



Hardware and System Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 4.1(1)

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Overview

This document is the recommended Hardware and Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 4.1. 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 4.1 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 4.1 are the MCS-7845-H2-CC1 [replacing MCS-7845-H1-3.0-CC1] (Hewlett-Packard) and MCS-7845-I2-CC1 [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.

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.

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 8.5i 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
Optional:	WinZIP

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 DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server SP 2 or R2 (32 bit) 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 VXML 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 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 (32 bit)</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
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
Restriction	<p>Although supported third-party virus scan software can be enabled on the VXML 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 VXML Server is under load.</p>
Additional Items	<p>On Windows platforms, VXML Servers require SNMP (Simple Network Management Protocol).</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 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 stripping) for E:\ drive.</p> <p>The minimum free disk space requirement for a medium-size (50GB) database is 250 GB.</p>
Large-Size Database (100GB) Hardware	<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 stripping) for E:\ drive.</p> <p>The minimum free disk space requirement for a large-size (100GB) database is 375 GB.</p>
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32 bit)
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)	<p>MCS-7825-H2-CCE1 or greater.</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	<p>3.4GHz or greater Intel "Xeon" class processors</p> <p>2048+ MB RAM</p> <p>18.2+ GB usable disk space</p> <p>Internal DVD-ROM drive</p> <p>1 x 100/1000 Ethernet ports</p>
Operating System	<p>Microsoft Windows 2003 Server with SP 2 or R2 (32 bit)</p> <p>Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.</p>
Additional Items	<p>Unified CVP Operations Server machines require SNMP (Simple Network Management Protocol).</p>

Unified Call Studio (Optional)

Category	Requirements
Minimum Required Hardware	Windows compatible
Operating System	<p>Microsoft Windows XP with SP 2</p> <p>Microsoft Windows Vista</p>
Restrictions	Unified Call 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 Nuance SWMS 3.1.13, OSR 3.0.12, RealSpeak 4.0.12 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
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="412 529 657 562">Hardware Model</th> <th data-bbox="662 529 1057 562">Version</th> <th data-bbox="1062 529 1468 562">Software Feature Set</th> </tr> </thead> <tbody> <tr> <td data-bbox="412 569 657 659">AS5400 HPX</td> <td data-bbox="662 569 1057 659"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T </td> <td data-bbox="1062 569 1468 659">IPPLUS</td> </tr> <tr> <td data-bbox="412 665 657 756">AS5850eRSC</td> <td data-bbox="662 665 1057 756"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T </td> <td data-bbox="1062 665 1468 756">ERSC Service Provider Plus</td> </tr> <tr> <td data-bbox="412 762 657 1247">28xx, 37xx, 38xx</td> <td data-bbox="662 762 1057 1247"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T </td> <td data-bbox="1062 762 1468 1247"> 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="412 1253 657 1344">AS5350XM, AS5400XM</td> <td data-bbox="662 1253 1057 1344"> IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T </td> <td data-bbox="1062 1253 1468 1344">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	IPPLUS	AS5850eRSC	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T	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	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	IPPLUS
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AS5350XM, AS5400XM	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T	IPPLUS																
Additional Information	VXML 2.1 gateway adapters require support for VXML 2.1 features in the IOS gateway, and therefore are compatible with IOS 12.4(15)T1 and 12.4(15)T4 or later T, not IOS 12.4(6)XT.																	

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	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 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T	Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES	Cisco 38xx Integrated VoiceVideo License: Gatekeeper IPIP GW
	7200	IOS 12.4(6)XT IOS 12.4(15)T1 IOS 12.4(15)T4 or later T	Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW OR Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIPGW, TDMIP GW AES	Cisco 38xx Integrated VoiceVideo License: Gatekeeper IPIP GW
	7301	IOS 12.4(15)T1 IOS 12.4(15)T4 or later T	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 (CUP)

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

Compatible Version
For compatibility information for Cisco Unified Contact Center Enterprise, see the “Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide” at http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/products_device_support_tables_list.html

Cisco IP Phone

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

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, refer to the <i>Hardware & System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise & Hosted Editions, Releases 7.0(0) & 7.1(x)</i>, which can be found at: http://www.ciscosystems.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html.</p>
Cisco Security Agent for Cisco Unified Customer Voice Portal	<p>CSA engine version 5.2</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>