

Multimedia on Avaya IP Office Server Requirements

Format	Downloadable setup file
Database	PostgreSQL
Web Server	Apache Tomcat
User Interface	Web Interface and Chronical Desktop Application
Chronical Server Requirements*	Windows 7 or higher; Windows Server 2008 or higher; 32/64-bit Linux 250 GB or more of available disk space 8 GB or more of RAM Quad Core CPU (minimum) One additional core for each VRTX hardware device
Multimedia Server Requirements**	64-bit Windows Server (2008, 2012, 2016); 64-bit Linux 8-Core Processor 8-16 GB or more of RAM 500 GB or more of available disk space 1 Ethernet NIC (10/100 or 10/100/1000)
Avaya IP Office	Release 5 or higher
IP Office Connection	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 One 3rd Party SIP Endpoint License for every 5 simultaneous calls One, separate 3rd Party SIP Endpoint License for every 5 Queue Callback ports
Virtual Machine	VM Ware
User PC Requirements	Windows 7 or higher; 32/64-bit Linux Internet Explorer, Firefox, Opera, Safari Java 7 or above Javascript enabled
Increasing Server Requirements	1 Chronical Multimedia Server will support 250 active Skill Based Routing Agents and Queued Callback Ports per server
Recording Storage	The following chart details the number of days until the disk drive is filled up from recording. Use this information to determine your company's needs.

	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

*Chronical cannot be installed on the same PC/Server as IP Office Server Edition or the Application Server.

**The Multimedia Server cannot co-reside on the same hardware as the Chronical Server. Both can be virtualized. Chronical Multimedia is not supported in a Citrix environment. Agent Dashboard Seats and Multimedia features are not supported in a terminal environment.