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GVP HSG Pages

GVP Hardware and Operating System Profiles for Genesys Interactive Recording (GIR)

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Hardware Profiles

Hardware Profile 1	Specifications & Recommendations	Comment
CPU	Single Hex Core Intel Xeon X5670@ 2.93GHz	
Memory	8 GB or more	4GB is minimum and 8GB is recommended
Network	GigaBit Ethernet	100MBit supported
Storage	15k rpm SAS HDD disk storage with at least 72GB. RAID 0.	15k rpm recommended for maximum performance
OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

Hardware Profile 2	Specification & Recommendation	Comment
CPU	Single Hex Core Intel Xeon X5675@ 3.06GHz	
Memory	16 GB or more	4GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP recording cache location. 15k rpm SAS HDD disk storage with at least 136GB used for all other operations. RAID 0	SSD and 15k rpm SAS HDD are recommended for maximum performance
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 3	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	16GB or more	8GB is minimum and

Hardware Profile 3	Specification & Recommendation	Comment
		recommended
Network	GigaBit Ethernet	100MBit supported
Storage	15k rpm SAS HDD disk storage with at least 72GB. RAID 0	15k rpm SAS HDD is recommended for maximum performance
OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

Hardware Profile 4	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	32GB or more	4GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP recording cache location. 15k rpm SAS HDD disk storage with at least 360GB used for all other operations. RAID 0.	SSD and 15k rpm SAS HDD are recommended for maximum performance
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 5	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	32GB or more	4GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	Multiple 15k rpm SAS HDDs disk storage with at least 360GB used for all other operations. RAID 0.	Split VMs into multiple 15k rpm SAS HDDs.
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 6	Specification & Recommendation	Comment
CPU	Single Eight Core Xeon E5-2640 2.00 GHz	
Memory	64GB or more	8GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP logs and recording cache location. 15k rpm SAS HDD disk storage with at least 360GB used for all other operations. RAID 0.	SSD and 15k rpm SAS HDD are recommended for maximum performance.
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Virtual Machine (VM) Profiles

VM Profile 1	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 2	1x X5675@3.06GHz 16GB RAM
CPU	2 x vCPU	
Memory	5 GB	4GB is minimum
Network	GigaBit Ethernet	100MBit supported
Storage	10GB SSD used for MCP recording cache location.36GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 2	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz , 32GB RAM
CPU	4 x vCPU	
Memory	8 GB	4GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10GB SSD used for MCP recording cache location.At least 36GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance.
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 3	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz , 32GB RAM
CPU	3 x vCPU	
Memory	6 GB	4GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10GB SSD used for MCP recording cache location.At least 36GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 4	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz , 32GB RAM

VM Profile 4	Specifications & Recommendations	Comment
CPU	2 x vCPU	
Memory	5 GB	4GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10GB SSD used for MCP recording cache location. At least 36GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 5	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 5	2x X5675@3.06GHz , 32GB RAM
CPU	2 x vCPU	
Memory	5 GB	4GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	At least 36GB 15k rpm SAS HDD disk storage.	
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	