



Hardware and System Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 8.0(1)

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Contents

Contents.....	3
Overview.....	4
Changes Since the Last Release	4
Cisco Media Convergence Servers.....	4
Unified Cisco Voice Portal Hardware in a Lab Environment.....	5
Hardware and Software Requirements	5
Supported Third Party Software	5
Unified CVP Solution Components	5
Unified CVP Call Server.....	5
Unified CVP VXML Server.....	6
Unified CVP Reporting Server (Optional).....	7
Unified CVP Operations Console.....	8
Unified Call Studio (Optional).....	8
Automatic Speech Recognition (ASR)/Text-to-Speech (TTS) Server (Optional).....	9
Cisco Application Content Engine (ACE) (Optional).....	9
Cisco Content Services Switch (CSS) (Optional).....	9
Cisco PGW Softswitch Support (Optional)	9
Cisco Gateways.....	10
Cisco Gatekeepers.....	12
Cisco Unified Contact Center – Enterprise, Hosted / Cisco Unified Communications Manager	13
Cisco Unified Presence (CUP).....	13
Cisco Unified SIP Proxy (CUSP)	13
Cisco Tools	13
Video Components (Optional).....	14
VMWare/UCS Support.....	15
Cisco Security Agent (CSA).....	15

Overview

This document is the recommended Hardware and Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 8.0(1). 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 8.0(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.

Changes Since the Last Release

The following table identifies changes to the Unified CVP Release 8.0(1) Hardware and Software Specifications for Cisco Unified Customer Voice Portal.

Feature	Date
Cisco Gateways - The Courtesy Callback features requires IOS 15.1(1)T1 and above.	December 8, 2010
Cisco Gateways - Cisco Integrated 3G-324M Gateway Support	October 13, 2010
VMWare/UCS Support	October 12, 2010
Video Components	October 12, 2010
IOS 15.1(2) T	October 12, 2010
Cisco PGW Softswitch Support	October 12, 2010
ACE Support	November 30, 2010

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 8.0(1) are listed in the tables below. 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 Windows Remote Desktop Windows Terminal Services (server administration only – no Application GUI access)
Virus Protection:	McAfee VirusScan Enterprise 8.7i Symantec Endpoint Protection 11.0 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.58
Web Browser:	Microsoft Internet Explorer 6.0 SP 2, 7.0, 8.0 FireFox 2.x, 3.x
Optional:	WinZIP

Unified CVP Solution Components

Unified CVP Call Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-I3-CCE2 MCS-7845-H2-CCE2/CCE3/CCE4 MCS-7845-I2-CCE2/CCE3/CCE4 Note: The MCS hardware is recommended. However, equivalent or faster Intel processor based servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	Intel 2 x 3.4 GHz Xeon (model 5070) or 2 x 2.33 GHz Xeon dual-core (model 5140) or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB, 146+ GB, or 300+ GB usable disk space based on calls per second. See The Unified CVP SRND for disk sizing guidelines. Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit) Note: To apply the latest Operating System Service Upgrade Release, go to Microsoft's upgrade web site.

Category	Requirements
Additional Items	Unified CVP Call Server machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.
Restriction	Although supported third-party virus scan software can be enabled on the Call 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 Call Server is under load.

Unified CVP VXML Server

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-I3-CCE2 MCS-7845-H2-CCE2/CCE3/CCE4 MCS-7845-I2-CCE2/CCE3/CCE4 Note: The MCS hardware is recommended. However, equivalent or faster Intel processor based servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	Intel 2 x 3.4 GHz Xeon (model 5070) or 2 x 2.33 GHz Xeon dual-core (model 5140) or greater Intel "Xeon" class processors 4096+ MB RAM 73+ GB, 146+ GB, or 300+ GB usable disk space based on calls per second. See The Unified CVP SRND for disk sizing guidelines. Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit) Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.
Additional Supported Items	IBM: WebSphere Application Server 6.1 (32-bit version) IBM Java Runtime Environment 1.5 SR 11 or greater SR
Restriction	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.
Additional Items	On Windows platforms, VXML Servers requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Unified CVP Reporting Server (Optional)

Category	Requirements
Cisco Media Convergence Servers (MCS)	<p>MCS-7845-I3-CCE2 MCS-7845-H2-CCE2/CCE3/CCE4 MCS-7845-I2-CCE2/CCE3/CCE4</p> <p>Note: The MCS hardware is recommended. However, equivalent or faster Intel processor based servers from HP, IBM, and Dell are also supported.</p>
Minimum Required Hardware (Lab System Only)	<p>Intel 2 x 3.4 GHz Xeon (model 5070) or 2 x 2.33 GHz Xeon dual-core (model 5140) 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 (100GB) 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/Quad-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. The minimum free disk space requirement for a medium- (32-bit) size database 100 GB) is 250 GB. For MCS-7845-I3-CCE2 or equivalent, additional 300GB drives must be ordered and added to the server in order to satisfy the CVP Reporting Server number of drives and RAID requirements for six drives.</p>
Large-Size Database (200GB) Hardware	<p>MCS 7845-H2 or MCS 7845-I2 machine Two Intel Xeon Dual-core/Quad-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/Quad-core 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 (200GB) is 375GB. For MCS-7845-I3-CCE2 or equivalent, additional 300GB drives must be ordered and added to the server in order to satisfy the CVP Reporting Server number of drives and RAID requirements for eight drives.</p>
Operating System	Microsoft Windows 2003 Server with SP 2 or R2 (32-bit)
Database	Informix 10.00.TC10

Category	Requirements
Additional Items	Unified CVP Reporting Server machines require Simple Network Management Protocol and WMI Windows Installer Provider is installed.
Restriction	Although supported third-party virus scan software can be enabled on the Reporting 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 Reporting Server is under load.

Unified CVP Operations Console

Category	Requirements
Cisco Media Convergence Servers (MCS)	Minimum MCS-7825-H4-CCE1, MCS-7825-I4-CCE1 Note: The MCS hardware is recommended. However, equivalent or faster Intel processor based servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware	Intel 2 x 3.4 GHz Xeon (model 5070) or 2 x 2.33 GHz Xeon dual-core (model 5140) 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) Note: To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade web site.
Additional Items	Unified CVP Operations Console machines requires Simple Network Management Protocol and WMI Windows Installer Provider be installed.

Unified Call Studio (Optional)

Category	Requirements
Minimum Required Hardware	Windows compatible 2GB+ RAM required
Operating System	Microsoft Windows XP with SP 2 Microsoft Windows Vista
Restriction	Unified Call Studio is not supported with CSA.

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 WebSphere Voice Server (IBM ASR): Websphere Voice Server 5.1.3
Operating System	Use vendor-recommended operating system software.
Additional Items	On Windows platforms, ASR/TTS servers require SNMP (Simple Network Management Protocol).

Cisco Application Content Engine (ACE) (Optional)

Category	Requirements
Minimum Recommended Hardware	Cisco Application Control Engine 4710 Appliance Series
Minimum Recommended Software	A3(2.1)

Cisco Content Services Switch (CSS) (Optional)

Category	Requirements
Minimum Recommended Hardware	Cisco CSS 11500 series
Minimum Recommended Software	WebNS 8.20.3

Cisco PGW Softswitch Support (Optional)

Category	Requirements
Minimum Recommended Hardware	Hardware that supports PGW 9.8(1) [See Cisco PGW 2200 Softswitch Hardware Installation Guide: http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/installation/hardware/TChwpr10.html]
Minimum Recommended Software	PGW 9.8(1) S9P9 [See Release Notes for the Cisco PGW 2200 Softswitch Release 9.8(1): http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/release/note/rn981.html]
Restrictions	PGW 2200 Softswitch Release 9.8(1) is qualified to be used with CVP using the SIP protocol. H.323 was not tested and is not supported.
Media Gateway used with Cisco PGW 2200 Softswitch	

Category	Requirements
Hardware Options	38xx, AS5350XM, AS5400XM
Software Options	AS5350XM and AS5400XM - 15.1(1)T or later T releases

Media Server (Optional)

Category	Requirements
Minimum Recommended Hardware	Use vendor recommended hardware.
Additional Items	<p>A minimum of 10MB should be available for Unified CVP system media files. Cisco provides .wav files for numbers, days, months, currency types, and so on in American 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>Cisco Unified Customer Voice Portal (CVP) 8.x Solution Reference Network Design (SRND)</i> guide for further information.</p>

Cisco Gateways

Category	Requirements																		
Hardware Options	28xx, 29xx, 38xx, 39xx, 39xxE, 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>Software Feature Set</th> </tr> </thead> <tbody> <tr> <td>AS5350XM AS5400XM</td> <td>12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>IPPLUS IP Plus, Enterprise Plus IPSec 3DES</td> </tr> <tr> <td>AS5850eRSC</td> <td>12.4(24)T2 or later T releases</td> <td>ERSC Service Provider Plus</td> </tr> <tr> <td>28xx, 38xx</td> <td>12.4(24)T2 or later T releases, 15.0(1)M or later M releases, 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Advanced IP Services IP VOICE</td> </tr> <tr> <td>29xx, 39xx</td> <td>15.0(1)M1.2 or later 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Universal</td> </tr> <tr> <td>39xxE</td> <td>15.0(1)M1.2 or later 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Universal</td> </tr> </tbody> </table>	Hardware Model	Version	Software Feature Set	AS5350XM AS5400XM	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	IPPLUS IP Plus, Enterprise Plus IPSec 3DES	AS5850eRSC	12.4(24)T2 or later T releases	ERSC Service Provider Plus	28xx, 38xx	12.4(24)T2 or later T releases, 15.0(1)M or later M releases, 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Advanced IP Services IP VOICE	29xx, 39xx	15.0(1)M1.2 or later 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Universal	39xxE	15.0(1)M1.2 or later 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Universal
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39xxE	15.0(1)M1.2 or later 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Universal																	

Category	Requirements
Restriction	<p>Cisco Integrated 3G-324M Gateway is only supported on the following AS5xxx platform versions:</p> <ul style="list-style-type: none">• 15.0(1)M1.2• 15.1(1)T1 or later T releases• 15.1(2)T or later T releases <p>The Courtesy Callback features requires IOS 15.1(1)T1 and above.</p>

Cisco Gatekeepers

Category	Requirements																															
Hardware Options	28xx, 29xx, 38xx, 39xx, 72xx, 7301																															
Software Options	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Hardware Model</th> <th style="background-color: #cccccc;">Version</th> <th style="background-color: #cccccc;">Software Feature Set</th> <th style="background-color: #cccccc;">Software Feature License</th> </tr> </thead> <tbody> <tr> <td>28xx</td> <td>12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES</td> <td>Cisco 28xx Integrated VoiceVideo License: Gatekeeper IPIP GW</td> </tr> <tr> <td>29xx</td> <td>15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Universal</td> <td>Universal</td> </tr> <tr> <td>38xx</td> <td>12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES</td> <td>Cisco 38xx Integrated VoiceVideo License: Gatekeeper IPIP GW</td> </tr> <tr> <td>39xx</td> <td>15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Universal</td> <td>Universal</td> </tr> <tr> <td>72xx</td> <td>12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES</td> <td>Cisco 38xx Integrated VoiceVideo License: Gatekeeper IPIP GW</td> </tr> <tr> <td>7301</td> <td>12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases</td> <td>Advanced Enterprise Services (high performance gatekeeper, H.323 Gatekeeper functionality for IP to IP gateway)</td> <td>Cisco 7301 Gatekeeper functionality license; for example, c7301-adventerprisek9-mz.124-15.T1.bin</td> </tr> </tbody> </table>				Hardware Model	Version	Software Feature Set	Software Feature License	28xx	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	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	29xx	15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Universal	Universal	38xx	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	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	39xx	15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	Universal	Universal	72xx	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	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	7301	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	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
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7301	12.4(24)T2 or later T releases 15.0(1)M1.2 15.1(1)T1 or later T releases 15.1(2)T or later T releases	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 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 Unified Presence (CUP)

Category	Requirements
Minimum Recommended Software	Cisco Unified Presence Server 7.0(5)

Cisco Unified SIP Proxy (CUSP)

Category	Requirements
Recommended Software	Cisco Unified SIP Proxy 1.1.4

Cisco Tools

Category	Requirements
Support Tools Server	2.3(1), 2.4(1) 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 Hardware & System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise & Hosted Editions, which can be found at: http://www.ciscosystems.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html .

Video Components (Optional)

This section provides information on Cisco components that can be used to provide optional Unified CVP Video capabilities, when deployed with Unified CVP 8.0(1).

The Unified CVP 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.

Unified CVP 8.x SKUs are enabled and ready to support the Video Service (that is, there are no Unified CVP video options to worry about when ordering Unified CVP 8.x itself). However, there are requirements around other Cisco components. These requirements are listed in the table below.

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
Cisco Gateways	Cisco Integrated 3G-324M Gateway is only supported on the following AS5xxx platform versions: <ul style="list-style-type: none"> • 15.0(1)M1.2 • 15.1(1)T1 or later T releases • 15.1(2)T or later T releases
Cisco Unified Video Advantage	Release 2.0.3 and later maintenance releases
Cisco Unified IP Phones	IP Phone Models 794x, 796x, 797x, 7985 Note: IP phones can be used as calling or agent endpoints.
Cisco TelePresence	CTS-1000, CTS-3000 Note: Can be used calling or agent endpoint, with restriction that Cisco TelePresence must be used at <u>both</u> the caller and agent ends.

Video Codecs

Video Service	Codecs
Video	H.263 H.263+ H.264 (TelePresence)

VMWare/UCS Support

Starting with Release 8.0(1), virtualization of a number of Unified CVP deployments and Unified CVP components on Cisco Unified Communications Systems (UCS) B-Series hardware is supported. Refer to the Cisco doc-wiki link for more details: http://docwiki.cisco.com/wiki/Unified_Customer_Voice_Portal

Cisco Security Agent (CSA)

Category	Requirements
Cisco Security Agent for Cisco Unified Customer Voice Portal	<p>CSA engine version is greater than or equal to 6.0.1.138 and the policies version is 4.0.1</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>