



Hardware and System Software Specification (Bill of Materials)

Cisco Unified Intelligence Center Release 8.5(3)

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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), 8.5(2), 8.5(3), 7.5(x) 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:

- ♦ The *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM / Contact Center Enterprise & Hosted*, available at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html
- ♦ The Cisco Unified Intelligence Center documentation set, available at http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
- ♦ The *Cisco Unified Intelligence Center Solution Reference Network Design (SRND) Guide*, available at in the Design Guides category at http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
- ♦ Unified ICM/Contact Center Enterprise and Hosted Editions product documentation, including planning, upgrade, install, configuration, reporting, reference, and developer documentation, is available at <http://www.cisco.com/public/support/tac/documentation.html>. and at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html

- ◆ The *Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*, available at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html
- ◆ Cisco End of Life and End of Sales Notices http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_eol_notices_list.html
- ◆ Contact Center Enterprise Solution Reference Network Design (SRND) on this page http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html
- ◆ 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 (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

Application and Version	Notes
Microsoft Excel Versions 2003 and 2007	Used for exporting reports to MS Excel.
Cisco Security Agent Version 6.0.1.132	CSA is an enterprise Security solution that protects workstations and servers by intercepting operating system calls which it can deny or allow. 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
Adobe Flash Player Version 9 or later	Used with the Gauge Viewer and Chart animation
ACE 4710 Device Version A3(2.0)	Used for Load Balancing
VMware ESXi 4.0	Used for hosting virtual machine

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:

http://www.cisco.com/en/US/products/hw/voiceapp/ps378/product_solution_overview_list.html

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

Hardware	Specifications
MCS-7845-H2-CCE2 MCS-7845-I2-CCE2	CPU: Xeon 2.33 GHz 2 CPU 2 Core 4GB RAM 4x146GB SAS

3.4.2 MCS-40-0011 Class

NOTE: This is the preferred class.

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

Hardware	Specifications
MCS-7845-I3-CCE1	CPU: XE5540 2.53 GHz 1 CPU 4 Core 6GB RAM 4x146GB SAS

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

Hardware	Specifications
UCS-B200M1-VCS1	CPU: XE5540 2.53 GHz 2 CPU 4 Core 32GB RAM 2x146GB hard drives QLogic converged network adapter (CNA; PCIe 2-port 10-Gigabit Ethernet)

Table 5: UCS Hardware C210-M1

Hardware	Specifications
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

Hardware	Specifications
UCS-B200M2-VCS1	CPU: XE5640 2.66 GHz

	2 CPU 4 Core 48GB RAM 2x146GB hard drives Cisco Virtual Interface Card (VIC: PCIe 2-port 10-Gigabit Ethernet)
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Table 7: UCS Hardware C210-M2

Hardware	Specifications
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:

- Microsoft SQL Server Version 2005.
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

Server Class	Capacity/Reporting Users Per HDS
All the supported Unified IC servers. For details see the Hardware section.	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.

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