OAISYS Recording Solutions Technical Specifications

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OVERVIEW

OAISYS call recording solutions offers a broad scope of capabilities that enable our customers to better manage their business communications and customer interactions. The purpose of this document is to provide its user with a technical reference point, along with an outline of the most common features and functions.

OAISYS "TURN-KEY" SOLUTIONS

OAISYS provides its solutions in "turn-key" (hardware) and software only arrangements. This section outlines OAISYS "turn-key" platform configurations offered as of May 2014.

OAISYS Recording System	CPU	Storage (SATA HDDs)	RAM	Operating System	Microsoft SQL Server	PCI Slots	Network	Chassis	Other
Appliance	Quad Core	2TB	8GB	Windows 7	2012 Express	1 PCI	2 x Gigabit	1U	
1-350 total ports (Up to 350 VoIP; up to 48 digital trunk; up to 8 analog trunks) Stores up to ~270,000 hours of call recordings (G.711)									
Advanced Plus with RAID 1	Quad Core	500GB RAID 1 & 2TB RAID 1	8GB	Windows Server 2012	2012 Express	4 PCI 2 PCIe	2 x Gigabit	4U	DVD+RW Fault tolerant power supply
1-350 total ports (Up to 350 VoIP; up to 192 digital (4x48) trunk; up to 96 analog (4x24) trunks, up to 96 digital (4x24) stations) Stores up to ~310,000 hours of call recordings (G.711)									
Archiving Appliance	Quad Core	3x1TB	8GB	Windows 7	2012 Express		2 x Gigabit	1U	
Stores up to ~310,000 hours of call recordings									
Screen Recording Server	Quad Core	2TB	8GB	Windows 7	2012 Express		2 x Gigabit	1U	
1-100 Screen Recording ports Storage hours is dependent on several factors; such a video type, screen resolution, number of monitors, etc.									

NOTE: The following should be considered when selecting the appropriate type and number of Appliance and Advanced Plus recording servers. A recording server's provided SQL Server Express may be updated to SQL Server Standard through customer-provided licensing.

	Calls Per Hour	**Maximum Call Records**
Using SQL Server 2012 Express	Not to exceed 1200 cph	1.5 million
Using SQL Server 2012 Standard	Not to exceed 4200 cph	3 million

RECOMMENDED SPECIFICATIONS

Many factors go into selecting the best hardware platform to meet your call recording needs. Consider how many ports you plan to record and how many call recordings you would like to store online. VoIP call recording (with the exception of Mitel Secure Recording Connector and ShoreTel TAPI-WAV configurations) requires a network switch with port mirroring and VoIP recording servers require two network interface ports. One port provides connectivity to the LAN and for client access. The second port is dedicated to capturing VoIP traffic.

Digital Tap systems (Station Tap, Digital Trunk Tap, VOX, and Analog Tap) will require server chassis which have the capacity to hold full-sized cards; <u>full length, full height PCI.</u>

The following sections provide the recommended (minimum) specifications for an OAISYS Recording Solution. Higher level specifications are acceptable.

OAISYS CALL RECORDING SERVER

The following chart provides recommended specifications for a customer-provided call recording server or VMware environment.

Port Count	CPU	Memory	Operating System	SQL Server	Storage
1-350	Quad Core	8GB	• Windows 7 • Windows 8.1 • Windows Server 2008 • Windows Server 2008 R2 • Windows Server 2012	• SQL Server 2008 Express w/Advanced Services • SQL Server 2008 R2 • SQL Server 2012 Express w/Advanced Services • SQL Server 2012 Standard	2TB (40GB min for OS partition)

NOTE: Beginning with Release 8.0, OAISYS recommends installs be completed using 64-bit Windows 7, Windows 2008, or Windows 2012. New capabilities, such as Talkument Navigator, are not supported on a 32-bit OS.

ShoreTel TAPI-WAV integration requires a ShoreTel TAPI Application Server software license and Windows Server 2008 (or Windows 2012). ShoreTel version 10.1 and lower requires the same version of the OS be installed on both the Headquarters Server and the OAISYS Recording Server. ShoreTel only supports Windows 2008 R2 (Windows 2012 Standard) for 64-bit installs of their TAPI application server.

ShoreTel 14.1 supports Windows Server 2012 Standard.

For VMWare environments, All CPU and Memory values are minimum reserve requirements.

OAISYS SCREEN RECORDING SERVER

The following chart provides recommended specifications for a screen recording server or VMWare environment.

Port Count	CPU	Memory	Operating System	SQL Server	Storage
1-100	Quad Core	8GB	⬥ Windows 7	⬥ SQL Server 2012 Express w/Advanced Services	2TB

OAISYS SPEECH SEARCH SERVER

The following chart provides recommended specifications for a dedicated speech search server or VMWare environment.

Port Count	CPU	Memory	Operating System*	SQL Server *	Storage *
1-350	Quad Core	8GB	⬥ Windows 7	⬥ SQL Server 2012 Express w/Advanced Services	Twice the size of the recording server storage

NOTE*: The version of SQL Server installed on the OAISYS Speech Search server must match the version of SQL installed on the OAISYS Recording Server.
Storage requirements of the Speech Search server are twice that of the recording server

OAISYS CLIENT PC (Minimum Specifications)

To support OAISYS client applications such as Management Studio, Screen Recording desktop, and Desktop Client, the following minimum specifications should be observed.

OAISYS Client Minimum PC Requirements		
Processor	⬥ Intel Class 2.5 GHz or higher	
Operating System (OS)	⬥ Windows 7 ⬥ Windows 8.1 ⬥ Windows Server 2008	⬥ Windows Server 2008 R2 ⬥ Windows Server 2012
Memory	⬥ 1GB or higher	
Hard Drive (Available Space)	⬥ 20GB or higher	
Hard Drive Speed (Min))	⬥ SATA Drives up to 3Gbps Data Rate and 7200rpm Spin Rate	
Video	⬥ VGA or better	

NOTE: Requirements may vary if more than one monitor is to be recorded per user

When launching the client using IE10 for the first time, a Windows SmartScreen message will appear stating it prevented an unrecognized app from starting, Select to Run Anyway

To support OAISYS' Navigator web-based user interface, the following browsers are currently supported.

OAISYS Talkument Browser Requirements		
Browser	• Internet Explorer 10 • Internet Explorer 11 • Firefox	• Chrome • Safari on Mac (only)

NOTE*:* The latest version of each browser is required to ensure full functionality. Each browser must have Java Script and Cookies enabled.


NOTICE:

The OAISYS Call Recording Solution provides user interfaces using Internet protocols (e.g. web). The product themselves do not provide secure communication. Instead, the product leverages the same secure communications used by e-commerce and on-line banking: https. It is important to understand that https is between the web server (Microsoft's IIS in this case) and the web browser (e.g. Internet Explorer, Firefox, Chrome, etc.).

The default installation of OAISYS' web-based user interface, Navigator, does not secure the communication. It is the responsibility of the installer to enable secure communications, if desired. Please contact OAISYS for further details.

OAISYS AND VMWARE

VM support is available with the OAISYS solutions version 6.2 and later. Virtualization combines server resources onto one host server and reduces the number and identity of individual physical servers, processors, and operating systems. The host server can be divided into multiple isolated virtual environments. These virtual environments can run the OAISYS software; call and screen recording, speech search.

The illustration provides an example of a Virtual Server running several virtual machines, and shows how OAISYS and other VMWare-compatible third-party applications can be configured.
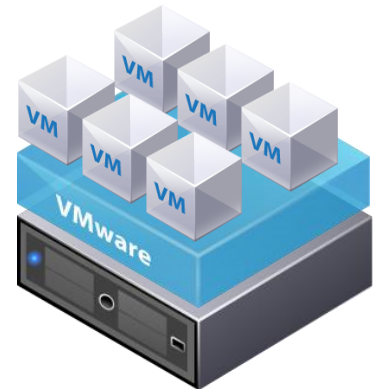
OAISYS and VMware Overview
OAISYS uses VMware Vsphere (ESX and ESX) 4.1 and later
Each OAISYS application (call recording, screen recording, speech search) requires a set of reserved requirements (separate VM)
For "Processor and Memory Recommendations" refer above to OAISYS Call Recording Server

OAISYS - VMWARE IMAGES

OAISYS can provide a virtual "image" containing an unlicensed OS, OAISYS software, and all of the supporting modules.

The virtual "image" contains an unlicensed OEM/Retail OS version; OAISYS does not offer a volume license option. The customer must provide their own third-party software, OS and SQL licenses when using a VMware template.

This image will be available as a VM template (also known as an "appliance" or "blade"). Two template options are available:

OAISYS - VMware Templates
Windows 7 with SQL Server 2012 Express w/Advanced Services
Windows Server 2012 with SQL Server 2012 Express w/Advanced Services

OAISYS INTERFACES AND INTEGRATIONS

The following provides a quick review of the interfaces and integrations supported by OAISYS.

OAISYS Voice Taps (Boards)	
VoIP (Various Software Methods Supported)	8-Port Digital Station Tap
4-Port Analog Trunk Tap	16-Port Digital Station Tap
8-Port analog trunk tap	24-Port Digital Station Tap
16-Port Analog Trunk Tap	T1/PRI – 24-Port Digital Trunk Tap
24-Port Analog Trunk Tap	Dual T1/PRI – 48-Port Digital Trunk Tap

NOTE: 16 and 24 port analog trunk boards include one Amphenol connector cable

Each digital station tap board includes one Amphenol connector cable.

Each digital trunk tap board includes one OAISYS Wiring Kit per span. Kit includes one crossover cable and one T-adaptor

OAISYS Supported Trunk Interfaces	
Analog Loop-Start	AT&T 4ESS or 5ESS
Analog Ground-Start	NT DMS 100/250
Analog E&M	Digital Euro ISDN
Digital T1	
Digital ISDN PRI	SIP Trunks

NOTE: 75 feet maximum cable distance from the OAISYS T1/PRI board and the PBX T1/PRI board

Shared D channel or NFAS is not supported.

OAISYS Supported CT Integrations	
Avaya Communications Manager	Mitel 3300 MCD
Avaya IP Office	Mitel 5000
Inter-Tel (Mitel) AXXESS	ShoreTel
NEC 8300 *	Toshiba CTX, CIX, IP Edge

NOTE: Secondary DNs on NEC are not supported

OAISYS Supported SMDR Integrations	
Allworx	* NEC 2400
Avaya Definity	* NEC Electra Elite
Avaya IP Office	* NEC IPK, IPK2
Avaya Magix	* NEC IPK2
Avaya Partner ACS	** Nortel Norstar
Comdial	Nortel Meridian
Ericsson	Nortel BCM
ESI IVX	Samsung IDCS 500
Inter-Tel (Mitel) AXESS	Tadiran Coral
Iwatsu ADIX	Teltronics (formerly Harris) 20-20
Mitel SX200	Toshiba CIX
Mitel SX2000	Toshiba Strata DK
Mitel 3300 MCD	Vodavi XTS

NOTE: NEC SMDR Integrations require a serial connection

OAISYS does not support the Nortel Norstar when used with the MICS

See the OAISYS SMDR Compatibility Guide for more details!

OAISYS FEATURES

The following provides a quick review of the common OAISYS features and functions.

OAISYS System Features	
Patented Portable Voice Document (PVD™) Technology	.NET Click-once Installation and Upgrade Technology
Record All Calls or Selectively Record Calls based on Recording Rules	Extensive Alarm System and Real-Time View of All Recording Ports
VOX Recording for Radio Channels and Non-CTI Station Side Recording	Automatic Archival to DVD-RAM Media or Network-Attached Storage (NAS)
Encrypted File Streaming and Secure System Access Anytime	Speech Search (optional)
Digital Signature on Each Call	

OAISYS User Features	
Intuitive User Interface	Live and Automatic Call Monitoring
Organize Conversations within Folder Structure	Integrated Instant Messaging for Real-Time Coaching
Call Visualization of All Call Activity	Customizable Employee Evaluations
Dynamic search capability	Add Text-based Annotations to Recordings
Share and Email Recording; Entire or Segments	Quality and resource utilization reporting, including charts and links to call details
Manual Stop/Start Recording if Desired (Requires CTI)	Optional Desktop/Screen Recording with Synchronized Playback of Audio and Video
Tag Calls with Meaningful Information	

OAISYS Management & Administration Features	
Multiple Levels of Administrator Control	Active Directory Integration
Remote Administration	Comprehensive Logs
Centralized Configuration of Server, User and Recording Rules	Variable Data Retention for Customizable Archival and Purging
Email Notification of Alarm Events	Owner's Report Detailing Usage Statistics