

Avaya Call Reporting 4.2 Server Requirements



Format	Downloadable setup file
Database	BlueDB (Open Source)
Web Server	Apache Tomcat
User Interface	Web Interface and Avaya Call Reporting Desktop Application
Avaya IP Office	Release 10.1 and above
IP Office Connection	Release 10.1 and above - Devlink3
Avaya Licenses Required	IP Office 10.1 +
Virtual Machine	VM Ware and Hyper-V
ACR OVA	Username: acradmin password acrpas1! Contains Centos 7 and ACR 4.2 ftp://media.ximasoftware.com/ova/ACR4_2_2b.ova
User PC Requirements	Windows 7 or higher; 32/64-bit Linux Internet Explorer Java 7 or above Javascript Enabled
Server Requirements	Windows 8.1, 10, 2012, 2012 r2, 2016, or 2019 ESXi 5.5, 6.0, 6.5, or 6.7 Linux (Ubuntu and CentOS recommended and tested) 32/64-bit Supported 64-bit recommended
Installation Location	Avaya Call Reporting cannot be installed on the same PC/Server as IP Office Server Edition or the Application Server.
Reporting	The following chart details the necessary system requirements based upon the number of users in your phone system. This chart is for those who have Standard Reports only.

Users	CPUs	System Memory	Java Heap	Disk	Calls Per Year
25	Single Core*	512 MB	128 MB	543.3 MB/yr	820,000
50	Single Core*	512 MB	128 MB	885 MB/yr	1,600,000
100	Single Core*	512 MB	128 MB	1.7 GB/yr	3,200,000
250	Single Core*	512 MB	128 MB	4.2 GB/yr	8,200,000
500	Dual Core	1 GB	256 MB	8.2 GB/yr	16,400,000
1000	Dual Core	1 GB	384 MB	16.2 GB/yr	32,860,000
3000	Dual Core	2 GB	896 MB	47 GB/yr	98,500,000

* AWS T2 Nano System Requirements - Single Core, 512 MB RAM, Cent OS 64bit

Realtime The following chart details the amount of Realtime storage available for system memory and Java Heap. This chart for those who have both Standard Reports and Realtime.

Users	CPUs	System Memory	Java Heap
25	Dual Core	512 MB	128 MB
50	Dual Core	512 MB	128 MB
100	Dual Core	512 MB	128 MB
250	Dual Core	512 MB	128 MB
500	Dual Core	1 GB	256 MB
1000	Dual Core	1 GB	512 MB
3000	Dual Core	2 GB	1152 MB

Recording Storage

The following chart details the number of days until the disk drive is filled up from recording. Use this information to determine your company's needs. Assume eight hours per recording port, per day

Users	1 Recording Port	5 Recording Ports	10 Recording Ports	25 Recording Ports	50 Recording Ports
32 GB	700	140	70	28	14
250 GB	5,461	1,092	546	218	109
500 GB	10,922	2,185	1,092	437	218
1000 GB	21,845	4,370	2,185	875	437

Maximum Recording Port Capacity

Platform	Active Recording	VM Pro	VRTX
IP Office Server Edition running on Dell R230	80	150	256
IP Office Server Edition running on Dell R360	80	150	512
IP Office Server Edition running on ACP110 (Dell R640)	80	150	512
IP Office Server Edition OVA	80	150	512
Select running on ACP 110 (Dell R640)	160	500	1024
Select OVA	160	500	1024
IP500 V2 Control Unit	40	40	184

Recording Port Server Requirements

The chart below refers to the required specifications needed depending on the user's amount of Recording Ports.

	10 Recording Ports	11-23 Recording Ports	25-45 Recording Ports	46-68 Recording Ports	69+ Recording Ports
CPU & RAM	4 GB RAM 4 Core CPU	6 GB RAM 4 Core CPU	6 GB RAM 8 Core CPU	8 GB RAM 8 Core CPU	8-16 GB RAM 8 Core CPU