



Minimum Requirements for VeraSMART 10.0

About this Document

This document provides guidelines to meet minimum requirements for installing and operating the VeraSMART application.

Contact Veramark for more information and/or recommendations based on your projected usage, components, and data storage needs.

Server Software

Database

Choice based on the size of live call/charge data records to manage (originating from in-house phone systems or imported vendor invoices):

- The **embedded database** (SQL Server 2008 R2 Express) is provided with the product. It has a 10 GB capacity — representing 15 to 22 million call records — and must be co-resident with the application.
- The **full SQL Server** must be used for a higher data volume or if the database must reside in a separate server. Supported versions:
 - SQL Server 2005 Standard Edition + SP4
 - SQL Server 2008 Standard Edition + SP2
 - SQL Server 2008 R2 Standard Edition

NOTE The full SQL Server must be installed in a Windows Server OS, with these settings:

- Authentication mode: Windows and SQL Server
- SQL collations: dictionary order, case-insensitive, 1252 char set (SQL_Latin1_General_CP1_CI_AS)
- Remote connections: enabled (TCP/IP)

Operating System

Supported Versions *	Editions	Serv. Packs
Windows XP	Professional (x86 only)	SP3
Windows Vista	Ultimate, Business, or Enterprise (x86 or x64)	SP2
Windows 7	Professional, Ultimate, or Enterprise (x86 or x64)	SP1
Windows Server 2003	Standard or Enterprise (x86 or x64)	SP2
Windows Server 2003 R2	Standard or Enterprise (x64 only)	SP2
Windows Server 2008	Standard or Enterprise (x86 or x64)	SP2
Windows Server 2008 R2	Standard or Enterprise (x64 only)	—

*** All operating systems must be installed with 'English (United States)' as the System Locale.**

NOTE VeraSMART checks for and installs required Windows components (Microsoft Internet Information Services and ASP.NET). At that time, the Windows CD should be available.

Server Environment**Supported Browsers**

Although VeraSMART can be accessed from the VeraSMART server or a client PC via most Web browsers, the following browsers have been tested and certified to run without issues:

- Microsoft Internet Explorer 7.0 or 8.0 (all Windows versions) and 9.0 (Windows Vista + SP2, Windows 7, Windows Server 2008 or 2008 R2)
- Mozilla Firefox® 3.5, 3.6, or 4.0

Hardware

- Minimum application requirements: 2 GB memory, 20 GB free space in the local hard disk drive, 32- or 64-bit processor.

NOTE Your operating system and database may have higher requirements. Please follow their manufacturer's recommendations.

The addition of memory, storage, and faster processors above minimum requirements would improve performance.

- The VeraSMART server must be dedicated to this application; this can be a virtualized machine, provided it meets the above requirements.

NOTE Processor and hard drives must be continuously available (not hibernating or in sleep mode) for uninterrupted call collection, alerting, reporting, and other services.

Network Resources

The VeraSMART server should be added to the corporate network.

It may be in its own domain or workgroup and protected by a local firewall, provided that appropriate access is supplied to remote users and/or to other systems for data sharing (CDR sources, e-mail servers, Internet, etc.).

SMTP Server Access is required for e-mailing reports and alert notifications.

Internet Access is required if using these services:

- Product registration from Registration Portal (register.veramark.com)
- Installation package download from Veramark Customer Portal (support.veramark.com)
- Customer portal (software updates, training videos, FAQs, up-to-date documentation, etc. Log in with product serial number and e-mail used at registration.
- Remote support (offered with maintenance contract via WebEX®)

Telephone System Connectivity

CDR Collection

Call Accounting systems require administering all CDR sources to output CDR and to establish a connection to the VeraSMART server. The table below summarizes solutions (connection and collection method) based on the type of CDR output available from the CDR source.

CDR Source ⁽¹⁾	Output / Connection	Collection Method
Avaya legacy systems (MERLIN, Partner, DEFINITY, System 25, System 75) Nortel (now Avaya) CS 1000, SL100, Meridian / SL1 X11, Norstar Other manufacturers: Alcatel, Comdial, Ericsson, Executone, Fujitsu, InteCom, InterTel, ITT, Iwatso, Mitel, NEC, Panasonic, Samsung, Siemens, Sprint, Tadiran, Toshiba, Vodavi	Serial – Cable ⁽²⁾	Direct Connect
	Serial – Cable + PSU + cable	PollComm Direct
	Serial – Cable + PSU + modem	PollComm Remote
	Serial – Cable + PSU + network (TCP-IP)	PollComm Network
	Serial – Cable + TeleBoss + network (FTP)	Collect from File (Local)
	Serial – Cable + IP converter box ⁽³⁾ + network	Direct Connect over IP
3COM NBX	Network – TCP-IP	Direct Connect over IP
Aastra NeXspan	Network – TCP-IP	Direct Connect over IP
Avaya CM Aura series, Distributed Office	Network via RSP	Real Time RSP
Avaya CM Aura Session Manager	Network via SFTP	Avaya Aura via SFTP
Avaya Aura (DEFINITY One/IP600)	Network – TCP-IP	Collect from File (Remote)
Avaya IP Office	Network via SMDR/Delta Server on VeraSMART PC	IP Office Local
Avaya IP Office	Network via SMDR/Delta Server on separate PC	IP Office Remote
Avaya one-X Quick Edition	Network – TCP-IP	Collect from File (Local)
Ericsson	Network – TCP-IP	Ericsson CIL over Ethernet
Centrex via ACDRS	Network – ACDRS	Centrex ACDRS
Centrex via INFO Monitor MP	Network – INFO Monitor MP	INFO Monitor MP
Cisco CallManager 3.x-4.x	Network – TCP-IP	Cisco CallManager 3.x-4.x
Cisco UCM 6.0 +	Network via FTP or SFTP	Cisco UCM 6.0 +
Cisco UCM Express / UC500	Network – TCP-IP	Cisco UCME / UC500
Nortel BCM50 or BCM 4.0	Network – TCP-IP	Nortel BCM
Nortel (now Avaya) CS 1000	Network via DBA Toolkit on VeraSMART PC ⁽⁴⁾	Collect from File (Local)
Nortel (now Avaya) CS 1000	Network via DBA Toolkit on separate PC ⁽⁴⁾	Collect from File (Remote)

NOTES:

- (1) You can download the interface guide for all CDR Source connection methods from the Customer Portal – Download Center.
- (2) Serial cable requires a signal booster if over 50' –or– a different solution if over 5000'.
- (3) Contact Technical Support for recommendations on which IP converter box to use.
- (4) The Avaya DBA Toolkit software and documentation are available from Veramark upon request. Note that Avaya only supports the Toolkit running under Windows XP or Windows Server 2003; if VeraSMART is running on a newer operating system, the Toolkit must be installed on a separate PC.