



## IP Office Technical Tip

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### Single Server Support for Multiple IP Office Applications

This Technical Tip details the minimum PC requirements for a Windows server when running multiple IP Office server applications on a single server PC. In addition, IP Office Release 6 applications are supported on the following virtual servers:

- VMWare
- Microsoft Virtual Server
- Microsoft Server Hyper-V

The following server applications are supported when loaded on the same server PC:

	<b>Voicemail Pro</b>	<b>Customer Call Reporter</b>	<b>one-X Portal for IP Office</b>	<b>Minimum IP Office Release</b>	<b>Minimum PC Specification</b>
1.	<b>16 Ports</b>	<b>150 Agents</b>	–	Release 5	As per each application.
2.	<b>8 Ports (4 TTS)</b>	–	<b>50 Simultaneous users.</b>	Release 6	2GHz Dual Core, 4GB RAM, Windows 2008 Server (32 or 64-bit).
3.	<b>16 ports (8 TTS)</b>	<b>50 Agents</b>	<b>150 Simultaneous users.</b>	Release 6	2GHz Quad Core, 6GB RAM, Windows 2008 <u>64-bit</u> . CCR run in virtual server Windows 2003.

- Voicemail Pro includes UMS, VB Scripting and 3rd party database operation. It also includes the installation of ContactStore if required.

**Please Note:** Contact Store is only supported on a 32Bit Windows Server 2008 physical server. It is not supported in a Virtual Machine environment.

- Both ContactStore and one-X Portal for IP Office use Tomcat servers as part of the application. For scenarios with both installed, the one-X Portal for IP Office should be installed using a port selection other than its default 8080, refer to the one-X Portal for IP Office Installation Manual for details.
- When used in a virtual server configuration CCR and one-X portal each require a 2GB RAM Virtual Machine. Voicemail Pro and Contact Store each require a 1GB RAM virtual machine.

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