

PC Specification

Server Applications Dependencies

| Applications | Minimum PC Resources | Intel Pentium | Intel Celeron | AMD | Notes |
|--|--|------------------------------|--------------------------|--|---|
| VoiceMail Pro Standalone | 256MB RAM | Any - 1.4GHz clock speed | Any - 1.7GHz clock speed | Any - 1.4GHz clock speed | To avoid replacing the server when adding new applications we recommend that a Pentium 4 2.8GHz (or equivalent) is used when possible |
| VoiceMail Pro + IMS Campaign Manager | 512MB RAM | Pentium 4 2.8GHz clock speed | Not tested | Athlon XP 3000+ All Athlon 64 chips are supported | |
| VoiceMail Pro + IVR TTS | 512MB RAM Min 20GB drive | Pentium 4 2.8GHz clock speed | Not tested | Athlon XP 3000+ All Athlon 64 chips are supported | If the database being queried is located on the VM Pro server the query speed of the database will be affected by the amount of memory available. Please take into account the memory requirements of the database being queried. |
| VoiceMail Pro + ContactStore | 512MB RAM | Pentium 4 2.8GHz clock speed | Not tested | Athlon XP 3000+ All Athlon 64 chips are supported | |
| VoiceMail Pro + Compact Contact Center V5 | 512MB RAM Min10GB drive | Pentium 4 2.8GHz clock speed | Not tested | Athlon XP 3000+ All Athlon 64 chips are supported | VM Pro and CCC can be run on the same server up to a maximum of 25 agents, 8 ports of VM Pro. |
| Customer Call Reporter | 2GB RAM | D945 Dual Core | Not tested | AMD Athlon 64 4000+ | Also requires MS-SQL 2005. |
| Compact Contact Center Standalone | 512MB RAM | Any - 1.4GHz clock speed | Any - 1.7GHz clock speed | Any - 1.4GHz clock speed | |
| one-X Portal for IP Office | 2GB RAM 10GB free disk space | D945 Dual Core | Not tested | AMD Athlon 64 4000+ | |
| Delta Server (SMR) | 256MB RAM Min 10GB free disk space. IE5.5 or higher | Any - 1.4GHz clock speed | Any - 1.7GHz clock speed | Any - 1.4GHz clock speed | The Delta Server and CBC can be installed on either the same PC or on separate PC's. In both cases these are the minimum PC specifications. |

Key:

- VM Pro – VoiceMail Pro
- IMS – Integrated Messaging Pro
- CM – Campaign Manager
- TTS – Text To Speech
- IVR – Third Party Database Access
- CCC – Compact Contact Center

Client Applications Dependencies

| Applications | Min PC Resources | Intel Pentium | Intel Celeron | AMD | Notes |
|--------------------------------|--------------------------------------|---------------|---------------|-----|---|
| Conferencing Web Client | Internet Explorer 6 or above | ANY | ANY | ANY | Any desktop machine can be used as long as it is capable of running IE6 |
| Phone Manager Lite/Pro | 64MB RAM and 50Mb of free disk space | 266Mhz | | | A sound card is needed if audio features are required. |

| | | | | | |
|----------------------------------|---------------------------------------|--------------------------------|------------------------------|-----------------------------|--|
| SoftConsole | 64MB RAM with 1GB of free disk space | Pentium II 400MHz clock speed | Celeron 2 533MHz clock speed | Athlon B 650MHz clock speed | A maximum of four SoftConsole applications can be run per system (a license controls the number of simultaneous SoftConsole users). A sound card is needed if audio features are required. |
| ContactStore Web client | Internet Explorer 5 or above | ANY | ANY | ANY | Any desktop machine can be used as long as it is capable of running IE5 |
| IP Office Manager | 64MB RAM and 50Mb of free disk space | 266Mhz | | | |
| IP Office SSA | 256MB RAM and 50Mb of free disk space | 1Ghz | | | Requires Java Virtual Machine 1.4.2 or later. Each SSA session takes about 35M of RAM. |
| Contact Center View (CCV) | 128MB RAM and 10GB of free disk space | Pentium III 800MHz clock speed | Celeron 3 800Mhz clock speed | Athlon B 650MHz clock speed | For OS of Windows XP, minimum RAM increases to 256MB |
| CCC Reporter | Internet Explorer 6 or above | ANY | ANY | ANY | |
| Wallboard Server | 128MB RAM and 10GB of free disk space | Any - 1.4Ghz clock speed | Any - 1.7Ghz clock speed | Any - 1.4Ghz clock speed | The Wallboard Server MUST reside on the same PC as the Delta Server |
| Wallboard Client | 128MB RAM and 10GB of free disk space | Pentium III 800MHz clock speed | Celeron 3 800Mhz clock speed | Athlon B 650MHz clock speed | For OS of Windows XP, minimum RAM increases to 256MB |
| PC Wallboard | 128MB RAM and 10GB of free disk space | Pentium III 800MHz clock speed | Celeron 3 800Mhz clock speed | Athlon B 650MHz clock speed | For OS of Windows XP, minimum RAM increases to 256MB |

Windows Operating System Support

The following table gives a summary of the Server & Client Operating Systems (OS) on which various IP Office applications are tested and supported for IP Office Release 6.

| Microsoft Server OS ^{1,2} | IP Office Manager | SSA | VM Lite | VM Pro ³ | TAPI (3rd party/WAV) | SMDR ⁴ | CCC V5 Server | Conf. Center Server | Customer Call Reporter | one-X Portal |
|--|-------------------|-----|---------|---------------------|----------------------|-------------------|---------------|---------------------|------------------------|--------------|
| 2003 Server (SP2) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| XP Professional (SP3) | Yes | Yes | Yes | Yes | Yes | Yes | No | No | No | No |
| XP Professional (SP3) 64bit⁵ | No | No | No | No | No | No | No | No | No | No |
| 2008 Server | Yes | Yes | No | Yes | No | Yes | No | No | No | Yes |
| 2008 Server 64bit | Yes | Yes | No | Yes | No | Yes | No | No | No | Yes |

| Microsoft Client OS 1 | IP Office Manager | SSA | CCC Clients | VM Lite | VM Pro ³ | Soft Console | Phone Manager | TAPI (1st party) | Conf. Center Client |
|--|-------------------|-----|-------------|---------|---------------------|--------------|---------------|------------------|---------------------|
| XP Professional (SP3) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| XP Professional (SP3) 64bit⁵ | No | No | No | No | No | No | No | No | No |
| Vista Business/Enterprise (SP1) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Vista Ultimate (SP1) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Vista | No | No | No | No | No | No | No | No | No |

| | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|
| Business/Enterprise 64bit⁵ | | | | | | | | | |
| Vista Ultimate 64bit⁵ | No | No | No | No | No | No | No | No | No |

| Non OS Applications | IMS ⁶ | UMS web voicemail | Phone Manager | CCC V5 Reporter & Database | Conf. Center Client | Contact Store Database |
|--------------------------------|------------------|-------------------|---------------|----------------------------|---------------------|------------------------|
| Microsoft Exchange 2003 | Yes | n/a | n/a | n/a | n/a | n/a |
| Microsoft Exchange 2007 | No | n/a | n/a | n/a | n/a | n/a |
| Microsoft Outlook 2003 | Yes | n/a | Yes | n/a | n/a | n/a |
| Microsoft Outlook 2007 | Yes | n/a | Yes | n/a | n/a | n/a |
| Internet Explorer 6 | n/a | Yes | n/a | Yes | Yes | n/a |
| Internet Explorer 7 | n/a | Yes | n/a | Yes | Yes | n/a |
| Microsoft MSDE 2000 | n/a | n/a | n/a | Yes | n/a | Yes |
| Microsoft SQL2005 | n/a | n/a | n/a | Yes | n/a | No |
| Microsoft SQL2008 | n/a | n/a | n/a | No | n/a | No |

Notes:

1. Windows ME, Windows 95, Windows 98, Windows NT4 and Windows 2000 operating systems are no longer supported by Avaya. They may function but have not been tested with IP Office Release 6 and any faults reported will not be fixed.
2. Windows Small Business Server 2003 is supported for the same applications as Windows 2003 Server.
3. Exceptions for VoiceMail Pro support:
Integrated Messaging Pro (IMS) does not work on Windows Server 2008 or Windows Vista.
Web Campaigns does not work on Windows Vista.
Voicemail web access does not work on Windows XP or Windows Vista.
Please refer to the Voicemail Installation and Administration manual.
4. Although a server application, IP Office SMDR (Delta Server) can also run on a Windows 2003, Windows XP and Windows Vista client Operating Systems (32-bit only) but should not be run on the same PC as a CCC Delta Server.
5. 64 Bit versions of Microsoft client operating systems are not currently supported by IP Office applications.
6. Integrated Messaging Pro (IMS) does not support IMS operation with Outlook 2003/2007 operating in cache mode.
7. Microsoft Exchange 2000 is no longer.

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http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/productdescription/pc_specification.htm

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