Hardware and System Software Specification
(Bill of Materials)

Cisco Unified Intelligence Center Release 8.5(2)

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Contents

CISCO UNIFIED INTELLIGENCE CENTER RELEASE 8.0(X)  1

1  OVERVIEW  1
   1.1  UNIFIED IC DEPLOYMENTS 1
   1.2  UNIFIED IC APPLICATIONS 1

2  REFERENCES  1

3  CISCO UNIFIED INTELLIGENCE CENTER SERVER  2
   3.1  OPERATING SYSTEM  2
   3.2  SOFTWARE  2
   3.3  QUALIFIED BROWSERS  3
   3.4  HARDWARE  3
      3.4.1  MCS-40-005 Class  4
      3.4.2  MCS-40-0011 Class  4
      3.4.3  UCS Server Hardware  4
      3.4.4  Network Time Protocol (NTP)  6
      3.4.5  Domain Name Server (DNS)  6
   3.5  LICENSE  7
   3.6  DATABASE SUPPORT  7
   3.7  REPORTING DATA SET CAPACITY  7
List of Tables

Table 1: Software used with Unified IC 3
Table 2: Unified IC Hardware MCS-40-005-Class 4
Table 3: Unified IC Hardware MCS-40-005-Class 4
Table 4: UCS Hardware B200-M1 4
Table 5: UCS Hardware C210-M1 5
Table 6: UCS Hardware B200-M2 5
Table 7: UCS Hardware C210-M2 6
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:

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
- 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</td>
<td>Used for exporting reports to MS Excel.</td>
</tr>
<tr>
<td>Versions 2003 and 2007</td>
<td></td>
</tr>
<tr>
<td>Cisco Security Agent</td>
<td>CSA is an enterprise Security solution that protects workstations and</td>
</tr>
<tr>
<td>Version 6.0.1.132</td>
<td>servers by intercepting operating system calls which it can deny or</td>
</tr>
<tr>
<td></td>
<td>allow.</td>
</tr>
<tr>
<td></td>
<td>The global link for CSA is:</td>
</tr>
<tr>
<td>Adobe Flash Player</td>
<td>Used with the Gauge Viewer and Chart animation</td>
</tr>
<tr>
<td>Version 9 or later</td>
<td></td>
</tr>
<tr>
<td>ACE 4710 Device</td>
<td>Used for Load Balancing</td>
</tr>
<tr>
<td>Version A3(2.0)</td>
<td></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.

Unified IC is supported on MCS-7845 servers or their equivalents as described in the HP and IBM server links from this page:


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>MCS-7845-I2-CCE2</td>
<td>2 CPU 2 Core</td>
</tr>
<tr>
<td></td>
<td>4GB RAM</td>
</tr>
<tr>
<td></td>
<td>4x146GB SAS</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>
<tbody>
<tr>
<td>UCS-C210M1-VCD1 (Reference Configuration 1)</td>
<td>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)</td>
</tr>
<tr>
<td>UCS-C210M1-VCD2 (Reference Configuration 2)</td>
<td>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)</td>
</tr>
<tr>
<td>Reference Configuration 3</td>
<td>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)</td>
</tr>
</tbody>
</table>

Table 6: UCS Hardware B200-M2

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCS-B200M2-VCS1</td>
<td>CPU: XE5640 2.66 GHz</td>
</tr>
</tbody>
</table>
2 CPU 4 Core
48GB RAM
2x146GB hard drives
Cisco Virtual Interface Card (VIC: PCIe 2-port 10-Gigabit Ethernet)

Table 7: UCS Hardware C210-M2

<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</td>
<td>200 concurrent reporting users. For a Unified CCE deployment with more than 4000 Agents, contact</td>
</tr>
<tr>
<td>Unified IC servers. For</td>
<td>Cisco support to know more about the Unified CCE hardware requirements.</td>
</tr>
<tr>
<td>details see the</td>
<td></td>
</tr>
<tr>
<td>Hardware section.</td>
<td></td>
</tr>
</tbody>
</table>