



Hardware and System Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 4.0(1), Release 4.0(1) SR 1, Release 4.0(2)

Revision 1.14
Last Updated: June 2008

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 4.0(1), Release 4.0(1) SR 1, Release 4.0(2)

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0805R)Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 4.0(2)

Copyright © 2007 - 2008, Cisco Systems, Inc.

All rights reserved

Contents

Contents.....	3
Overview	4
Cisco Media Convergence Servers	4
Unified Cisco Voice Portal Hardware in a Lab Environment	4
Hardware and Software Requirements.....	6
Supported Third Party Software.....	6
Unified CVP Solution Components.....	6
Unified CVP Call Server	6
Unified CVP VoiceXML Server (Optional).....	7
Unified CVP Reporting Server (Optional).....	8
Unified CVP Operations Server	10
Unified CVP VoiceXML Studio (Optional)	10
Media Server (Optional)	11
Automatic Speech Recognition (ASR)/Text-to-Speech (TTS) Server (Optional).....	11
Cisco Content Services Switch (CSS) (Optional).....	11
Cisco Gateways.....	12
Cisco Gatekeepers.....	13
Cisco Unified Presence Server (CUPS).....	14
Cisco Unified Contact Center – Enterprise, Hosted / Cisco Unified Communications Manager.....	14
Cisco Unified Intelligent Contact Management – Enterprise, Hosted	14
Cisco IP Phone.....	14
Cisco PGW 2200 Softswitch	14
Cisco Tools.....	15

Overview

This document is the recommended Hardware and Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 4.0. It provides platform hardware specifications and compatible third party software version requirements across the major components of the Unified CVP solution.

Requirements for the Unified CVP components are listed by major component, including Unified CVP components and non-Unified CVP components that are part of the Unified CVP solution. Hardware and software specifications are supplied for these components.

The Unified 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 Unified 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.

CAUTION: Use of products not specified in this document may adversely impact system performance.

The software versions referenced in this document represent the current supported versions for the Unified CVP 4.0 solution components. However, Cisco will continue to support customers who deployed ISN or Unified CVP systems using earlier supported versions. Information regarding previous supported versions can be found at http://www.cisco.com/en/US/products/sw/custcosw/ps1006/prod_technical_reference_list.html.

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 platforms for Unified CVP 4.0 are the MCS-7845-H2-CCE1 [replacing MCS-7845-H1-3.0-CC1] (Hewlett-Packard) and MCS-7845-I2-CCE1 [replacing MCS-7845-I1-CC1] (IBM). If using one of the IBM servers, you must execute the IBM-NicNameX.exe utility, which can be downloaded from <http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des>. This document provides a mapping of Unified 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.

Note: The Cisco MCS-7825-H2 is not qualified for use with Cisco Unity voice cards for traditional private-branch-exchange (PBX) integrations.

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>

Unified Cisco Voice Portal Hardware in a Lab Environment

Cisco has rigorously tested Unified CVP utilizing the hardware as specified in the current document and requires that customers use the specified equipment in a production environment.

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 4.0(1), Release 4.0(1) SR 1, Release 4.0(2)

Customers who desire to utilize other hardware or software combinations, such as VMware and lower capacity processors for lab environments, may use such configurations to test software functionality providing they recognize that Cisco makes no claims regarding performance or availability of the software when operating in this environment.

Hardware and Software Requirements

Supported Third Party Software

Type	Product
Remote Administration:	Symantec pcAnywhere 11.5 RealVNC 4.0 Windows Terminal Services (server administration only – no Application GUI access)
Virus protection:	McAfee VirusScan Enterprise 8.0i Symantec AntiVirus Corporate Edition 9.0 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58
Web browser:	Microsoft Internet Explorer 6.0 SP 1 and 7.0 Microsoft Internet Explorer 6.0 SP 2 and 7.0 [as of CVP 4.0(2)]
Optional:	WinZIP Adobe Acrobat Reader

Unified CVP Solution Components

Unified CVP Call Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H1-3.0-CC1, now replaced by MCS-7845-H2-CCE1 MCS-7845-I1-CC1, now replaced by MCS-7845-I2-CCE1 Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported. Note: If using MCS-7845-I1-CC1 or MCS-7845-I2-CCE1, you must execute the IBM-NicNameX.exe utility, which can be downloaded from http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des .
Minimum Required Hardware	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 Note: To apply the latest Operating System Service Upgrade Release, go to Microsoft's upgrade web site.
Additional Items	Unified CVP Call Server machines require SNMP (Simple Network Management Protocol).

Unified CVP VoiceXML Server (Optional)

Category	Requirements
Cisco Media Convergence Servers (MCS)	<p>MCS-7845-H1-3.0-CC1, now replaced by MCS-7845-H2-CCE1 MCS-7845-I1-CC1, now replaced by MCS-7845-I2-CCE1</p> <p>Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.</p> <p>Note: If using MCS-7845-I1-CC1 or MCS-7845-I2-CCE1, you must execute the IBM-NicNameX.exe utility, which can be downloaded from http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des.</p>
Minimum Required Hardware [Microsoft Windows]	<p>2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 100/1000 Ethernet ports</p>
Minimum Required Hardware [AIX]	<p>p5-52A 4-way 1.5GHz SMP Server 4GB Memory 2 x 73.4GB Internal UltraSCSI Disks 1 Graphics Adapter GXT135P 1 Integrated Dual-Port 10/100/1000 Ethernet 2 64-bit Gigabit Fiber Channel Adapters 4.7GB DVD-RAM Drive, Redundant Power Supplies, Cables, Rack Mount Kit and Bezel</p>
Operating System	<p>Microsoft Windows 2003 Server with SP 2 or R2</p> <p>Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.</p> <p>or</p> <p>AIX version 5.3</p>
Additional Supported Items [Microsoft Windows]	<p>Apache:</p> <ul style="list-style-type: none"> Tomcat Java Application Server version 5.5 Sun Java Runtime Environment 1.5 <p>IBM:</p> <ul style="list-style-type: none"> WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5 <p>Unified CVP VoiceXML Server machines require SNMP (Simple Network Management Protocol).</p>
Additional Supported Items [AIX]	<p>IBM:</p> <ul style="list-style-type: none"> WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5 <p>Unified CVP VoiceXML Server machines require SNMP (Simple Network Management Protocol).</p>
Restriction	<p>Although supported third-party virus scan software can be enabled on the VoiceXML Server, full fixed disk virus scans should take place either offline while calls have been diverted to a different system (preferred), or during a period of low call volume. Do not run a full fixed disk scan while the VoiceXML Server is under load.</p>

Unified CVP Reporting Server (Optional)

Category	Requirements
Cisco Media Convergence Servers (MCS)	<p>MCS-7845-H1-3.0-CC1, now replaced by MCS-7845-H2-CCE1 MCS-7845-I1-CC1, now replaced by MCS-7845-I2-CCE1</p> <p>Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.</p> <p>Note: If using MCS-7845-I1-CC1 or MCS-7845-I2-CCE1, you must execute the IBM-NicNameX.exe utility, which can be downloaded from http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des.</p>
Minimum Required Hardware (Lab System Only)	<p>2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 200+GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 100/1000 Ethernet ports</p>
Medium-Size Database (50GB) Hardware	<p>MCS 7845-H1 or MCS 7845-I1 machine Two Xeon CPU (3.4 GHz) 4 GB PC2-3200 400 MHz DDR2 RAM Two 72.8 GB 15K Ultra320 SCSI Disks, RAID level 1 for C:\ drive Four 146.8 GB 15K SCSI disks, RAID level 10, for E:\ drive</p> <p>or</p> <p>MCS 7845-H2 or MCS 7845-I2 machine Two Intel Xeon Dual-core 2.33 GHz CPU 4 GB PC2-5300 667 MHz DDR2 RAM Two 72 GB SAS disks, RAID level 1 for C:\ drive Four 146 GB SAS disks, RAID level 10, for E:\ drive</p> <p>or</p> <p>A machine equivalent or better than a 7845-H1. It must have 2+ CPU (Xeon 3.4 GHz or better), 4+ GB 400MHz DDR2 RAM or better. And two 72+ GB disks with raid 1 (mirroring) for C:\ drive. Four 146 GB disks with Raid 10 (both mirroring and striping) for E:\ drive.</p> <p>The minimum free disk space requirement for a medium-size (50GB) database is 250GB.</p>
Large-Size Database (100GB) Hardware [as of CVP 4.0(2)]	<p>MCS 7845-H2 or MCS 7845-I2 machine Two Intel Xeon Dual-core 2.33 GHz CPU 4 GB PC2-5300 667 MHz DDR2 RAM Two 72 GB SAS disks, RAID level 1 for C:\ drive Six 146 GB SAS disks, RAID level 10, for E:\ drive</p> <p>or</p> <p>A machine equivalent or better than a 7845-H2. It must have 2+ CPU (Xeon Dual-core 2.33 GHz or better), 4+ GB PC2-5300 667 MHz DDR2 RAM or better. And two 72+ GB disks with raid 1 (mirroring) for C:\ drive. Six 146 GB disks with Raid 10 (both mirroring and striping) for E:\ drive.</p> <p>The minimum free disk space requirement for a large-size database (100GB) is 375GB.</p>

Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 4.0(1), Release 4.0(1) SR 1, Release 4.0(2)

Category	Requirements
Operating System	<p>Microsoft Windows 2003 Server with SP 2 or R2</p> <p>Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.</p> <p>The following Windows 2003 hotfixes must be downloaded from Microsoft and installed on medium or larger Reporting Servers before installing Unified CVP:</p> <p>http://support.microsoft.com/kb/912570/</p> <p>http://support.microsoft.com/kb/913409/en-us</p> <p>http://support.microsoft.com/kb/873453/en-us</p>
Database	Informix 10.00.TC5W4
Additional Items	Unified CVP Reporting Server machines require SNMP (Simple Network Management Protocol).

Unified CVP Operations Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H1-3.0-CC1, MCS-7845-I1-CC1, MCS-7845-H2-3.0-CCE1, MCS-7845-I2-CCE1, MCS-7835-H2-CCE1, MCS-7825-H2-CCE1 Note: The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported. Note: If using MCS-7845-I1-CC1 or MCS-7845-I2-CCE1, you must execute the IBM-NicNameX.exe utility, which can be downloaded from http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des .
Minimum Required Hardware	3.4GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal CD-ROM or DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.
Additional Items	Unified CVP Operations Server machines require SNMP (Simple Network Management Protocol).

Unified CVP VoiceXML Studio (Optional)

Category	Requirements
Minimum Required Hardware	Windows compatible
Operating System	Microsoft Windows XP with SP 2
Restrictions	Unified CVP VoiceXML Studio is not supported with CSA.

Media Server (Optional)

Category	Requirements
Minimum Recommended Hardware	Use vendor recommended hardware.
Additional information	<p>A minimum of 10MB should be available for Unified CVP system media files (Cisco-provided .wav files of numbers, days, months, currency types, etc. in English, and Latin American Spanish).</p> <p>Note: Any additional media files will require additional space.</p> <p>Media Server can co-reside with the Call Server, VXML Server, or a combination of both on the same physical machine. See the <i>Solution Reference Network Design (SRND) for Cisco Unified Customer Voice Portal, Release 4.0</i> for further information.</p>

Automatic Speech Recognition (ASR)/Text-to-Speech (TTS) Server (Optional)

This section provides information on vendors and software versions that have had extensive interoperability testing between CVP and ASR/TTS products. These tests exercised system functionality but not ASR/TTS product availability or sizing. For availability and sizing data on ASR/TTS servers, contact the vendor or their recommended partners.

Category	Requirements
Minimum Recommended Hardware	Use vendor recommended hardware.
Minimum Recommended Software	<p>Nuance:</p> <ul style="list-style-type: none"> Nuance Speech Server 5.0.1, Nuance Recognizer 9.0.0, RealSpeak 4.5.0 [as of CVP 4.0(2)] Nuance SWMS 3.1.13, OSR 3.0.12, RealSpeak 4.0.12 [as of CVP 4.0(2)] Nuance SWMS 3.1.13, OSR 3.0.9, RealSpeak 4.0.10 Nuance MRCP 1.0.0 SP10 (includes Nuance 8.5 SP050930) and Vocalizer 4.0.6 <p>IBM:</p> <ul style="list-style-type: none"> WebSphere Voice Server 5.1.3 <p>Note: Support of the IBM Websphere Voice Server speech recognition product (version 5.1.3) was discontinued in May 2007, and support for this third-party product is not included as of Release 4.1 of Unified CVP.</p>
Operating System	Use vendor-recommended operating system software.
Additional Items	On Windows platforms, ASR/TTS servers require SNMP (Simple Network Management Protocol).

Cisco Content Services Switch (CSS) (Optional)

Category	Requirements
Minimum Recommended Hardware	Cisco CSS 11500 series
Minimum Recommended Software	WebNS 7.5x

Cisco Gateways

Category	Requirements																	
Hardware Options	28xx, 37xx, 38xx, AS5400 HPX, AS5350XM, AS5400XM, AS5850eRSC AS5350XM with AS5X-FC High Density Voice Cards, AS5400XM with AS5X-FC High Density Voice Cards																	
Software Options	<table border="1"> <thead> <tr> <th data-bbox="415 558 646 590">Hardware Model</th> <th data-bbox="651 558 1057 590">Version</th> <th data-bbox="1062 558 1468 590">Software Feature Set</th> </tr> </thead> <tbody> <tr> <td data-bbox="415 596 646 716">AS5400 HPX</td> <td data-bbox="651 596 1057 716"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)] </td> <td data-bbox="1062 596 1468 716">IPPLUS</td> </tr> <tr> <td data-bbox="415 722 646 842">AS5850eRSC</td> <td data-bbox="651 722 1057 842"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)] </td> <td data-bbox="1062 722 1468 842">ERSC Service Provider Plus</td> </tr> <tr> <td data-bbox="415 848 646 1335">28xx, 37xx, 38xx</td> <td data-bbox="651 848 1057 1335"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)] </td> <td data-bbox="1062 848 1468 1335"> Advanced Enterprise Services Advanced IP Services (partial list of crypto images included) c2800nm-advipservicesk9 c2801-adventerprisek9 c3725-adventerprisek9-mz c3745-advipservicesk9-mz c3845-adventerprisek c5350-ik9s-mz c5350-jk9s-mz c5400-ik9s-mz c5400-jk9s-mz </td> </tr> <tr> <td data-bbox="415 1341 646 1453">AS5350XM, AS5400XM</td> <td data-bbox="651 1341 1057 1453"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)] </td> <td data-bbox="1062 1341 1468 1453">IPPLUS</td> </tr> </tbody> </table>			Hardware Model	Version	Software Feature Set	AS5400 HPX	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	IPPLUS	AS5850eRSC	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	ERSC Service Provider Plus	28xx, 37xx, 38xx	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Advanced Enterprise Services Advanced IP Services (partial list of crypto images included) c2800nm-advipservicesk9 c2801-adventerprisek9 c3725-adventerprisek9-mz c3745-advipservicesk9-mz c3845-adventerprisek c5350-ik9s-mz c5350-jk9s-mz c5400-ik9s-mz c5400-jk9s-mz	AS5350XM, AS5400XM	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	IPPLUS
Hardware Model	Version	Software Feature Set																
AS5400 HPX	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	IPPLUS																
AS5850eRSC	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	ERSC Service Provider Plus																
28xx, 37xx, 38xx	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Advanced Enterprise Services Advanced IP Services (partial list of crypto images included) c2800nm-advipservicesk9 c2801-adventerprisek9 c3725-adventerprisek9-mz c3745-advipservicesk9-mz c3845-adventerprisek c5350-ik9s-mz c5350-jk9s-mz c5400-ik9s-mz c5400-jk9s-mz																
AS5350XM, AS5400XM	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	IPPLUS																

Cisco Gatekeepers

Category	Requirements			
Hardware Options	28xx, 38xx, 7200, 7301			
Software Options	Hardware Model	Version	Software Feature Set	Software Feature License
	28xx	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES	Cisco 28xx Integrated VoiceVideo License: Gatekeeper IPIP GW
	38xx	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES	Cisco 38xx Integrated VoiceVideo License: Gatekeeper IPIP GW
	7200 series (7200, 7200-NPE-G2)	IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Advanced Enterprise Services (high performance gatekeeper, H.323 Gatekeeper functionality for IP to IP gateway)	Cisco 7200 series Gatekeeper functionality license; for example, c7200-adventerprisek9-mz.124-15.T1.bin
	7301	IOS 12.4(15)T1 IOS 12.4.(15)T4 or later T [as of CVP 4.0(2)]	Advanced Enterprise Services (high performance gatekeeper, H.323 Gatekeeper functionality for IP to IP gateway)	Cisco 7301 Gatekeeper functionality license; for example, c7301-adventerprisek9-mz.124-15.T1.bin

Cisco Unified Presence Server (CUPS)

Category	Requirements
Minimum Recommended Software	CUPS 1.0.3 or higher SR [up to Unified CallManager 5.1] CUPS 6.0.1 or higher SR [as of Unified Callmanager 6.0]

Cisco Unified Contact Center – Enterprise, Hosted / Cisco Unified Communications Manager

Cisco Unified CCE/CCH	Cisco Unified Communications Manager
7.2(1) and later service releases	5.1(1), 6.0(1), 6.1 or later service releases [as of CVP 4.0(2)]
7.1(2) and later service releases	4.1(3), 4.2(1), 5.0(4), 5.1(1) or later service releases [as of CVP 4.0(2)]
7.0(4) and later service releases	4.1(3), 4.2(1), 5.0(4) or later service releases

Cisco Unified Intelligent Contact Management – Enterprise, Hosted

	Cisco Unified Intelligent Contact Management
	ICM 7.1(2), 7.0(4) ICM 7.1(3), 7.2(1) [as of CVP 4.0(2)] Note: These are the minimum supported service releases, but all versions should be installed with the latest service release.

Cisco IP Phone

Category	Compatible Versions
Hardware options	SIP: Cisco 7960, 7970 SCCP: Cisco 7940, 7960, 7970
Software options	Skinny image

Cisco PGW 2200 Softswitch

Compatible Versions
Cisco PGW 2200 Softswitch version 9.5(2)/HSI version 4.2 and later versions

Cisco Tools

Category	Requirements
Support Tools	<p>2.1(1)</p> <p>Support Tools are required for Unified CVP to set tracing and log collection. Support Tools cannot be installed on the same machine with Unified CVP software. For Support Tools hardware/software requirements see the <i>Hardware & System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise & Hosted Editions, Releases 7.0(0) & 7.1(x)</i>.</p>
Cisco Security Agent for Cisco Unified Customer Voice Portal	<p>CSA engine version 4.5 [required version for CVP 4.0(1)] CSA engine version 5.2 [required version for CVP 4.0(2)]</p> <p>Cisco Security Agent is an intrusion prevention system. The global link for CSA is: http://tools.cisco.com/support/downloads/go/PlatformList.x?sftType=Cisco%20Security%20Agent%20for%20Speech%20Self%20Service&mdfid=270563413&treeName=Customer%20Contact&mdfLevel=null&url=null&modelName=Cisco%20Unified%20Customer%20Voice%20Portal&isPlatform=N&treeMdfId=268439682</p> <p>Log in and then choose the version of CVP for which you need the CSA.</p> <p>Note: CSA is not supported for Terminal Services</p> <p>While use of CSA is optional, it is highly recommended.</p>