the most recent	one.												

ISM CloudOne Ver.7.4i

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 quaranteed.

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 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.
	35 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	120MB or more (650MB or more recommended)	
Client (Mac)		Intel processor	2GB or more	100MB or more (500MB or more recommended)	
Remarks		X1 For Windows XP/Windows Server 2003/Windows Server 2003 R2, Pentium 3 1GHz or higher X2 For Windows XP/Windows Server 2003/Windows Server 2003 R2, 128MB or more (256MB or more recommended)			

Operation	nal Logs	CPU	Memory	Disk		
Log Server	Manageable PCs:	Core 2 Duo E6400 or higher	8GB or more	305GB or more		
(Log data retention period:	1,000 Clients					
30 days)	Manageable PCs :	Core 2 Duo E6400 or higher	12GB or more	428GB or more		
	3,000 Clients					
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
RC Console / RC Client		Pentium 4 1GHz or higher *2	1GB or more	(500MB or more recommended)	2.2 Mbps or more
Remarks		the maximum number of s 2 For Windows XP/Windows 3 For Windows XP/Windows 4 A bandwidth of 2.2 Mbps or 5 When using the file transfer	imultaneous remote connection is 100 Server 2003/Windows Server 2003 R: Server 2003/Windows Server 2003 R: r more must be secured in each usage r, additional bandwidth matched with th	•	commended) RC client. d.

Quick Remote Control		CPU	Memory	Disk	Network Bandwidth		
QRC Server	Manageable PCs :	Core 2 Duo E4300 or higher	4GB or more		10 Mbps or more		
	20,000 Clients		(4GB or more recommended)				
TURN/STUN Server	Manageable PCs :	Core 2 Duo E4300 or higher	4GB or more		500 Mbps or more ※2		
	20.000 Clients		(4GB or more recommended)				
QRC Console/QRC Client (Windows)		Pentium 4 1GHz or higher	2GB or more	200MB or more	1 Mbps or more recommended ※1		
			(4GB or more recommended)	(650MB or more recommended)	w2		
QRC Client (Mac)		Intel processor	2GB or more	100MB or more	1 Mbps or more recommended ※2		
		Apple silicon		(500MB or more recommended)			
Remarks		※1 A bandwidth of 1.0Mbps or	more must be secured in the usage e	nvironment for both the QRC Console	and QRC Client.		
		%2 The image quality and ope	rability will vary depending on the cust	omer'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	СРИ	Memory	Disk
Client		32bit OS: 2GB or more 64bit OS: 4GB or more	25GB or more free space
Remarks	System drive must be NTFS.		

ISM CloudOne

List of verified USB memory models

	of verified USB memory	USB Memory			Drive	Туре
No.	Manufacturer	Product Name	Model Number	Category	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		Local
12		HDS-PZNU3TV3 Series %1	HDS-PZN500U3TV3	Security Portable HDD	Removable	Removable
		HD-LXU3D Series	HD-LX1.0U3D	Security Portable HDD	CD Drive	Local
13		HDS-PXU2 Series	HDS-PX500U2J	Security Portable HDD		Local
14	I · O DATA	ED-SV4/R Series %2	ED-SV4/4GR	Security USB Memory	Removable	Removable
15	I O DATA	ED-SV4/R Series %2	ED-V4/2G -		Removable	Removable
16		ED-3V4 Series	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
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 X1 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.
 - ${\boldsymbol \cdot}$ 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]
	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.



ISM CloudOne

List of verified Card Reader

No.		Drive Type		
NO.	Manufacturer	Product Name	Model Number	Drive Type
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.