



MULTIMEDIA ON AVAYA IP OFFICE SERVER REQUIREMENTS

Format	Downloadable setup file
Database	PostgreSQL
Web Server	Apache Tomcat
User Interface	Web Interface and Chronicall Desktop Application
Server OS Requirements	Windows 2008, 2012, or 2016, 64-bit OS Linux (most all distributions) Either can be virtualized
Server Hardware Requirements	Dual Quad Core Processor 8-16 GB Ram 500 GB Hard Drive 1 Ethernet NIC (10/100 or 10/100/1000) (Special Note - These server requirements apply to the Multi-Media server Only. You still need a separate Chronicall server to run reporting, and VRTX recording.)
Avaya IP Office	<i>Release 5 or higher</i>
IP Office Connection	Release 4.0 – 9.1 - System Monitor Release 10.0 and above Devlink3. Requires Avaya CTI Link License
Avaya Licenses Required	IP Office Preferred Edition or higher. VCM Card and Resources for IP 500 V1 or V2. 3rd Party SIP Endpoint Licenses 1 for every 5 simultaneous calls in Queue or Queue Call Back.
Virtual Machine	VM Ware

User PC Requirements	Windows 7 or higher; Linux 32-bit or 64bit Internet Explorer, Firefox, Opera, Safari Java 7 or above Javascript enabled
Increasing Server Requirements	1 Chronical Multi-media Server will support 250 active Skill Based Routing Agents and Queued Call Back Ports, per server.

RECORDING STORAGE

Storage Space	8-Hour Days	5 Agents	10 Agents	25 Agents	50 Agents
32 GB	700	140	70	28	14
250 GB	5,461	1,092	546	218	109
500 GB	10,922	2,185	1,092	437	218
1000 GB	21,845	4,370	2,185	875	437

The number shows the number of days until the hard drive fills up.

*Chronical can't be installed on the same PC / Server as IP Office Server Edition or the Application Server