



## IP Office Technical Bulletin

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**Region:** GLOBAL

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### PC Requirements for IP Office Applications

For IP Office Systems 2.1 and above; **effective 24 January 2006** until further notice

#### **Applications System Requirements**

- Any IP Office system. (2.1 and above)
- Any IP Office supported desktop telephone.
- Ethernet attached PC running as a recommended **minimum**, Microsoft Windows 2000/2003/XP Professional, with the following **minimum** supported specification:

## Server Applications dependencies:

| Applications                 | Min PC Resources                                    | Intel Pentium                  | Intel Celeron                | AMD  | Notes   |
|------------------------------|---|--------------------------------|------------------------------|--|---|
| <b>VM Lite</b>               | 256MB RAM   | Any - 1.4GHz clock speed       | Any - 1.7GHz clock speed     | Any - 1.4GHz clock speed                             | Attempting to run the applications on lower specification PC's may cause degradation of operation and will not be supported.  |
| <b>VM Pro</b>                | 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   |
| <b>VM Pro + IMS + CM</b>     | 512MB RAM   | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>All Athlon 64 chips are supported |   |
| <b>VM Pro + IVR + TTS</b>    | 512MB RAM<br>Min 20GB drive                         | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>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. |
| <b>VM Pro + ContactStore</b> | 512MB RAM   | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>All Athlon 64 chips are supported |   |
| <b>VM Pro + CCC</b>          | 512MB RAM<br>Min10GB drive                          | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>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.   |
| <b>VMP + CBC</b>             | 512MB RAM<br>Min10GB drive                          | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>All Athlon 64 chips are supported | The client PC needs to be Pentium III, 800MHz with 128MB RAM minimum.   |
| <b>CCC</b>                   | 512MB RAM   | Any - 1.4GHz clock speed       | Any - 1.7GHz clock speed     | Any - 1.4GHz clock speed                             |   |
| <b>CCC + MMM</b>             | 512MB RAM<br>Min10GB drive                          | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>All Athlon 64 chips are supported | The database must be run with full SQL, MSDE is not supported with MMM.   |
| <b>VM Pro + CCC + MMM</b>    | 512MB RAM<br>Min10GB drive                          | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>All Athlon 64 chips are supported | The database must be run with full SQL, MSDE is not supported with MMM.   |
| <b>Conferencing Center</b>   | 512MB RAM<br>Min 80GB free disk space               | Pentium 4 2.8GHz clock speed   | Not tested                   | Athlon XP 3000+<br>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.   |
| <b>CBC/SMDR</b>              | 256MB RAM Min 10GB free disk space. IE5.5 or higher | Pentium III 500MHz clock speed | Celeron 3 800Mhz clock speed | Athlon B 650MHz 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 Lite – Voicemail Lite**    **VM Pro – Voicemail Pro**    **IMS – Integrated Messaging Pro**  
**CM – Campaign Manager**    **TTS – Text To Speech**    **IVR – Third Party Database Access**  
**CBC – Compact Business Center**    **CCC – Compact Contact Center**

### Client Applications dependencies:

| Applications                     | Min PC Resources                      | Intel                          | Intel                        | AMD                         | Notes  |
|----------------------------------|---------------------------------------|--------------------------------|------------------------------|-----------------------------|--|
|                                  |                                       | Pentium                        | Celeron                      |                             |  |
| <b>Conf Web Client</b>           | Internet Explorer 6 or above          | ANY                            | ANY                          | ANY                         | Any desktop machine can be used as long as it is capable of running IE6  |
| <b>Conf Web Client</b>           | Internet Explorer 6 or above          | ANY                            | ANY                          | ANY                         | Any desktop machine can be used as long as it is capable of running IE6  |
| <b>Conf Web Client</b>           | Internet Explorer 6 or above          | ANY                            | ANY                          | ANY                         | Any desktop machine can be used as long as it is capable of running IE6  |
| <b>Phone Manager Lite/Pro</b>    | 64MB RAM and 50Mb of free disk space  | 266Mhz                         |                              |                             | A sound card is needed if audio features are required.   |
| <b>SoftConsole</b>               | 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. |
| <b>ContactStore Web client</b>   | Internet Explorer 5 or above          | ANY                            | ANY                          | ANY                         | Any desktop machine can be used as long as it is capable of running IE5  |
| <b>IP Office Manager</b>         | 64MB RAM and 50Mb of free disk space  | 266Mhz                         |                              |                             |  |
| <b>Contact Center View (CCV)</b> | 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   |
| <b>CCC Reporter</b>              | Internet Explorer 6 or above          | ANY                            | ANY                          | ANY                         |  |
| <b>Wallboard Server</b>          | 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  |
| <b>Wallboard Client</b>          | 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   |
| <b>PC Wallboard</b>              | 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 for 3.0

The range of Windows operating systems against which IP Office 3.0 applications are tested and supported has been expanded to include Windows 2003 server. 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 3.0.

| Microsoft Server OS's <sup>1, 10</sup> | IPO Manager | CBC <sup>2</sup> | CCC v5 Server    | VM Lite | VM Pro <sup>3</sup> | SMDR <sup>6</sup> | Conf. Center Server |
|--|-------------|------------------|------------------|---------|---------------------|-------------------|---------------------|
| <b>2000 server (SP4)</b>               | Yes         | Yes              | Yes              | Yes     | Yes                 | Yes               | Yes                 |
| <b>2003 server <sup>9</sup></b>        | Yes         | Yes              | Yes <sup>7</sup> | Yes     | Yes                 | Yes               | Yes                 |
| <b>XP Professional (SP2)</b>           | Yes         | Yes              | No               | Yes     | Yes                 | Yes               | No                  |

| Microsoft Client OS's <sup>1</sup> | IPO Manager | CBC <sup>2</sup> | CCC Clients incl. iContact | VM Lite | VM Pro <sup>3</sup> | Soft-Console | Phone Manager    | Conf. Center Client <sup>5</sup> |
|------------------------------------|-------------|------------------|----------------------------|---------|---------------------|--------------|------------------|----------------------------------|
| XP Professional (SP2)              | Yes         | Yes              | Yes                        | Yes     | Yes                 | Yes          | Yes              | Yes                              |
| 2000 Professional (SP4)            | Yes         | Yes              | Yes                        | Yes     | Yes                 | Yes          | Yes              | Yes                              |
| Windows 98 <sup>8</sup>            | Yes         | Yes              | No                         | No      | No                  | Yes          | Yes <sup>4</sup> | Yes                              |

**Notes:**

1. Windows ME, Windows 95 and NT4 Operating Systems are no longer supported by Avaya.
2. CBC requires the associated Delta Server application to be installed on a Windows 2000/XP workstation or a 2000/2003 server. Windows 2003 server requires Delta Server 4.0(33) or above.
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. Integrated Messaging Pro (IMS) is supported on Microsoft Exchange 5.5, 2000 and 2003. The R3.0GA release of VoiceMail Pro does not support IMS operation with Outlook 2003 operating in cache mode. The R3.0 maintenance release will provide this support.
4. For Phone Manager/PC Softphone Avaya recommends the use of Windows XP/2000.
5. Conferencing Center Web Client simply requires Internet Explorer 6.0 or higher (no other application required).
6. Although a server application, IP Office SMDR can also run on a Windows 2000, 2003 and Windows XP client Operating Systems but should not run on the same PC as a CBC or CCC Delta Server.
7. Multimedia CCC operation on Windows 2003 server will require CCC v5 (planned November 05).
8. Windows 98 is only supported on IP Office V2.1 and V3.0 applications; it is not supported on IP Office 3.1 applications and above. Systems that are upgraded to V3.1 should have also have any Windows 98 PCs that are running IP Office applications upgraded to use Windows 2000, Windows XP or later operating systems.
9. Windows Small Business Server 2003 is supported for the same applications as Windows 2003 Server.
10. 64 Bit versions of Microsoft operating systems are not currently supported with IP Office applications.

## Microsoft Operating System Service Pack Support

| Operating System  | Current Service Pack and Date of Availability                          | Next Update and Estimated Date of Availability | Notes  |
|---|--|--|--|
| Windows NT Workstation & Windows NT Server 4.xx   | <a href="#">SP6a</a> and <a href="#">SP6a SRP</a><br>November 30, 1999 | No further updates planned.                    |  |
| Windows 2000 Professional & Windows 2000 Server, Advanced Server and Datacenter Server <sup>3</sup> | <a href="#">SP4</a><br>June 26th 2003                                  | TBD  |  |
| Windows XP Home Edition   | <a href="#">SP2</a><br>August 9, 2004                                  | TBD  | Details of how to configure IP Office applications for operation with SP2 are contained with in the IP Office Tech Tip Bulletin 49 – issued Oct 2004 |
| Windows XP Professional   | <a href="#">SP2</a><br>August 9, 2004                                  | TBD  | Please see IP Office Tech Tip Bulletin 49 – issued Oct 2004  |
| Windows Server 2003 <sup>9</sup>  | <a href="#">SP1</a>  | TBD  | Please see tech tip 113 with regards to security settings required.  |

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