Hardware and System Software Specification (Bill of Materials)

Cisco Unified Intelligence Center Release 8.0(x)

Revision 1.1
Release 8.0(3) on July 26, 2011
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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** is designed for use with report templates that are populated by the report databases of Cisco Unified Contact Center Enterprise (Unified CCE) Release 8.0(1), 8.0(2), 8.0(3), 8.5(1) and Cisco Unified Customer Voice Portal 8.0(1), 8.0(2), 8.5(1). Users who are authenticated at login can perform various functions based on their User Role(s) and object permissions. These functions include viewing and 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:


Refer to “Cisco Unified Intelligence Center” section for more details about UCS support http://www.cisco.com/go/uc-virtualized

Note: The documents listed above are not necessarily updated on the same schedule as this Bill of Materials. For that reason, specification data may differ between this document and the references cited.

Useful web sites include:
- http://developer.cisco.com/web/ccr/home
  This site is designed for customer collaboration and includes tips, utilities, and sample reports contributed by customers and partners. Enjoy this site and participate in it.
  Note that the information on this site has not been developed or tested by Cisco Systems and is not supported by your Cisco Support Provider.
- http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Suite
  This site includes troubleshooting tips for Unified IC. Users with Cisco login credentials can add their own tips.

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 (Apace Tomcat)
- JAVA
- 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(3).

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 Versions 2003 and 2007</td>
<td>Used for exporting reports to MS Excel.</td>
</tr>
<tr>
<td>Adobe Flash Player Version 9 or later</td>
<td>Used with the Gauge Viewer and Chart animation</td>
</tr>
<tr>
<td>ACE 4710 Device Version A3(2.0)</td>
<td>Used for Load Balancing</td>
</tr>
<tr>
<td>VMware ESXi 4.0</td>
<td>Used for hosting virtual machine</td>
</tr>
</tbody>
</table>

3.3 Qualified Browsers

- Microsoft Internet Explorer version 7.0
- Microsoft Internet Explorer version 8.0
- Mozilla Firefox version 3.x

3.4 Hardware

All servers belonging to a cluster (the Unified IC Controller and all Member nodes) can reside in the same Local Area Network (LAN), or can be separated by a Wide Area Network (WAN).

The disk capacity and hardware type of Member nodes should be equal to or greater than those of the Controller node.


The following MCS-40-500 and MCS-40-011 class servers (or equivalent) have been qualified for Unified IC.
3.4.1 MCS-40-005 Class

Table 2: Unified IC Hardware MCS-40-005-Class

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCS-7845-H2-CCE2</td>
<td>CPU: Xeon</td>
</tr>
<tr>
<td></td>
<td>2.33 GHz</td>
</tr>
<tr>
<td></td>
<td>2 CPU 2 Core</td>
</tr>
<tr>
<td></td>
<td>4GB RAM</td>
</tr>
<tr>
<td></td>
<td>4x146GB SAS</td>
</tr>
<tr>
<td>MCS-7845-I2-CCE2</td>
<td></td>
</tr>
</tbody>
</table>

3.4.2 MCS-40-0011 Class

NOTE: This is the preferred class.

Table 3: Unified IC Hardware MCS-40-011-Class

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>MCS-7845-I3-CCE1</td>
<td>CPU: XE5540</td>
</tr>
<tr>
<td></td>
<td>2.53 GHz</td>
</tr>
<tr>
<td></td>
<td>1 CPU 4 Core</td>
</tr>
<tr>
<td></td>
<td>6GB RAM</td>
</tr>
<tr>
<td></td>
<td>4x146GB SAS</td>
</tr>
</tbody>
</table>

In addition, Unified IC is supported on Unified Computing System (UCS) hardware from 8.0(3) release. Following servers have been qualified for Unified IC 8.0(3).

3.4.3 UCS Server Hardware

Table 4: UCS Hardware B200-M1

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCS-B200M1-VCS1</td>
<td>CPU: XE5540</td>
</tr>
<tr>
<td></td>
<td>2.53 GHz</td>
</tr>
<tr>
<td></td>
<td>2 CPU 4 Core</td>
</tr>
<tr>
<td></td>
<td>32GB RAM</td>
</tr>
<tr>
<td></td>
<td>2x146GB hard drives</td>
</tr>
<tr>
<td></td>
<td>QLogic converged network adapter</td>
</tr>
<tr>
<td></td>
<td>(CNA; PCIe 2-port 10-Gigabit Ethernet)</td>
</tr>
</tbody>
</table>
### Table 5: UCS Hardware C210-M1

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
</table>
| UCS-C210M1-VCD1 (Reference Configuration 1) | CPU: XE5540  
2.53 GHz  
2 CPU 4 Core  
12GB RAM  
6x146GB SAS  
3 motherboard built-in Ethernet ports (2 for network and 1 for Cisco UCS C-Series Integrated Management Controller) |
| UCS-C210M1-VCD2 (Reference Configuration 2) | CPU: XE5540  
2.53 GHz  
2 CPU 4 Core  
36GB RAM  
10x146 GB SAS  
3 motherboard built-in Ethernet ports (2 for network and 1 for Cisco UCS C-Series Integrated Management Controller)  
4 additional Ethernet ports (all for network) |
| Reference Configuration 3 | CPU: XE5540  
2.53 GHz  
2 CPU 4 Core  
36GB RAM  
10x146 GB SAS  
3 motherboard built-in Ethernet ports (2 for network and 1 for Cisco UCS C-Series Integrated Management Controller)  
4 additional Ethernet ports  
DAS for VMware, FC SAN for UC apps  
1GbE NIC and 4G FC HBA  
(Sold as Cisco Data Center SKUs only) |

### Table 6: UCS Hardware B200-M2

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
</table>
| UCS-B200M2-VCS1 | CPU: XE5640  
2.66 GHz |
<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
</table>
| Reference configuration 1 | CPU: EX5640  
2.66 GHz  
2 CPU 4 Core  
48GB RAM  
10x146 GB SAS  
3 motherboard built-in Ethernet ports (2 for network and 1 for Cisco UCS C-Series Integrated Management Controller)  
4 additional Ethernet ports (all for network) |
| Reference configuration 2 | CPU: XE5640  
2.66 GHz  
2 CPU 4 Core  
48GB RAM  
10x146-GB SAS  
3 motherboard built-in Ethernet ports (2 for network and 1 for Cisco UCS C-Series Integrated Management Controller)  
4 additional Ethernet ports (all for network)  
Host bus adapter (HBA) with two 4-Gbps Fibre Channel ports |

### 3.4.4 Network Time Protocol (NTP)
Installation of Unified IC requires access to a NTP server or server pool.

### 3.4.5 Domain Name Server (DNS)
Installation of Unified IC requires access to a Domain Name Server.
3.5 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

3.6 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

3.7 Reporting Data Set Capacity

<table>
<thead>
<tr>
<th>Server Class</th>
<th>Capacity/Reporting Users Per HDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>All the supported Unified IC servers. For details see the Hardware section.</td>
<td>200 concurrent reporting users. For a Unified CCE deployment with more than 4000 Agents, contact Cisco support to know more about the Unified CCE hardware requirements.</td>
</tr>
</tbody>
</table>

For further details on the various deployment models, refer to the Cisco Unified Intelligence Center Solution Reference Network Design (SRND) guide, available in the Design Guides category at http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html