



# Hardware and System Software Specification for Cisco Unified Customer Voice Portal Release 8.5(1)

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## Hardware and Software Specification for Cisco Unified Customer Voice Portal Release 8.5(1)

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## Overview

This document is the recommended Hardware and Software Specification for Cisco Unified Customer Voice Portal (Unified CVP) Release 8.5(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 models, and other factors. You must consult with your Cisco Certified Partner or with Cisco World Wide Voice Practice / Advanced Services prior to a 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 that are referenced in this document represent the current supported versions for the Unified CVP 8.5(1) solution components. However, Cisco will continue to support customers who deployed ISN or Unified CVP systems using earlier supported versions. Information about 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).

## Changes since the Last Release

The following table identifies changes to the Hardware and Software Specifications for Cisco Unified Customer Voice Portal Release 8.5(1).

Feature	Date
Windows 7 support for Call Studio and Operations Console Client Access.	November 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
ASR 1000 Series Support	February 22, 2011
Cisco Unified SIP Proxy (CUSP) 8.5(x)	May 5, 2015

## 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 8.5(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 MCS Network Teaming Driver is not supported.

More information on Cisco 7800 Series Media Convergence Servers can 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 using the hardware as specified in the current document and requires that customers use the specified equipment in a production environment.

Customers who want to use 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	Windows Remote Desktop Windows Terminal Services (server administration only – no Application GUI access)
Virus Protection	McAfee VirusScan Enterprise 8.7 Symantec Endpoint Protection 11.0 Trend ServerProtect for Microsoft Windows/Novell NetWare 5.8
Web Browser	Microsoft Internet Explorer 6.0 SP 2, 7.0, 8.0 Mozilla 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  <b>Note:</b> 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 <i>Cisco Unified Customer Voice Portal (CVP) Solution Reference Network Design (SRND) for Disk Sizing</i> guidelines. Internal DVD-ROM drive 1 x 100/1000 Ethernet ports

Category	Requirements
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 upgrade website.
Additional Items	Unified CVP Call Server machines require that Simple Network Management Protocol and WMI Windows Installer Provider is 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 <b>Note:</b> 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 <i>Cisco Unified Customer Voice Portal (CVP) Solution Reference Network Design (SRND)</i> for Disk sizing guidelines. Internal DVD-ROM drive 1 x 100/1000 Ethernet ports
Operating System	Microsoft Windows 2003 Server with SP2 or R2(32-bit) <b>Note:</b> To apply the latest Operating System Service Upgrade Release, go to the Microsoft upgrade website.
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 require that Simple Network Management Protocol and WMI Windows Installer Provider is installed.

## Unified CVP Reporting Server (Optional)

Category	Requirements
Cisco Media Convergence Servers (MCS)	MCS-7845-I3-CCE2 MCS-7845-H2-CCE2/CCE3/CCE4 MCS-7845-I2-CCE2/CCE3/CCE4  <b>Note:</b> The MCS hardware is recommended. However, equivalent or faster Intel-processor-based servers from HP, IBM, and Dell are also supported.
Minimum Required Hardware (Lab System Only)	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
Medium-Size Database 100 GB 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/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  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- (32-bit) size database 100 GB is 250 GB. For MCS-7845-I3-CCE2 or equivalent, additional 300 GB 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.

Category	Requirements
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.</p> <p>The minimum free disk space requirement for a large-size database (200 GB) is 375 GB. For MCS-7845-I3-CCE2 or equivalent, additional 300 GB 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
Additional Items	Unified CVP Reporting Server machines require that 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)	<p>Minimum MCS-7825-H4-CCE1, MCS-7825-I4-CCE1</p> <p><b>Note:</b> 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	<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                      2048+ MB RAM                      18.2+ GB usable disk space                      Internal DVD-ROM drive                      1 x 100/1000 Ethernet ports</p>
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>
Additional Items	Unified CVP Operations Console machines require that Simple Network Management Protocol and WMI Windows Installer Provider is 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 Windows 7 (Call Studio must be run from the Administrator account on Windows 7)

## Automatic Speech Recognition/Text-to-Speech Server (Optional)

This section provides information on speech vendors providing Automatic Speech Recognition (ASR)/ Text-to-Speech Server (TTS) that has been tested for interoperability with Unified CVP.

Category	Requirements
Speech Software	Nuance Speech Software  Unified CVP 8.5(1) has been tested for interoperability with the following Nuance components:  Nuance Speech Server 5.0.9, Nuance Recognizer 9.0.14, RealSpeak 4.5.4, Nuance SWMS 3.1.18, OSR 3.0.18, Nuance Vocalizer for Network 5.0.3, Nuance MRCP 1.0.0 SP13 (includes Nuance 8.5 SP070930 SP10) and Vocalizer 4.0.6  <b>Note:</b> Contact Nuance support for compatibility of later dot release of Nuance components with Unified CVP.
Operating System	Use vendor-recommended operating system software.
Additional Items	On Windows platforms, ASR/TTS servers require Simple Network Management Protocol.

## 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: <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/installation/hardware/TChwpr10.html">http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/installation/hardware/TChwpr10.html</a> ]
Minimum Recommended Software	PGW 9.8(1) S9P9  [See Release Notes for the Cisco PGW 2200 Softswitch Release: <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/release/note/rn981.html">http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/release/note/rn981.html</a> ]

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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.
<b>Media Gateway used with Cisco PGW 2200 Softswitch</b>	
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><b>Note:</b> Any additional media files will require additional space. Media Server can co-reside with the Call Server, VXML Server, or a combination of both on the same physical machine. See the Cisco Unified Customer Voice Portal (CVP) 8.x Solution Reference Network Design (SRND) guide for further information</p>

## Cisco Gateways

Category	Requirements		
<b>Hardware Options</b>	28xx, 29xx, 38xx, 39xx, 39xxE, AS5350XM, AS5400XM AS5350XM with AS5X-FC High Density Voice Cards, AS5400XM with AS5X-FC High Density Voice Card		
<b>Software Options</b>	<b>Hardware Model</b>	<b>Version</b>	<b>Software Feature Set</b>
	AS5350XM AS5400XM	15.0(1)M 15.1(1)T1 15.1(3)T 15.1(4)M5* 15.1(4)M7	IPPLUS IP Plus, Enterprise Plus IPSec 3DES
	28xx, 38xx	15.0(1)M 15.1(1)T1 15.1(3)T 15.1(4)M5* 15.1(4)M7 15.2(4)M4	Advanced IP Services IP VOICE
	29xx, 39xx	15.0(1)M 15.1(1)T1 15.1(3)T 15.1(4)M5* 15.2(2)T 15.2(4)M4 15.3(3)M3	Universal

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	39xxE	15.0(1)M 15.1(1)T1 15.1(3)T 15.1(4)M5* 15.2(2)T 15.2(4)M4 15.3(3)M3	Universal
<b>Restriction</b>	Cisco Integrated 3G-324M Gateway is supported only on the following AS5xxx platform versions: <ul style="list-style-type: none"><li>• 15.0(1)M1.2</li><li>• 15.1(1)T1</li><li>• 15.1(2)T</li></ul>		

**Note:** Poodle Vulnerability issues has been fixed on IOS Gateway 15.0(1)M1.2, 15.1(4)M7, 15.2(4)M4, and 15.3(3)M3 versions.

**\*Note:** Unified CVP is also compatible with IOS 15.1(4)M3. However, customers using IOS 15.1(4)M3 are likely to hit defect CSCtt38880 in UDP scenarios. Hence, customers must use IOS 15.1(4)M5, as the defect has been fixed in IOS 15.1(4) M5.

### IOS Versioning

#### Example

In Cisco, IOS 15.1(4) M5 or 15.1(4) T1 is versioned as follows:

- 15.1 is the version number.
- (4) is the release number.
- M is the Mainline (M) train.
- T is the Technology (T) train.

Increment in the release number after M or T refers to additional bug fixes, and increment in the release number before M or T refers to the different trees of IOS.

**Note:** Unified CVP supports the listed IOS release trains and their later M or T trains respectively.

**Example:** Unified CVP is also compatible with IOS 15.1(4) M3. However, customers using IOS 15.1(4)M3 are most likely to hit the defect CSCtt38880, which has been fixed in IOS 15.1(4) M5. Hence, customers must use IOS 15.1(4)M5 to avoid facing the defect CSCtt38880

## Cisco Gatekeepers

Category	Requirements			
<b>Hardware Options</b>	28xx, 29xx, 38xx, 39xx, 72xx, 7301			
<b>Software Options</b>	<b>Hardware Model</b>	<b>Version</b>	<b>Software Feature Set</b>	<b>Software Feature License</b>
	28xx	15.0(1)M 15.1(1)T1 15.1(3)T	Cisco 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES	Cisco 28xx Integrated Voice Video License: Gatekeeper IPIP GW
	29xx	15.0(1)M 15.1(1)T1 15.1(3)T	Universal	Universal
	38xx	15.0(1)M 15.1(1)T1 15.1(3)T	Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES	Cisco 38xx Integrated Voice Video License: Gatekeeper IPIP GW
	39xx	15.0(1)M 15.1(1)T1 15.1(3)T	Universal	Universal
	72xx	15.0(1)M 15.1(1)T1 15.1(3)T	Cisco 38xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW, or 28xx IOS INT VOICE/VIDEO: GK, IPIP GW, TDMIP GW AES	Cisco 38xx Integrated Voice Video License: Gatekeeper IPIP GW
	7301	15.0(1)M 15.1(1)T1 15.1(3)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 Border Controller

Platform	Supported CUBE Software Version
ASR 1000	IOS XE Software – 3.3.0S Enterprise IOS XE Software – 3.7.0S Enterprise IOS XE Software – 3.10.0S Enterprise
Platform	Software Version
ISR	15.0(1)M 15.1(1)T1 15.1(3)T 15.1(4)M5 15.2(2)T 15.2(4)M4 15.3(3)M3

## 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](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/products_device_support_tables_list.html)

## Cisco Unified Presence (CUP)

Category	Requirements
Recommended Software Version	Cisco Unified Presence Server 8.6.4
Minimum Software Version	Cisco Unified Presence Server 7.x

## Cisco Unified SIP Proxy (CUSP)

Category	Requirements
Recommended Software Version	Cisco Unified SIP Proxy 8.5(x)
Minimum Software Version	Cisco Unified SIP Proxy 1.1(4)

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, see the <i>Hardware &amp; System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise &amp; Hosted Editions</i> , available 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 components that can be used to provide optional Unified CVP Video capabilities, when deployed with Unified CVP 8.5(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, other Cisco components have requirements, which 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 supported only on the following AS5xxx platform versions: <ul style="list-style-type: none"> <li>• 15.0(1)M1.2</li> <li>• 15.1(1)T1 or later T release</li> <li>• 15.1(2)T or later T releases</li> </ul>
Cisco Unified Video Advantage	Release 2.0.3 and later maintenance releases
Cisco Unified IP Phones	IP Phone Models 794x, 796x, 797x, 7985  <b>Note:</b> IP phones can be used as calling or agent endpoints
Cisco TelePresence	CTS-1000, CTS-3000  <b>Note:</b> Can be used calling or agent endpoint, with restriction that Cisco TelePresence must be used at both the caller and agent ends.

## Video Codecs

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

## VMware/UCS Support

Virtualization of a number of Unified CVP deployments and Unified CVP components on Cisco Unified Communications Systems (UCS) B-Series and C-Series hardware is supported. See the Cisco doc-wiki link for more details:

[http://docwiki.cisco.com/wiki/Virtualization\\_for\\_Unified\\_CVP](http://docwiki.cisco.com/wiki/Virtualization_for_Unified_CVP)