



IP Office Technical Tip

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Region: GLOBAL

Minimum PC Specification required for IP Office Applications

This Technical Tip states the minimum level of PC specification supported with IP Office applications running version 3.2 and above. For IP Office systems running below version 3.2 please refer to IP Office Technical Tip 80.

Applications System Requirements

- Any IP Office system (3.2 and above)
- Any IP Office supported desktop telephone
- An Ethernet attached PC running a recommended minimum Operating System:
 - Microsoft Windows 2000
 - Microsoft Windows Server 2003
 - Microsoft Windows XP Professional
 - Microsoft Vista Business or Ultimate Editions

IP Office Applications Operating System/Service Pack Support Policy

When a new PC Operating System or Service Pack is released by Microsoft, Avaya will endeavour to support the new OS or SP within 6 months of release. This time is required to re-certify the applications through the Software Verification and Field Trial programs. Support will then be announced in a Technical Tip or Bulletin.

Server Applications Dependencies

IP Office Application	Min PC Resources	Intel Pentium	Intel Celeron	AMD	Notes
VoiceMail Lite	256MB RAM 2GB of free disk space	Pentium 4 - 1.4GHz	Any-1.7GHz	Any - 1.4GHz	Attempting to run the applications on lower specification PC's may cause degradation of operation and will not be supported. Any Dual Core CPU of 1.8Ghz and higher is supported.
VoiceMail Pro (Standalone)	256MB RAM 2GB of free disk space	Pentium 4 1.4GHz	Any-1.7GHz	Any - 1.4GHz	To avoid replacing the server when adding new applications we recommend that a Pentium 4 2.8GHz (or equivalent) is used when possible. Any Dual Core CPU of 2.4Ghz and higher is supported.
VoiceMail Pro with IMS or Campaigns	512MB RAM 2GB of free disk space	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	Any Dual Core CPU of 1.8Ghz and higher is supported. Any Dual Core CPU of 2.4Ghz and higher is supported.
VoiceMail Pro with Third Party Database Access or TTS	512MB RAM 20GB of free disk space	Pentium 4 2.8GHz	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. Any Dual Core CPU of 2.4Ghz and higher is supported.
VoiceMail Pro and Contact Store	512MB RAM 20GB of free disk space	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	Any Dual Core CPU of 2.4Ghz and higher is supported.
VoiceMail Pro Compact Contact Center V5	512MB RAM 10GB of free disk space	Pentium 4 2.8GHz	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. Any Dual Core CPU of 2.4Ghz and higher is supported.
VoiceMail Pro Compact Business Center	512MB RAM 10GB of free disk space	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	The client PC needs to be Pentium III, 800MHz with 128MB RAM minimum. Any Dual Core CPU of 2.4Ghz and higher is supported.
Compact Contact Center Standalone	512MB RAM	Pentium 4 2.8GHz	Any-1.7GHz	Athlon XP 3000+ All Athlon 64 chips are supported	Any Dual Core CPU of 2.4Ghz and higher is supported.
Conferencing Center	512MB RAM Min 80GB free disk space	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	Windows XP Professional, 2000 Professional can be used but would typically support a maximum of 10 web clients. To support more than 10 clients a server with IIS will be required. Any Dual Core CPU of 2.4Ghz and higher is supported.
Delta Server (SMDR)	256MB RAM 10GB free disk space	Pentium 3 800Mhz.	Any-1.7GHz	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.

Client Application Dependencies

Applications	Min PC Resources	Intel	Intel	AMD	Notes
		Pentium	Celeron		
Conference Center Web Client	Internet Explorer 6 and above	Any	Any	Any	Any desktop machine can be used as long as it is capable of running IE6. Any Dual Core CPU of 1.8Ghz and higher is supported.
Phone Manager Lite/Pro	64MB RAM and 160Mb of free disk space	Pentium 3 800Mhz.	Celeron 3 800Mhz	AthlonB 650MHz	A sound card is needed if audio features are required. Any Dual Core CPU of 1.8Ghz and higher is supported.
SoftConsole	128MB RAM with 1GB of free disk space	Pentium 3 800MHz	Celeron 3 800MHz	Athlon B 650MHz	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. Any Dual Core CPU of 1.8Ghz and higher is supported.
ContactStore Web client	Internet Explorer 6 and above	Any	Any	Any	Any desktop machine can be used as long as it is capable of running IE6. Any Dual Core CPU of 1.8Ghz and higher is supported.
IP Office Manager	128MB RAM and 1Gb of free disk space	Pentium 3 800Mhz	Celeron 3 800Mhz	Athlon B 650MHz	Any Dual Core CPU of 1.8Ghz and higher is supported.
IP Office SSA	256MB RAM and 1.4Gb of free disk space	Pentium 3 800Mhz	Celeron 3 800Mhz	Athlon B 650MHz	Requires Java Virtual Machine 1.4.2 or later. Each SSA session takes about 35M of RAM. Any Dual Core CPU of 1.8Ghz and higher is supported.
Contact Center View (CCV)	128MB RAM and 10GB of free disk space	Pentium 3 800MHz	Celeron 3 800Mhz	Athlon B 650MHz	For OS of Windows XP, minimum RAM increases to 256MB. Any Dual Core CPU of 1.8Ghz and higher is supported.
CCC Reporter	Internet Explorer 6 or above	Any	Any	Any	Any Dual Core CPU of 1.8Ghz and higher is supported.
Wallboard Server	128MB RAM and 10GB of free disk space	Pentium 3 800Mhz	Celeron 3 800Mhz clock speed	Athlon B 650MHz	The Wallboard Server MUST reside on the same PC as the Delta Server. Any Dual Core CPU of 1.8Ghz and higher is supported.
Wallboard Client	128MB RAM and 10GB of free disk space	Pentium 3 800MHz	Celeron 3 800Mhz	Athlon B 650MHz	For OS of Windows XP, minimum RAM increases to 256MB. Any Dual Core CPU of 1.8Ghz and higher is supported.
PC Wallboard	128MB RAM and 10GB of free disk space	Pentium 3 800MHz	Celeron 3 800Mhz	Athlon B 650MHz	For OS of Windows XP, minimum RAM increases to 256MB. Any Dual Core CPU of 1.8Ghz and higher is supported.

Microsoft Windows Operating System support

The range of Windows Operating Systems, which IP Office 3.2 and above applications are tested and supported has been expanded to include Windows Vista. The following table gives a summary of the Server and Client Operating Systems on which various IP Office applications are tested and supported.

Microsoft Server OS ¹	IPO Manager	SSA	CBC ²	CCC v5 Server ⁵	VM Lite	VM Pro ³	SMDR ⁵	Conf. Center Server
2000 server (SP4)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2003 server (SP2)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XP Professional (SP2)	Yes	Yes	Yes	No	Yes	Yes	Yes	No
XP Professional (SP2) 64bit	No	No	No	No	No	No	No	No

Microsoft Client OS ¹	IPO Manager	SSA	CBC ²	CCC Clients	VM Lite	VM Pro ³	Soft-Console	Phone Manager ⁸	Conf. Center Client
XP Professional (SP2)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
XP Professional (SP2) 64bit	No	No	No	No	No	No	No	No	No
2000 Professional (SP4)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Vista Business/Enterprise	Yes	Yes	Yes	Future	Yes	Future	Yes	Yes	Yes
Vista Ultimate	Yes	Yes	Yes	Future	Yes	Future	Yes	Yes	Yes
Vista Business/Enterprise 64bit ⁷	Future	Future	Future	Future	Future	Future	Future	Future	Future
Vista Ultimate 64bit ⁷	Future	Future	Future	Future	Future	Future	Future	Future	Future

Non OS Applications ⁶	IMS ⁴	CCC v5 Reporter & Database	Conf. Center Client	Conference Center Database	Contact Store Db
Microsoft Exchange 2000	Yes	n/a	n/a	n/a	n/a
Microsoft Exchange 2003	Yes	n/a	n/a	n/a	n/a
Microsoft Exchange 2007	Yes	n/a	n/a	n/a	n/a
Microsoft Outlook 2003	Yes	n/a	n/a	n/a	n/a
Microsoft Outlook2007	No	n/a	n/a	n/a	n/a
Internet Explorer 6	n/a	Yes	Yes	n/a	n/a
Internet Explorer 7	n/a	Future ⁹	Yes	n/a	n/a
Microsoft MSDE 2000	n/a	Yes	n/a	Yes	Yes
Microsoft SQL2005	n/a	Future ⁹	n/a	Future ⁹	Future ⁹
Microsoft SQL2008	n/a	Future ⁹	n/a	Future ⁹	Future ⁹

Notes:

1. Microsoft Windows 95, 98, ME and Windows NT4 Operating Systems are no longer supported by Avaya.
2. CBC requires the associated Delta Server application to be installed on the appropriate operating system, please refer to the Delta Server Installation manual for detailed information.
3. **IMS and Web Campaigns options within VoiceMail Pro are only supported on Windows Servers.** Aspects of operation such as Voicemail to E-mail, Integrated Messaging Pro (IMS), Web Campaigns, etc, are subject to further requirements. Please refer to the Voicemail Installation and Administration manual.
4. Integrated Messaging Pro (IMS) does not support IMS operation with Outlook 2003/2007 operating in cache mode.
5. Although a server application, IP Office SMDR (Delta Server) can also run on a Windows 2000, 2003, Windows XP and Windows Vista client Operating Systems but should not run on the same PC as a CBC or CCC Delta Server.
6. Windows Small Business Server 2003 is supported for the same applications as Windows 2003 Server.
7. 64 Bit versions of Microsoft operating systems are not currently supported with IP Office applications. When a new PC Operating System or service pack is released by Microsoft, Avaya will endeavour to support the new OS or SP within 6 months of release. This time is required to re-certify the applications through the Software Verification and Field Trial programs. Support will be announced in a future Technical Tip or Bulletin.
8. Phone Manager PC Softphone is not supported on Microsoft Vista.
9. Support will be announced in a future Technical Tip or Bulletin.

Microsoft Windows Operating System Service Pack Support

Operating System	Current Service Pack and Date of Availability	Next Update and Estimated Date of Availability	Notes
Windows 2000 Professional and Server. ³	SP4 June 26th 2003 Update Rollout 1 for SP4 June 28 th , 2005	No further updates planned.	Customers must be running SP4 to continue to receive monthly security updates.
Windows XP Professional	SP2 August 9, 2004	SP3 1 st Half CY2008 (preliminary)	Please see IP Office Tech Tip Bulletin 49 – issued Oct 2004
Windows Server 2003	SP2 April 30, 2007	n/a	Please see Tech Tip 113 with regards to security settings required.
Windows Vista	N/A	SP1 Q3 2007	See Support Policy

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