

XARIOS TECHNOLOGIES

Call Recorder V3.x Basic Hardware
Requirements

Supported Operating Systems

- Windows 7 Pro/Enterprise/Ultimate 32-bit/64-bit
- Windows 8 Pro 32-bit/64-bit
- Windows 8.1 Pro 32-bit/64-bit
- Windows 2008 SP2 Standard/Enterprise/Datacenter 32-bit/64-bit
- Windows 2008 R2 Standard/Enterprise/Datacenter 64-bit
- Windows 2012 Standard/Datacenter 64-bit
- Windows 2012 R2 Standard/Datacenter 64-bit

Windows 2008 or Windows 2008 R2 Server Core installation options are not supported.
Windows 2012 Foundation and Essential versions are not supported.

Hardware Recommendations

If SIP Trunk or IP extension side recording is required, then the server must have a minimum of 2 Network Interface Cards



If ISDN30e, ISDN2e or Digital Extension (MiVoice Office 250 Only) recording then Full height PCI Express expansion slots need to be available in the Server/PC. The number of expansion slots required will be dependent on recorder configuration

The minimum recommended hardware is dependent on the type of calls that are to be recorded. For resiliency the call recorder server should have as a minimum a RAID1 disk drive partition for the operating system and application files and a separate RAID1 partition for the call recordings.

The amount of calls to be recorded and how long they are to be kept will determine the actual amount of disk space required for the calls.

Devices	Configuration	CPU	Memory	Hard Disk
0 - 120	Single Server (no Speech Analytics)	1 dual core Intel Xeon @ 2.67 GHz	4GB	RAID1 – 72 GB RAID1 – 72 GB
120 - 240	Single Server (no Speech Analytics)	2 dual core Intel Xeon @ 2.67 GHz	8GB	RAID1 – 72 GB RAID1 – 144 GB
0 - 120	Single Server (with Speech Analytics)	2 dual core Intel Xeon @ 2.67 GHz	8GB	RAID1 – 72 GB RAID1 – 144 GB
120 - 240	Dual Server (with Speech Analytics)	2 dual core Intel Xeon @ 2.67 GHz	8GB	RAID1 – 72 GB RAID1 – 144 GB

The following virtualization environments have been tested and are supported.

Environment	Supported?
VMWare ESXi v4.1	
VMWare ESXi v5.02	
VMWare ESXi v5.5	

Virtualisation is not supported when physical telephony cards are required such as ISDN30 and ISDN2 for call recording.

SQL Server Requirements

By default, the call recorder is installed with Microsoft SQL Express, in most cases this will suffice for the call recording requirements of the customer.

In scenarios where the telephony environment the call recorder database is active exceeds 2500 calls per hour (Internal and External) on a consistent basis, the SQL database would require upgrading to Microsoft SQL Standard or better.

Any site that has multiple Call Recorders to handle the number of devices being recorded would need their total Calls per hour multiplying by the number of Call Recorders to calculate the SQL database utilisation.

(Example: if a site has Calls per hour of 1700 and 2 call recorders then the database would be handling $2 * 1700$ Calls per hour which would be 3200 calls per hour and may require upgrading from SQL Express)