



# Hardware and System Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 7.0(1)

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## Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 7.0(1)

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## Overview

This document is the recommended Hardware and Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 7.0. It provides platform hardware specifications and compatible third party software version requirements across the major components of the Unified CVP solution.

The Unified CVP product is scalable by design. 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 processing power, memory, disk storage and related parameters represent the system's minimum hardware requirements. 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 7.0 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](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 7.0 are the MCS-7845-H2-CCE1 (Hewlett-Packard) and MCS-7845-I2-CCE1 (IBM). 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.

## Updated Information in this Document

This document updates the previous version with the following changes:

Revision	Section Title	Notes
1.22	Unified CVP Call Server Unified CVP VXML Server Unified CVP Reporting Server Unified CVP Operations Server Unified CVP Video Media Server	Changed references to Microsoft Windows 2003 Server SP 2 or R2 to indicate that 32-bit installations are supported.

## 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 2 and 7.0
Optional:	WinZIP Adobe Acrobat Reader

## Unified CVP Solution Components

### Unified CVP Call Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1 <b>Note:</b> The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit) <b>Note:</b> To apply the latest Operating System Service Upgrade Release, go to Microsoft's upgrade web site.
Additional Items	Unified CVP Call Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

### Unified CVP VXML Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1 <b>Note:</b> The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware [Microsoft Windows]	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Minimum Required Hardware [AIX]	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

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Category	Requirements
Operating System	<p>Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)</p> <p><b>Note:</b> 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>IBM:</p> <p>WebSphere Application Server 6.1 (32-bit version)</p> <p>IBM Java Runtime Environment 1.5</p>
Additional Supported Items [AIX]	<p>IBM:</p> <p>WebSphere Application Server 6.1 (32-bit version)</p> <p>IBM Java Runtime Environment 1.5</p> <p>Unified CVP VXML Server machines require SNMP (Simple Network Management Protocol).</p>
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 requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.</p>

## Unified CVP Reporting Server (Optional)

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1 <b>Note:</b> The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware (Lab System Only)	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
Medium-Size Database (50GB) Hardware	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  or 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  or 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.  The minimum free disk space requirement for a medium-size (50GB) database is 250GB.
Large-Size Database (100GB) Hardware	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  or 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.  The minimum free disk space requirement for a large-size database (100GB) is 375GB.
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 requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

## 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  <b>Note:</b> The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	3.4GHz or greater Intel "Xeon" class processors 2048+ MB RAM 18.2+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)  <b>Note:</b> To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.
Additional Items	Unified CVP Operations Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

## Unified CVP Video Media Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-H2-CCE1 MCS-7845-I2-CCE1  <b>Note:</b> The MCS hardware is an option. Equivalent or faster servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	2 x 3.4GHz or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB usable disk space Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)  <b>Note:</b> To apply the latest Operating System Service Upgrade Release, go to Microsoft's upgrade web site.
Additional Items	Unified CVP Video Media Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

## Unified Call Studio (Optional)

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

## Cisco PGW 2200 Softswitch

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

## 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><b>Note:</b> 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>Cisco Unified Customer Voice Portal (CVP) 7.x Solution Reference Network Design (SRND)</i> guide 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	Nuance: 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 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, 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>Hardware Model</th> <th>Version</th> <th>Example Supported Version</th> <th>Software Feature Set</th> </tr> </thead> <tbody> <tr> <td>AS5400 HPX AS5350XM AS5400XM</td> <td>12.4(15) T4 or later T releases</td> <td>12.4(15) T6</td> <td>IP PLUS Enterprise Plus IPSEC 3DES</td> </tr> <tr> <td>AS5850eRSC</td> <td>12.4(15) T4 or later T releases</td> <td>12.4(15) T6</td> <td>ERSC Service Provider Plus</td> </tr> <tr> <td>28xx, 38xx</td> <td>12.4(15) T4 or later T releases</td> <td>12.4(15) T6</td> <td>Advanced IP Services IP VOICE</td> </tr> </tbody> </table>	Hardware Model	Version	Example Supported Version	Software Feature Set	AS5400 HPX AS5350XM AS5400XM	12.4(15) T4 or later T releases	12.4(15) T6	IP PLUS Enterprise Plus IPSEC 3DES	AS5850eRSC	12.4(15) T4 or later T releases	12.4(15) T6	ERSC Service Provider Plus	28xx, 38xx	12.4(15) T4 or later T releases	12.4(15) T6	Advanced IP Services IP VOICE
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28xx, 38xx	12.4(15) T4 or later T releases	12.4(15) T6	Advanced IP Services IP VOICE														

## Cisco Gatekeepers

Category	Requirements				
Hardware Options	28xx, 38xx, 72xx, 7301				
Software Options	<b>Hardware Model</b>	<b>Version</b>	<b>Example Supported Version</b>	<b>Software Feature Set</b>	<b>Software Feature License</b>
	28xx	12.4(15) T4 or later T releases	12.4(15) 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	12.4(15) T4 or later T releases	12.4(15) T6	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
	72xx	12.4(15) T4 or later T releases	12.4(15) T6	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	12.4(15)T or later rebuild	12.4(15)T2	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 Contact Center – Enterprise, Hosted / Cisco Unified Communications Manager

## Compatible Versions

Unified CCE/CCH 7.2.3 or higher with CUCM 6.1 or higher (with later service releases)

## Cisco Unified Presence (CUP)

Category	Requirements
Minimum Recommended Software	CUPS 6.0.2 or higher SR

## Cisco Tools

Category	Requirements
Support Tools Server	2.3(1) Support Tools are <b>required</b> 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 &amp; System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise &amp; Hosted Editions, Release 7.2</i> , which can be found at: <a href="http://www.ciscosystems.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html">http://www.ciscosystems.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html</a> .

## Video Components (Optional)

This section provides information on Cisco and third-party components that can be used to provide optional Unified CVP Video capabilities, when deployed with Unified CVP 7.0.

Unified CVP Video functionality falls into two categories:

- Basic Video Service
- Full Video Service

The Unified CVP Basic Video Service provides audio-only IVR and queuing for audio calls that become video calls at the time when Unified CVP transfers the call to a Cisco Unified Contact Center Enterprise agent.

The Unified CVP Full Video Service provides a rich set of video contact center features, including video menus, video self-service, video queuing, and video agent.

Unified CVP 7.x SKUs are enabled and ready to support the Basic and Full Video Service (that is, there are no Unified CVP video options to worry about when ordering Unified CVP 7.x itself). However, there are requirements around other Cisco and third-party components, depending on whether the Basic Video or Full Video Service is employed. These requirements are listed in the table below, including a designation of whether the component is applicable to the Basic Video Service (B) and/or the Full Video Service (F).

Sizing of video components is beyond the scope of this document; sizing information will be provided in separate Cisco and partner documentation and/or tools.

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**Note:** To ensure proper end-to-end video functionality, the version requirements listed in the table below are in some cases more stringent than the general version requirements listed elsewhere in this document.

### Video Components

Component	Requirements/Comments	Service
Cisco CVP Call Server	MCS-7845 (or equivalent)	B, F
Cisco IOS Gateways	12.4(15) T4 or later T releases	B
Cisco Unified Video Advantage	Release 2.0.3 and later maintenance releases	B, F
Cisco Unified IP Phones	IP Phone Models 794x, 796x, 797x <u>Note:</u> IP phones can be used as calling or agent endpoints.	B,F
Cisco TelePresence	CTS-1000, CTS-3000 <u>Note:</u> Can be used calling or agent endpoint, with restriction that Cisco TelePresence must be used at <u>both</u> the caller and agent ends.	B
Cisco IP Video Conferencing (also known as the MCU)	IPVC-3545-CHAS (MCU Chassis) IPVC-3545-MCU IPVC-3545-EMP Cisco out-of-the-box firmware supports Unified CVP Basic Video Service. <u>Note:</u> A firmware conversion (provided by Radvision Corporation) is required to make the MCU and EMP cards compatible with the Unified CVP Full Video Service.	F
CVP Video Media Server	MCS-7845 (or equivalent)	F
Radvision iContact	iContact software 2.0.0.0.27 (and later maintenance releases) iContact hardware as recommended by Radvision iContact operating system as recommended by Radvision	F
Radvision Interactive Video Platform (IVP)	IVP software 2.0.2.0.5 (and later maintenance releases) IVP hardware as recommended by Radvision IVP operating system as recommended by Radvision	F
Radvision MSP	MSP software 3.2.0.0.86 (and later maintenance releases) MSP hardware as recommended by Radvision MSP operating system as recommended by Radvision	F
Radvision 3G Gateway (Hardware)	Scopia GW-P25/M PN=55882-00604 Release 3.1.1.0 and later maintenance releases <u>Note:</u> Allows supported 3G mobile video phones to be used as calling endpoints	F
Cisco CTI OS Desktop	Release 7.2(3) and later maintenance releases	F
Cisco Agent Desktop	Release 7.2(1) and later maintenance releases	F

### Video Codecs

Video Service	Codecs
Basic Video	H.263 H.263+ H.264 (TelePresence)
Full Video: Includes video menus, video self-service, video queuing, video agent, etc., provided by Radvision	H.263 H.263+

## Cisco Security Agent (CSA)

Category	Requirements
<p>Cisco Security Agent for Cisco Unified Customer Voice Portal</p>	<p>CSA engine version is greater than or equal to 5.2.0.238 and the policies version is 3.0.4.</p> <p>Cisco Security Agent is an intrusion prevention system.</p> <p>The global link for CSA is:  <a href="http://tools.cisco.com/support/downloads/go/PlatformList.x?sftType=Cisco%20Security%20Agent%20for%20Speech%20Self%20Service&amp;mdfid=270563413&amp;treeName=Customer%20Contact&amp;mdfLevel=null&amp;url=null&amp;modelName=Cisco%20Unified%20Customer%20Voice%20Portal&amp;isPlatform=N&amp;treeMdfId=268439682">http://tools.cisco.com/support/downloads/go/PlatformList.x?sftType=Cisco%20Security%20Agent%20for%20Speech%20Self%20Service&amp;mdfid=270563413&amp;treeName=Customer%20Contact&amp;mdfLevel=null&amp;url=null&amp;modelName=Cisco%20Unified%20Customer%20Voice%20Portal&amp;isPlatform=N&amp;treeMdfId=268439682</a></p> <p>Log in and then choose the version of CVP for which you need the CSA.</p> <p><b>Note:</b> CSA is not supported for Terminal Services</p> <p>While use of CSA is optional, it is highly recommended.</p>