Hardware and System Software Specification (Bill of Materials)

Cisco Unified Intelligence Center Release 8.0(x)

Revision 1.1
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List of Tables

Table 1: Software used with Unified IC ................................................................. 3
Table 2: Qualified Server Hardware ................................................................. 3
1 Overview

This document specifies the hardware and software that have been qualified by Cisco Quality Assurance for use with Cisco Unified Intelligence Center (Unified IC).

The content of this document is updated periodically for technical clarification and to align with subsequently-qualified hardware and third-party software. Document updates are typically synchronized with major and maintenance releases.

1.1 Unified IC Deployments

Unified IC can be installed as a standalone, single server or as a cluster of a maximum of eight nodes. There is one mandatory publisher node (called the Controller) and a maximum of seven subscriber nodes (called Members). The Controller node includes a Member; thus a deployment can consist of a Controller only.

1.2 Unified IC Applications

Cisco Unified Intelligence Center (Unified IC) consists of two web interfaces: Unified IC Reporting and Administration.

- **The Reporting application** has been qualified with report templates that are populated by the report databases of Cisco Unified Contact Center Enterprise (Unified CCE) Release 8.0(1) and Cisco Unified Customer Voice Portal 8.0(1). Users who are authenticated at login can perform various functions based on their User Role(s) and object permissions. These functions include running reports, scheduling reports, viewing and creating dashboards, assigning roles and object permissions to reporting users, and viewing and creating data sources. Reporting is available on all nodes (on the Controller and on each Member).

- **The Administration application** provides Operations Administration Maintenance Provisioning (OAMP) functions such as configuring, starting and stopping devices, managing licenses, and setting trace levels. Administration is offered on the Controller node only and is used by “Super Users.”

2 References

Useful documents include:

3 Cisco Unified Intelligence Center Server

3.1 Operating System
Unified IC is installed on the Cisco Unified Voice Operating System. This is an appliance model or "closed box" and does not support navigation into, or manipulation of, the file system.

3.2 Software
The installation provides you with the following software:

- Firewall
- Web Server (Apache Tomcat)
- JAVA
- Cisco Security Agent (CSA)
- A CUIC Informix Database with replication support within the cluster

A list of third party and open source licenses appears in the Release Notes for Cisco Unified Intelligence Center Release 8.0(1).

Additional software, listed in Table 1, offer convenience and optimal performance and security.
Table 1: Software used with Unified IC

<table>
<thead>
<tr>
<th>Application and Version</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Excel</td>
<td>Not required. Used for exporting reports to MS Excel.</td>
</tr>
<tr>
<td>Versions 2003 and 2007</td>
<td></td>
</tr>
<tr>
<td>Adobe Flash Player</td>
<td>Not required. Used with the Gauge Viewer and Chart animation</td>
</tr>
<tr>
<td>Version 9 or later</td>
<td></td>
</tr>
</tbody>
</table>

3.3 Qualified Browsers

- Microsoft Internet Explorer version 7.0, WinVista, WinXP
- Microsoft Internet Explorer version 8.0. WinVista, WinXP, Windows7
- Mozilla Firefox version 3.0.x, WinVista, WinXP

3.4 Server Hardware


Unified IC was qualified by Cisco Systems on these MCS-40-005 and MCS-40-0011 class servers:

Table 2: Qualified Server Hardware

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCS-7845-H2-CCE2</td>
<td>CPU: Xeon 2.33 GHz 2 CPU 2 Core 4GB RAM 4x146GB SAS</td>
</tr>
<tr>
<td>MCS-7845-I2-CCE2</td>
<td>CPU: Xeon 2.33 GHz 2 CPU 2 Core 4GB RAM 4x146GB SAS</td>
</tr>
<tr>
<td>MCS-7845-I3-CCE1 (preferred)</td>
<td>CPU: XE5540 2.53 GHz 1 CPU 4 Core 6GB RAM 4x146GB SAS</td>
</tr>
</tbody>
</table>

Note that:

- All servers belonging to a cluster (the Unified IC Controller and all Member nodes) must meet latency requirements as described in the [SRND](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/product_solution_overview_list.html).
- The disk capacity and hardware type of Member nodes should be equal to or greater than those of the Controller node.
3.5 Other Hardware

3.5.1 Network Time Protocol (NTP)
Installation of Unified IC requires access to a Network Time Protocol server or server pool, NTP version 3.

3.5.2 Domain Name Server (DNS)
Installation of Unified IC requires access to a Domain Name Server.

3.5.3 Active Directory
The Administration console provides configuration for an Active Directory server, which is used to authenticate Unified CCE reporting supervisor users so that they can log in to the Unified IC Reporting application.

3.5.4 SMTP Server
The Administration console provides configuration for an SMTP server, which is necessary if you plan to email scheduled reports.

3.5.5 Cisco Application Control Engine (ACE)
The ACE 4710 Device Version A3(2.0), 1Gps, 5K SSL was qualified for Load Balancing.

3.6 License
Unified IC support four license types:

- Standard: 8 nodes, unlimited users, no expiration, standard feature set
- Premium: 8 nodes, unlimited users, no expiration, premium feature set
- Lab: 1 node, 5 users, no expiration, premium feature set
- Trial/Demo: 8 nodes, unlimited users, 90 days, premium feature set

3.7 Database Support
Cisco Unified Intelligence Center supports Data Sources for these databases:

  MS SQL Server 2008 is not qualified. The JDBC driver from Microsoft only supports SQL server 2005. Unified IC ships with this JDBC driver.
- Informix IDS version 10.x and 11.x

3.8 Reporting Data Set Capacity