

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 (SM DR)	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								

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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