



CISCO SERVER REQUIREMENTS

Format	Downloadable setup file
Database	OrientDB
Web Server	Apache Tomcat
User Interface	Web Interface and Chronical Desktop Application
Server Requirements	Windows 7 or higher, Windows 2003 and higher, Linux 32-bit or 64bit 250 GB Hard Drive (minimum) 4 GB RAM (minimum, see below for recommended RAM based off call volume.) Quad Core CPU
Ram Requirements	Increase Memory by 2 GB for every 10,000 Calls a Day Example: 10,000 Calls a Day = 6GB of RAM 20,000 Calls a Day = 8GB of RAM 30,000 Calls a Day = 10GB of RAM 50,000 Calls a Day = 14GB of RAM
Cisco Call Manager	Release 7, 8, 9, 10, 11 and 6k
Cisco Call Manager Connection	JTAPI, AXL and CDR
Unity Monitoring	Monitor Output
Virtual Machine	VM Ware

User PC Requirements	Windows 7 or higher; Linux 32-bit or 64bit Internet Explorer, Firefox, Opera, Safari Java 7 or above Javascript enabled
Increasing Server Requirements	You may need to increase the hard drive and CPU depending on the number of Realtime Agent Licenses you have and if you are recording calls. The below chart will display the recommended hard drive based off recording requirements:

RECORDING STORAGE

Storage Space	8-Hour Days	5 Agents	10 Agents	25 Agents	50 Agents
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

The number shows the number of days until the hard drive fills up.