



Consilium UniRSM™ Hardware-Software Requirements

Overview

Consilium UniRSM™ (Remote Silent Monitoring) is available for Cisco Unified Contact Centre Enterprise (UCCE) with Cisco Customer Voice Portal (CVP.) The following table defines the system requirements for the UniRSM hosting server. Two servers are needed for a duplex, HA deployment which is standard for Cisco UCCE production instances. A single UniRSM server can support 100 concurrent monitoring sessions / users. Additional sessions can be supported by deploying multiple UniRSM server configurations.

Component	vCPUs	vRAM (GB)	vDisk (GB)	OS / DB	NIC	Purpose
Consilium UniRSM- Side-A	4	8	1x 100 GB (OS) 1x400 GB (App)	Microsoft Windows Server 2012 R2 Standard or Enterprise 64-bit / CentOS 7.0; Apache Tomcat 8.5; Microsoft SQL Server 2008 or 2012 R2 Standard Edition / MySQL 5.7; Pacemaker load balancer	1 x IP address	Web, Application and Database Tier + Load Balancer

Component	vCPUs	vRAM (GB)	vDisk (GB)	OS / DB	NIC	Purpose
Consilium UniRSM- Side-B	4	8	1x 100 GB (OS) 1x400 GB (App)	Microsoft Windows Server 2012 R2 Standard or Enterprise 64-bit / CentOS 7.0; Apache Tomcat 8.5; Microsoft SQL Server 2008 or 2012 R2 Standard Edition / MySQL 5.7; Pacemaker load balancer	1 x IP address	Web, Application and Database Tier + Load Balancer