Avaya Call Reporting 4.4
Server Requirements (Windows)

Avaya IP Office Supported Versions:	10.0 or higher
IP Office Connection:	Release 10.0 and above Devlink3
Virtual Machine Support:	Yes
Avaya Licenses:	IP Office 10.0+ (No CTI link license required)
User Computer Requirements (Web Interface):	Chrome, Firefox, Safari, Edge, or Opera 1280 x 720 or higher screen resolution
User Computer Requirements (ACR Desktop):	Windows 7+ (64 bit) Mac OS X 10.7.3+ (Intel-based)

ACR Server Requirements

The following metrics and specifications assume the server is dedicated to hosting ACR and that no other resource-intensive software is running. Virus and security scanning software should be configured to not actively scan the ACR database, otherwise disk IOPS requirements will be higher than what is listed.

Baseline Server Requirements

System Type	Architecture	CPU Speed	Network Requirements
Windows* 7+ or Server 2008+	64-bit	2+ GHz	reliable, low-latency

* Must be a genuine copy of Windows and activated by Microsoft

Reporting Only System Requirements

User Counts								
Reporting Users	1-250	251-1000	1001-2000	2001-3000	3001-4000	4001-5000	5001-6000	6001-7000
System Specs								
Physical Server RAM (GB)	2	3	4	4	5	6	7	8
Configured Java Heap Max Size (GB)	0.4	0.6	0.9	1.2	1.5	1.8	2.4	3
Total CPU Cores	1	2	2	3	4	4	6	8
Disk Size (GB)* [can last for about three years]	3.5	8.75	16.25	27.5	41.25	57.5	76.25	95
Disk IOPS Write	300	375	425	525	625	800	1050	1500
Disk IOPS Read	12.5	50	57.5	65	87.5	125	187.5	250
Total **Minimum** IOPS	312.5	425	482.5	590	712.5	925	1237.5	1750
Disk IOPS Write Burst**	325	413	475	588	700	900	1,175	1,675
Disk IOPS Read Burst**	500	750	1,250	1,750	2,250	2,750	3,250	3,750
Total **Recommended** IOPS (to support burst operations without degredation of performance)	825	1,163	1,725	2,338	2,950	3,650	4,425	5,425

* The listed disk size is a starting point only. Over time more disk space will be needed. Please see "Additional Database Storage."

** Burst IOPS refers to the total disk operations required when using disk-intensive functionality (e.g., running reports and loading Realtime wallboards)

All Realtime System Requirements

Agent Counts

Realtime, Desktop, or Contact Center Agents	1-25	26-50	51-100	101-300	301-600	601-1000	1001-1500	1501-2000

System Specs

	1-25	26-50	51-100	101-300	301-600	601-1000	1001-1500	1501-2000
Physical Server RAM (GB)	3	4	5	6	7	8	9	11
Configured Java Heap Max Size (GB)	0.5	0.8	1.2	1.6	2	2.4	3.2	4
Total CPU Cores	1	2	2	3	4	4	6	8
Disk Size (GB)* [can last for about three years]	7	17.5	32.5	55	82.5	115	152.5	190
Disk IOPS Write	1080	1350	1530	1890	2250	2880	3780	5400
Disk IOPS Read	45	180	207	234	315	450	675	900
Total **Minimum** IOPS	1125	1530	1737	2124	2565	3330	4455	6300
Disk IOPS Write Burst**	1,170	1,485	1,710	2,115	2,520	3,240	4,230	6,030
Disk IOPS Read Burst**	1,800	2,700	4,500	6,300	8,100	9,900	11,700	13,500
Total **Recommended** IOPS (to support burst operations without degradation of performance)	2,970	4,185	6,210	8,415	13,140	3,650	15,930	19,530

*The listed disk size is a starting point only. Over time more disk space will be needed. Please see "Additional Database Storage."

** Burst IOPS refers to the total disk operations required when using disk-intensive functionality (e.g., running reports and loading Realtime wallboards)

Realtime and Reporting Combined System Requirements

User/Agent Counts

Reporting Users *	1-250	251-1000	1001-2000	2001-3000	3001-4000	4001-5000	5001-6000	6001-7000
Realtime, Desktop, or Contact Center Agents *	1-25	26-50	51-100	101-300	301-600	601-1000	1001-1500	1501-2000

System Specs

	1-250	251-1000	1001-2000	2001-3000	3001-4000	4001-5000	5001-6000	6001-7000
Physical Server RAM (GB)	3	4	5	6	7	8	10	12
Configured Java Heap Max Size (GB)	0.5	1	1.5	2	2.5	3	4	5
Total CPU Cores	1	2	2	4	4	6	8	10
Disk Size (GB)** [can last for about three years]	14	35	65	110	165	230	305	380
Disk IOPS Write	1,200	1,500	1,700	2,100	2,500	3,200	4,200	6,000
Disk IOPS Read	50	200	230	260	350	500	750	1,000
Total **Minimum** IOPS	1,250	1,700	1,930	2,360	2,850	3,700	4,950	7,000
Disk IOPS Write Burst***	1,300	1,650	1,900	2,350	2,800	3,600	4,700	6,700
Disk IOPS Read Burst***	2,000	3,000	5,000	7,000	9,000	11,000	13,000	15,000
Total **Recommended** IOPS (to support burst operations without degradation of performance)	3,300	4,650	6,900	9,350	11,800	14,600	17,700	21,700

* If there is misalignment between user quantities, the highest profile that meets all requirements should be used.

** The listed disk size is a starting point only. Over time more disk space will be needed. Please see "Additional Database Storage."

*** Burst IOPS refers to the total disk operations required when using disk-intensive functionality (e.g., running reports and loading Realtime wallboards)

Additional Database Storage:

Reporting Users				
Number of years to fill additional database storage (assumes six calls per hour, eight hours per working day)				
Additional Database Storage	100 Users	500 Users	1,000 Users	2,000 Users
10 GB	10	2	1	0.5
100 GB	100	20	10	5
500 GB	500	100	50	25
1,000 GB	1,000	200	100	50

Realtime Agents				
Number of years to fill additional database storage (assumes six calls per hour, eight hours per working day)				
Additional Database Storage	100 Users	500 Users	1,000 Users	2,000 Users
20 GB	5	1	0.5	0.25
200 GB	50	10	5	2.5
1,000 GB	250	50	25	12.5
2,000 GB	500	100	50	25

Recording Library Server Requirements

Baseline Server Requirements			
System Type	Architecture	CPU Speed	Network Requirements
Windows* 7+ or Server 2008+	64-bit	2+ GHz	reliable, low-latency
Server Linux** (CentOS 7+ or Ubuntu 14+)	64-bit	2+ GHz	reliable, low-latency

Must be a genuine copy of Windows and activated by Microsoft

** Other Linux distributions may work, but Chronicall/ACR is only validated on CentOS and Ubuntu.*

Call Recording Requirements					
Recording Port Counts					
Recording Ports (Simultaneous Recordings)	1-10	11-24	25-45	46-69	70-120
System Specs					
Physical Server RAM (GB)	4	5	6	8	16
Configured Java Heap Max Size (GB)	1	2	3	4	8
Total CPU Cores	2	4	6	8	10
Disk Size (GB)* [can last for about three years]	175	365	700	1,220	2,000

The listed disk size is a starting point only. Over time more disk space will be needed. Please see "Additional Recording Storage."

Additional Recording Storage
Number of days to fill additional recording storage (assumes eight hours per recording port, per day)

Additional Recording Storage	1 Port	10 Ports	50 Ports	100 Ports
32 GB	700	70	14	7
250 GB	5,461	546	109	55
500 GB	10,922	1,092	218	109
1,000 GB	21,845	2,185	437	218

Maximum Recording Port Capacity:

Maximum Recording Ports By IP Office Platform Type

Platform	Active Recording	VM Pro	VRTX
IP Office Server Edition running on Dell R230	80	150	256
IP Office Server Edition running on Dell R360	80	150	512
IP Office Server Edition running on ACP110 (Dell R640)	80	150	512
IP Office Server Edition OVA	80	150	512
Select running on ACP 110 (Dell R640)	160	500	1024
Select OVA	160	500	1024
IP500 V2 Control Unit	40	40	184

Other Installation and Service Information

Installation Format: Downloadable setup file

Installation Location: ACR cannot be installed on the same PC/server as IP Office Server Edition or the Application Server.
Recording Library and ACR can be installed on the same PC/server as long as the combined resource usage does not exceed the server resource limits.

Listening Network Ports: 80, 443, 8443, 9443 (SSL nginx proxy)

Database: BlueDB

Web Server: Apache Tomcat

User Interface: Web Interface and Avaya Call Reporting Desktop Application

ACR OVA: ftp://media.ximasoftware.com/ova/acr406.ova
OS Username: acradmin
OS Password acrpass1!
Contains Centos 7 and ACR 4.2

AVAYA