



Cisco Internet Service Node (ISN) Software Release 2.1(0) Bill of Materials

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Overview

This document is the recommended Bill of Materials for Cisco Internet Service Node version 2.1(0) (referenced herein as “ISN”). It provides platform hardware specifications and compatible 3rd party software version requirements across the major components of the Cisco ISN platform.

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

The Cisco ISN 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 ISN 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 ISN 2.1 BOM

The software versions referenced in this Bill of Materials represent the current supported versions for the ISN 2.1 solution. However, Cisco will continue to support customers who deployed ISN 2.1 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 ISN Tech Reference, which can be found by clicking "Product specifications" at <http://www.in.cisco.com/voice/products/cvp.shtml>.

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 ISN 2.1 at this writing is the 7845H-3.0-CCI. The BOM provides a mapping of ISN 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 ISN 2.1.

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 10.5 or 11.0 Real VNC 4.0 and Tight VNC: 1.2.7 Windows Terminal Services (server administration only – no Application GUI access)</p> <p>Virus protection:</p> <p>McAfee VirusScan Enterprise 7.0, 7.1, 8.0i Network Associates Netshield 4.5 SP1</p> <p>Microsoft Internet Explorer 6.0 Service Pack 1 (minimum)</p> <p>Intrusion Prevention System: Cisco Security Agent for Cisco Internet Service Node: http://www.cisco.com/kobayashi/sw-center/contact_center/csa/</p> <p>Optional:</p> <p>WinZIP Adobe Acrobat Reader</p>

Hardware/Software Requirements

ISN Application Server/ISN Voice Browsers

Node	ISN Application Server/ISN Voice Browser
Cisco Media Convergence Servers (MCS)	MCS-7845H-3.0-CC1 Note: The MCS hardware is an option. Equivalent or faster servers from HP or IBM are also supported.
Minimum Recommended Hardware	2 x 2.6GHz or greater Intel "Xeon" class processors 2000+ 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 2000.2.6, 2000.4.2 SR8 (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) and World Wide Web Publishing Services.

Media Server (optional)

Node	Media Server
Minimum Recommended Hardware	Use vendor recommended hardware.
Additional information	<p>A minimum of 10MB should be available for ISN 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 ISN deployment models, refer to the <i>Cisco Internet Service Node (ISN) Release 2.1 Product Description</i>.</p>

ASR/TTS Server (optional)

	ASR/TTS Server
Recommended Hardware	Use vendor recommended hardware.
Recommended Software	<p>Scansoft: OSMS 1.1.1 OSR 1.1.4</p> <p>OSMS 2.0.4 OSR 2.0.9</p> <p>Nuance: Nuance 8.0 SP 4 Nuance Vocalizer 2.0.6 (MRCP variant)</p> <p>Nuance 8.0 SP 8B Nuance Vocalizer 3.0.8 (MRCP variant)</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 ISN Application Server and the ISN Voice Browser.
Recommended Hardware	2.6GHz or greater Intel "Xeon" class processors 2000+ 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 ISN Application Server and the ISN 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 Contact Service Switch (CSS) (optional)

Node	SDDN Machine
Minimum Recommended Hardware	Cisco CCS 11500
Recommended Software	WebNS 7.10 or later.

Cisco Gateways

	Gateways
Hardware options	17xx 36xx 37xx 5350* 5400 HPX 5850eRSC * The XM series is not supported.

Gateways

Software options

Hardware Model	Version ¹	Example supported version	Software feature set
17xx	IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)	IOS 12.4(7d) IOA 12.3(7)T1	IPVOICE
36xx	IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)	IOS 12.4(7d) IOS 12.3(7)T1	IPVOICE
37xx	IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)	IOS 12.4(7d) IOS 12.3(7)T1	IPVOICE
5350	IOS 12.4(7b) (or later rebuilds) IOS 12.3(10d) (or later rebuild)	IOS 12.4(7d) IOS 12.3(10e), but NOT IOS 12.3(11)	IP/PLUS
5400 HPX	IOS 12.4(7b) (or later rebuilds) IOS 12.3(10d) (or later rebuild)	IOS 12.4(7d) IOS 12.3(10e), but NOT IOS 12.3(11)	IP/PLUS
5850eRCS	IOS 12.4(7b) (or later rebuilds) IOS 12.3(10d) (or later rebuild)	IOS 12.4(7d) IOS 12.3(10e), but NOT IOS 12.3(11)	ERSC Service Provider Plus

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 of Gateway (not Gatekeeper)</th> <th>Version of Gatekeeper to Use</th> <th>Example supported version</th> <th>Software feature set</th> </tr> </thead> <tbody> <tr> <td>5xxx</td> <td>IOS 12.4(7b) (or later rebuilds) IOS 12.2(11)T9 (or later T)</td> <td>IOS 12.4(7d) IOS 12.2(11)T10</td> <td>IP/H323</td> </tr> <tr> <td>Other supported gateways</td> <td>IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)</td> <td>IOS 12.4(7d) IOS 12.3(7)T2</td> <td>IP/H323</td> </tr> </tbody> </table>	Hardware Model of Gateway (not Gatekeeper)	Version of Gatekeeper to Use	Example supported version	Software feature set	5xxx	IOS 12.4(7b) (or later rebuilds) IOS 12.2(11)T9 (or later T)	IOS 12.4(7d) IOS 12.2(11)T10	IP/H323	Other supported gateways	IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)	IOS 12.4(7d) IOS 12.3(7)T2	IP/H323
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Other supported gateways	IOS 12.4(7b) (or later rebuilds) IOS 12.3(7)T (or later T)	IOS 12.4(7d) IOS 12.3(7)T2	IP/H323										

Cisco IPCC

IPCC	
IPCC versions that are compatible with ISN 2.1	4.6.2 5.0 6.0 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	
Cisco CallManager versions that are compatible with ISN 2.1	CCM 3.3(3) or CCM 4.0(46.4) (for IPCC version 6.0) CCM 3.3(3) or CCM 4.0 (for IPCC version 6.0) CCM 3.2(2) SP H or 3.2(2)c (for IPCC version 4.6.2) CCM 3.3(3) (for IPCC version 5.0)