



Cisco Customer Voice Portal (CVP) Software Release 3.0(0) Service Release 1 Bill of Materials

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Overview

This document is the recommended Bill of Materials for Cisco Customer Voice Portal version 3.0(0) (referenced herein as “CVP”). It provides platform hardware specifications and compatible 3rd party software version requirements across the major components of the Cisco CVP platform.

Requirements for the CVP systems are listed by major component, both basic CVP nodes and corresponding options, including multi-media servers. Hardware specifications are supplied for these components.

The Cisco CVP product is, by design, highly scalable and is configured across multiple deployment and call routing scenarios. Optimal sizing and component configuration for a given deployment will vary based on a number of factors, including agent capacity, call rate and call flow model(s), and other factors. Cisco strongly recommends consultation with your Cisco Certified Partner or with Cisco World Wide Voice Practice / Advanced Services prior to specific deployment selection.

The hardware specifications supplied herein for CPU processor power, memory and disk storage requirements, and related parameters represent systems minimally configured for adequate performance in the given size category. As specified, such systems will afford a margin for reasonable incremental growth within the bounds of that category. While it is likely that lower capacity hardware would provide adequate performance in many scenarios, the specifications as stated are those on which the CVP product is qualified by Cisco prior to release.

Note: Using hardware with higher performance than recommended does not necessarily result in greater call handling capacity.

About the CVP 3.0 BOM

The software versions referenced in this Bill of Materials represents the current supported versions for the CVP 3.0 solution. However, Cisco will continue to support customers who deployed ISN systems using earlier supported versions.

Information regarding previous supported versions can be found in the Bill of Materials for Cisco Enterprise Contact Routing-- Release 5.0(0) at: <http://www.cisco.com/univercd/cc/td/doc/product/icm/ccubom/ccubom.pdf> or in the CVP Tech Reference, which can be found by clicking "Product specifications" at <http://www.in.cisco.com/voice/products/cvp.shtml>.

Newly Supported

Customer Voice Portal 3.0 Service Release 1 adds compatibility with the following hardware and software:

IPCC Version 5.0

CCM Version 3.3 (for IPCC Version 5.0)

Cisco Media Convergence Servers

Supplied hardware options include the Cisco Media Convergence Servers (MCS) platform, a Cisco supplied and qualified server platform built using components from several leading server hardware vendors. The available MCS platform for CVP 3.0 at this writing is the 7845-H1-3.0-CCI. The BOM provides a mapping of CVP component server requirements to the appropriate MCS model across the configuration range.

The Cisco Media Convergence Server (MCS) Network Teaming Driver is not supported with CVP 3.0.

More information on Cisco 7800 Series Media Convergence Servers may be found at the following Cisco.com link: <http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>

3rd Party Software Requirements

Node	All Nodes
Software	<p>Remote Administration:</p> <p>Symantec pcANYWHERE 11.0 RealVNC 4.0 Windows Terminal Services (server administration only – no Application GUI access)</p> <p>Virus protection:</p> <p>McAfee VirusScan Enterprise 8.0i Symantec AntiVirus Corporate Edition 9.0 Trend 5.5.8</p> <p>Microsoft Internet Explorer 6.0 Service Pack 1 (minimum)</p> <p>Intrusion Prevention System: Cisco Security Agent for Cisco Customer Voice Portal: http://www.cisco.com/kobayashi/sw-center/contact_center/csa/ (Note: CSA is not supported for Terminal Services)</p> <p>Optional:</p> <p>WinZIP Adobe Acrobat Reader</p>

Hardware/Software Requirements

CVP Application Server/CVP Voice Browsers

Node	CVP Application Server/CVP Voice Browser
Cisco Media Convergence Servers (MCS)	MCS-7845-H1-3.0-CC1 Note: The MCS hardware is an option. Equivalent or faster servers from HP are also supported.
Minimum Recommended Hardware	2 x 2.6GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 10/100/1000 Ethernet ports
Operating System	Microsoft Windows 2000 Server with Service Pack 4 Note: Microsoft provides as an option the Integrated Service pack that simultaneously installs the operating system and SP4. Cisco does not support the Integrated Service Pack method. Apply SP4 only after Windows 2000 Server has been installed. Cisco IP Telephony (IPT) Operating System 2000.2.7 with the most up-to-date SR applied (supported only on the MCS and the HP equivalent machines). Note: To apply the latest Operating System Service Upgrade Release, go to http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des
Additional Items	Application Server machines require the Windows 2000 Internet Information Admin Service (IIS), World Wide Web Publishing Services and SNMP (Simple Network Management Protocol).

CVP VoiceXML Server (optional)

Node	CVP VoiceXML Server
Cisco Media Convergence Servers (MCS)	MCS-7845-H1-3.0-CC1 Note: The MCS hardware is an option. Equivalent or faster servers from HP are also supported.
Minimum Recommended Hardware	2 x 2.6GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 10/100/1000 Ethernet ports
Operating System	Microsoft Windows 2000 Server with Service Pack 4 Cisco IP Telephony (IPT) Operating System 2000.2.7 with the most up-to-date SR applied (supported only on the MCS and the HP equivalent machines). Note: To apply the latest Operating System Service Upgrade Release, go to http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des
Additional Items	Cisco supports only the Apache Tomcat Java Application Server for CVP VoiceXML Server. SNMP is optional for logging and reporting.

CVP VoiceXML Studio (optional)

Node	CVP VoiceXML Studio
Minimum Recommended Hardware	800 MHz Intel Pentium III (or equivalent) 256 MB minimum memory, 512 MB recommended 100 MB minimum free hard disk space, 2 GB recommended 1024 x 768 minimum display
Operating System	Microsoft Windows 2000 Server with Service Pack 4

Media Server (optional)

Node	Media Server
Minimum Recommended Hardware	Use vendor recommended hardware.
Additional information	<p>A minimum of 10MB should be available for CVP system media files (Cisco-provided .wav files of numbers, days, months, currency types, etc. in English, and Latin American Spanish). Note: Any additional media files will require additional space.</p> <p>To maximize Voice Browser and Application Server performance, do not install the Media Server on the same machine as the Voice Browser and/or Application Server. Note: This restriction applies to the Comprehensive and Advanced Speech deployment models. If you are using the Queue and Transfer deployment model, you may install the Media Server on the same machine as the Voice Browser and/or Application Server. For more information about the CVP deployment models, refer to the <i>Cisco Customer Voice Portal (CVP) Release 3.0 Product Description</i>.</p>

ASR/TTS Server (optional)

	ASR/TTS Server
Recommended Hardware	Use vendor recommended hardware.
Recommended Software	<p>Scansoft: OSMS 2.0.4 (ASR and TTS) OSR 2.0.9 (ASR) Speechify 3.0.1 (TTS)</p> <p>Nuance: Nuance MRCP 1.0.0 SP8B or later SP (ASR) Nuance Vocalizer 3.0.8 (MRCP variant) SP031031 or later SP (TTS)</p>

SDDSN (optional)

Node	SDDSN Machine
Cisco Media Convergence Servers (MCS)	MCS-7825H-3.0-CC1 Note: MCS class machines are not required to host SDDSN. However, using a MCS machine allows approximately 50 connections to SDDSN clients, such as the CVP Application Server and the CVP Voice Browser.
Recommended Hardware	2.6GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 10/100/1000 Ethernet ports Note: This level of hardware is not required to host SDDSN. However, using this hardware allows approximately 50 connections to SDDSN clients, such as the CVP Application Server and the CVP Voice Browser
Operating System	SDDSN machines should have Microsoft Windows 2000 pre-installed. These machines also must have the SNMP services, which is no longer loaded by default with SP3.

Cisco Content Services Switch (CSS) (optional)

Node	CSS Machine
Minimum Recommended Hardware	Cisco CSS 11500 series
Recommended Software	WebNS 7.30

Cisco Gateways

Gateways																					
Hardware options	17xx 28xx 36xx 37xx 38xx 5350* 5400 HPX 5850eRSC * The XM series is not supported.																				
Software options	<table border="1"> <thead> <tr> <th>Hardware Model</th> <th>Version¹</th> <th>Example Supported Version</th> <th>Software Feature Set</th> </tr> </thead> <tbody> <tr> <td>5350</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>IPPLUS</td> </tr> <tr> <td>5400 HPX</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>IPPLUS</td> </tr> <tr> <td>5850eRSC</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>ERSC Service Provider Plus</td> </tr> <tr> <td>17xx 28xx 36xx 37xx 38xx</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>IPVOICE</td> </tr> </tbody> </table>	Hardware Model	Version ¹	Example Supported Version	Software Feature Set	5350	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	IPPLUS	5400 HPX	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	IPPLUS	5850eRSC	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	ERSC Service Provider Plus	17xx 28xx 36xx 37xx 38xx	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	IPVOICE
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1. An upgrade to an IOS version that is not explicitly stated in this Hardware and System Software Specification requires approval from CVP engineering.

Cisco Gatekeepers

Gatekeepers																					
Hardware options	2xxx 3xxx																				
Software options	<table border="1"> <thead> <tr> <th>Hardware Model</th> <th>Version</th> <th>Example Supported Version</th> <th>Software Feature Set</th> <th>Software Feature License</th> </tr> </thead> <tbody> <tr> <td>28xx</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES</td> <td>Cisco 28xx Integrated VoiceVideo License: Gatekeeper IPIP GW</td> </tr> <tr> <td>38xx</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>Cisco 328xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 328xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES</td> <td>Cisco 328xx Integrated VoiceVideo License: Gatekeeper IPIP GW</td> </tr> <tr> <td>2xxx 3xxx</td> <td>IOS 12.3(11)T4 (or later T)</td> <td>IOS 12.3(11)T6</td> <td>IP/H323</td> <td></td> </tr> </tbody> </table>	Hardware Model	Version	Example Supported Version	Software Feature Set	Software Feature License	28xx	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES	Cisco 28xx Integrated VoiceVideo License: Gatekeeper IPIP GW	38xx	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	Cisco 328xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 328xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES	Cisco 328xx Integrated VoiceVideo License: Gatekeeper IPIP GW	2xxx 3xxx	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	IP/H323	
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2xxx 3xxx	IOS 12.3(11)T4 (or later T)	IOS 12.3(11)T6	IP/H323																		

Cisco IPCC

IPCC	
IPCC versions that are compatible with CVP 3.0	ICM 7.0 or higher SR ICM 6.0 SR1 or higher SR ICM 5.0 SR8 or higher SR Note: All version must be installed with the latest Service Release
Additional Information	If Cisco CallManager is to be part of the configuration, refer to the following CallManager table for version requirements.

Cisco CallManager

Cisco CallManager	
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	Cisco CallManager
Cisco CallManager versions that are compatible with CVP 3.0	(For IPCC version 7.0) CCM 4.1(3) or later service release/JTAPI Client 2.1(3.3) or later service release (For IPCC version 6.0) CCM 4.0 (2a)es15 or later service release/JTAPI Client 2.0(2.7) or later service release (For IPCC Version 5.0) CCM 3.3(5) or later service release/JTAPI Client 1.4(5.6) or later service release

Cisco IP Phone

	Cisco IP Phone
Hardware options	Cisco 7960 Cisco 7940
Software options	Skinnny image