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Client Environments

NICE Inform
(Client)

NICE Inform Lite
(Client)

NICE Inform IA Edition
(Client)

Standalone Deployments

NICE Inform
(Server- exc. Reporter)

NICE Inform
(Server - incl. Reporter)

NICE Inform **and** Audio Analytics
(Server - incl. Reporter and Analytics)

NICE Inform Audio Analytics
(Audio analytics services only)

NICE Inform Lite
(Server)

NICE Inform IA Edition
(Playback station)

<p>Mixed Deployments</p>	
<p>NICE Inform on NICE Recording <i>(Unified)</i></p>	
<p>NICE Inform on NICE Recording <i>(Distributed)</i></p>	
<p>NICE Inform on NIM 4.1 <i>(Any)</i></p>	
<p>NICE Inform on NICE Perform eXpress</p>	
<p>NICE Inform on NICE 9.0 CLS</p> <p>NICE Inform on NICE 9.0 Storage Center</p> <p>NICE Inform with one or more NICE 9.0 CLS legacy instances</p>	
<p>Other</p>	
<p>NiceVision</p>	
<p>NICE Situator</p>	
<p>NICE Interaction Management</p>	

ription

Description of each deployment.

NOTE: Individual deployments may be split into separate rows on specific sheets to represent nuances. The nuance is highlighted in the parenthesis

NICE Inform client can be deployed anywhere, including co-located with NiceVision, NICE Situator and NIM clients.

NICE Inform client can be deployed anywhere, including co-located with NiceVision, NICE Situator and NIM clients, **although these platforms are not supported in NICE Inform Lite.**

NICE Inform client should only be deployed on the Motorola Playback Stations (within the RNI).

NOTE: NICE Inform IA Edition is not available on the Public Safety price-list, it is supplied automatically with the Motorola MCC7500 IP Logger package (ASTRO only).

NICE Inform server software is installed on its own server.

NICE Inform server software is installed on its own server.

When the NICE Inform Reporter module is licensed additional resources (RAM/HDD) are required as the Reporter warehouse processes have large overhead.

NICE Inform server software is installed with the NICE Inform Audio Analytics components. The recording platforms are separate.

NICE Inform Audio Analytics services are installed separately from the NICE Inform server.

The NICE Inform Audio Analytics components should not be installed on any recording platforms due to their extreme memory/cpu requirements

NICE Inform Lite server software is installed on its own server.

NICE Inform IA Edition server is installed on the Motorola Playback Station which requires a specific hardware/software configuration.

NICE Inform is installed on the NRX (unified) system

For installations with multiple logging systems NICE Inform should not be installed on the NRX server.

The system optionally includes the MediaVault™ components on the NRX.

The NICE Inform Audio Analytics components should not be installed on the NRX server.

NICE Inform is installed on the NICE Recording Core server.

The system optionally includes the MediaVault™ components alongside the NICE Inform install.

The NICE Inform Audio Analytics components should not be installed on any of the NICE Recording servers.

NICE Inform is installed on the NIM Database Server.

For upgrades only.

NICE Inform is installed on the NPX logger.

For installations with multiple loggers NICE Inform should not be installed on a NPX server.

For upgrades only.

The NICE Inform server is deployed on the same server as the NICE 9.0 CLS.

For installations with multiple logging systems NICE Inform is only installed on one of the NICE 9.0 servers.

For upgrades only.

The NICE Inform server is deployed on the same server as the NICE 9.0 Storage Center, with or without NICE 9.0 CLS.

For upgrades only.

The legacy NICE 9.0 CLS databases are moved to a non-default SQL Server instance on the NICE Inform server.

NOTE: This effectively modifies the required specification of the NICE Inform server and is not a deployment in itself.

NICE Inform Server is not supported on the same server as NiceVision. Please refer to the **NiceVision Certified Servers Guide** for suitable hardware and software requirements.

NICE Inform Server is not supported on the same server as NICE Situitor. Please refer to the **NICE Situitor Certified Servers Guide** for suitable hardware and software requirements.

For installations where NICE Inform is **not required to be co-located** with NICE Interaction Management, please refer to the **NICE Interaction Management Certified Servers Guide** for suitable hardware and software requirements.

Recommended Servers

The servers listed below are the recommended specification for each deployment.
If custom configuration or sourcing is required, the subsequent pages should be consulted.

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PS-NR-SRVR-DL360P-G8 **plus** HDD expansion per NICE Inform capacity planner

PS-NR-SRVR-DL380P-G8-SAT **plus** HDD expansion per NICE Inform capacity planner

PS-NR-SRVR-DL360-G9-AA **plus** HDD expansion per NICE Inform capacity planner. ***Estimated 128 channel hours analytics per day***

NOTE: The available servers on the pricelist may not be optimal for analytics due to the limited cores count/cpu speed options.

PS-NR-SRVR-DL360-G9-AA **plus** HDD expansion per NICE Inform capacity planner. ***Estimated 160 channel hours analytics per day***

NOTE: The available servers on the pricelist may not be optimal for analytics due to the limited cores count/cpu speed options.

Server-grade: PS-NR-SRVR-ML310E-G8

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Micro: PS-NR-SRVR-ML310E-G8 + PS-NR-4GB-RAM-ML310

Large: PS-NR-SRVR-DL380P-G8-SAT + PS-NR-4GB-RAM + HDD expansion per relevant capacity planners

Core Server: PS-NR-SRVR-DL380P-G8-UNI + HDD expansion per relevant capacity planners

Audio Satellite (VoIP): PS-NR-SRVR-DL360P-G8

Audio Satellite (TDM): PS-NR-SRVR-ML350P-G8

CTI Server: PS-NR-SRVR-DL360P-G8

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PUBLIC S

Version

Date

Document Number

Internal Reference

Revision history

Version / Date
7.1.0

References

Version
Oct-15
Oct-15
Rev. B3, August 2013
Rev. A1, March 2010
Rev. A3, February 2011
Rev. A4, June 2009
Nov-14
Oct-15
CSS BASC v1.18, May 2012

AFETY: Recommended Ser

7.1.0

Thursday, October 01, 2015

TM812-102-07-01-00-01

15132

Description of change

NICE Recording 6.6 support for windows Server 2012 R2 added. Recommended RAM updated for larger NR systems.

Note: The recommended HP servers for Inform & NICE Recording will change from HP Gen8 to HP Gen9 as older (Gen8) stock become unavailable.

Recommended RAM updated for NICE Inform Server (hardware and virtualization)

Document

NICE Inform 7.1 Design Considerations Guide. TM812-101-07-01-00-01

NICE Inform 7.1 Database and Incident Capacity Planner. TM812-103-07-01-00-01

NICE Interaction Management Certified Servers Guide. 385A0845-01

NICE Perform eXpress 2.1 Server Specifications Guide, 385A0832-01

NICE Perform eXpress 3.0 Design Considerations, 385A0820-03

NiceVision Technical Release notes version 10.7.

NICE Recording Release 6 Certified Servers Guide

NICE Recording R6.6 - Design Considerations Guide (PL2)

NICE Recording (NTR and NRX) Release 6.x Capacity Planner

NOTE: For Public Safety customers, this guide should be sufficient for specifying NICE Recording servers without needing to refer to the NICE Recording Certified Servers Guide.

If you require NICE Recording servers without NICE Inform, just disregard the NICE Inform part of the relevant **NICE Inform on NICE Recording** mixed

vers Guide

OS

(+ = Supported, - = Not Supported, # = Not applicable, R = Required)
 All Operating System versions are Standard/Enterprise edition
 All OS versions for the NICE Inform server must be English
 All OS versions should be patched to the latest Service Pack, unless otherwise stated
 All software is 64bit unless otherwise stated

Windows Server 2012 R1/R2	Windows Server 2008 R2	Windows Server 2008 R1 32bit
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Client Environments

NICE Inform / NICE Inform Lite
 (Client - exc. Video)

+	+	+
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NICE Inform
 (Client - inc. Video)

-	+	-
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NICE Inform IA Edition
 (Client on Playback station)

Not Applicable
 (See Note)

Standalone Deployments

NICE Inform
 (Server - exc. Video)

+	+	+
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NICE Inform
 (Server - incl. Video)

-	+	-
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NICE Inform
 (Server - incl. Reporter)

+	+	+
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NICE Inform **and** Audio Analytics
 (Server - incl. NICE Inform Audio Analytics components)

+	+	-
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NICE Inform Audio Analytics
 (Audio analytics components only)

+	+	-
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NICE Inform Lite
 (Server - Server grade)

+	+	+
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NICE Inform Lite (Server - Desktop grade)	-	-	-
NICE Inform IA Edition (Server on Playback station)	Not Applicable (See Note)		
Mixed Deployments	Windows Server 2012 R2 - only from NR 6.6		
NICE Inform on NICE Recording (Unified Micro)	+	+	-
NICE Inform on NICE Recording (Unified Large)	+	+	-
NICE Inform on NICE Recording (Distributed - Core)	+	+	-
NICE Recording (Distributed - Satellite)	+	+	-
NICE Recording (Distributed - CTI Server)	+	+	-
NICE Recording (Distributed - Screen Satellite)	+	+	-
NICE Inform on NIM 4.1 (NICE Inform located on the NIM database server)	-	U	U
NICE Inform on NICE Perform eXpress	-	-	U
NICE Inform on NICE 9.0	-	-	-
NICE Inform on NICE 9.0 Storage Center	-	-	-
Other			
NiceVision	Not Applicable		

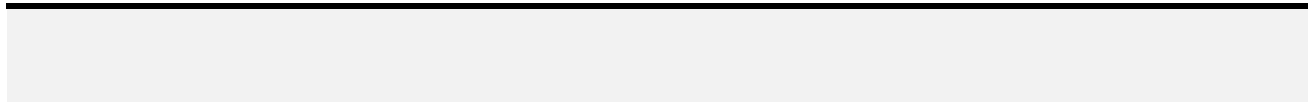
NICE Situator

Not Applicable

*(Required, U = Upgrades only, O = Optional)
n unless otherwise indicated*

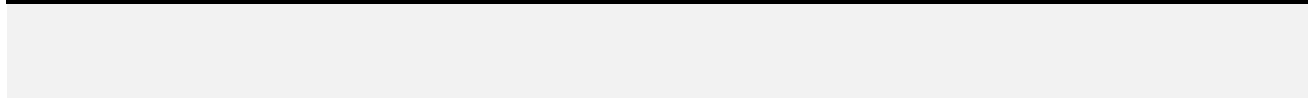
unless otherwise stated

Windows Server 2003 R1/R2 32bit	Windows 8.1 Professional	Windows 8 Professional	Windows 7 Professional	Windows 7 Professional 32bit	Windows Vista Business Edition
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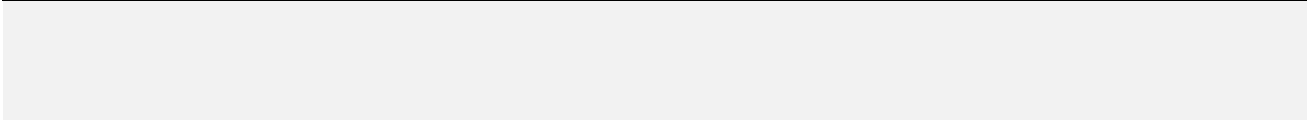
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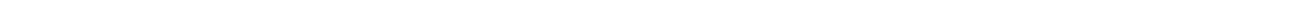
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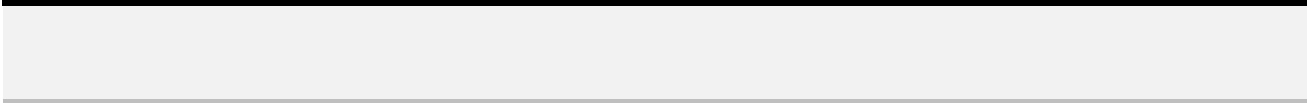
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grades only, O = Optional)

ise stated
pported on 64bit OS)

Other

(+ = Supported, - = Not Supported, # = Not ap)

SQL Server 2008 R1 /R2 32bit	SQL Server 2005 32bit	SQL Server 2005 Express 32bit	Microsoft .NET 3.5 SP1 (English)	Microsoft .NET 4.0 (English)	Microsoft .NET 4.5 (English)
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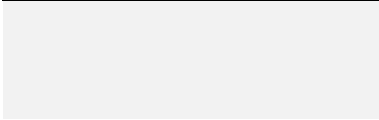
-	-	-	O	R	O
-	-	-	R	R	O
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#	#	#	R	O/R	O/R
#	#	#	R	O	O
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U	U	-	R	R	O
-	U	-	O	R	O
-	U	-	O	R	O



R	O	R	R	R	O
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R	O	R	R	R	O
R	O	R	R	R	O
O	O	O	O	O	O
O	O	O/R	O	O	O
O	O	O	O	O	O
R	R	R	R	R	R
R	O	R	R	R	O
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Hardware

(+ = Supported, - = Not Supported, # = Not applicable)

CPU
(Minimum)

Client Environments

NICE Inform
(Client - incl. Video)

Intel® Core 2 Quad
(2.4 GHz)

OR

Intel® Core 2 Duo
(2.6 GHz)

NICE Inform / NICE Inform Lite
(Client - exc. Video)

Intel® Core 2 Duo
(2 GHz)

NICE Inform Verify

Intel® P4
(2 GHz)

NICE Inform Media Player

Intel® P4
(2 GHz)

NICE Inform IA Edition
(Client on Playback station)

Not Applicable
(See Note)

NICE Recording
(ScreenGrabber Agent)

Intel Core 2 Duo
(2 GHz)

NICE Interaction Management Application
Suite

Intel® Core 2 Duo
(1.8 GHz)

Castle Rock SNMPC

Intel®
(2 GHz, or higher)

Standalone Deployments

NICE Inform
(Server - exc. Reporter)

1 x Dual Core Intel® Xeon®
(2.6 GHz)

OR

1 x Quad Core Intel® Xeon®
(2.0 GHz)

OR

1 x Dual Core AMD Opteron™
(2.6 GHz)

NICE Inform
(Server - incl. Reporter)

1 x Quad Core Intel® Xeon®
(2.6 GHz)

OR

1 x Quad Core AMD Opteron™
(2.6 GHz)

NICE Inform **and** Audio Analytics
(Server - incl. Reporter and Analytics)

1 x Hex Core Intel® Xeon® with HyperThreading
(3.1 GHz)

OR

2 x Hex Core AMD Opteron™
(2.6 GHz)

NICE Inform Audio Analytics
(Audio analytics components only)

1 x Hex Core Intel® Xeon® with HyperThreading
(3.1 GHz)

OR

2 x Hex Core AMD Opteron™
(2.6 GHz)

NICE Inform Lite
(Server grade)

1 x Dual Core Intel®
(2.0 GHz)

OR

1 x Dual Core AMD Opteron™
(2.0 GHz)

NICE Inform Lite
(Workstation grade)

1 x Dual Core Intel®
(2.0 GHz)

NICE Inform IA Edition
(Server on Playback station)

Not Applicable
(See Note)

Mixed Deployments

NICE Inform on NICE Recording
(Unified Micro)

1 x Quad Core Intel® Core™ i7
(3.1 GHz)

NICE Inform on NICE Recording
(Unified Large)

1 x Quad Core Intel® Xeon®
(2.4 GHz)

OR

1 x Six Core Intel® Xeon®
(2.0 GHz)

OR

1 x Quad core AMD Opteron™
(2.6 GHz)

NICE Inform on NICE Recording
(Distributed - Core)

1 x Quad Core Intel® Xeon®
(2.4GHz)

OR

1 x Six Core Intel® Xeon®
(2.0 GHz)

OR

1 x Quad core AMD Opteron™
(2.6 GHz)

NICE Recording
(Distributed - Audio Satellite)

Up to 250 channels: 4 Cores (1 * 4, 2 * 2, etc)
(2.6 GHz)

OR

Up to 500 channels: 8 Cores
(2.6 GHz)

OR

Up to 1000 channels: 16 Cores
(2.9 GHz)

NICE Recording
(Distributed - Screen Satellite)

Up to 100 screens:

1 x Dual Core Intel® Xeon®
(2.0 GHz)

OR

Up to 200 screens:

1 x Quad Core Intel® Xeon®
(2.0 GHz)

NICE Recording
(Distributed - CTI Server)

1 x Quad Core Intel® Xeon®
(2.4GHz)

OR

1 x Six Core Intel® Xeon®
(2.0 GHz)

OR

1 x Quad core AMD Opteron™
(2.6 GHz)

<p>NICE Inform on NIM 4.1 (NICE Inform installed on the Database Server)</p>	<p>2 x Quad Core Intel® Xeon® (2.53 GHz, 1333 MHz FSB) OR 2 x Quad Core AMD Opteron™ (2.6 GHz, 1000MHz FSB)</p>
<p>NICE Inform on NICE Perform eXpress</p>	<p>1 x Dual Core Intel® (2.6 GHz) OR 1 x Quad core Intel® (2.4 GHz)</p>
<p>NICE Inform on NICE 9.0 NICE Inform on NICE 9.0 Storage Center NICE Inform with one or more NICE 9.0 CLS legacy instances</p>	<p>1 x Quad Core Intel® Xeon® (2.6 GHz, 1333 MHz FSB) 1 x Quad Core Intel® Xeon® (2.6 GHz, 1333 MHz FSB) #</p>
<p>Other NiceVision NICE Situator</p>	<p>Not Applicable Not Applicable</p>

(Note, R = Required, U = Upgrades only, O = Optional, M=Recommended)

Internal Memory (RAM)	Hard Disks (Recommended)	Video (Minimum)	Recommended Platforms
4 GB	20 GB (Minimum)	SXGA (1280x1024) + NVIDIA PX8400 GS (512MB)	HP, Dell, IBM workstation
1 GB	10 GB (500 MB free, SATA or IDE)	SXGA (1280x1024)	HP, Dell, IBM workstation
1 GB	10 GB (500 MB free, SATA or IDE)	SXGA (1280x1024)	HP, Dell, IBM workstation
1 GB	10 GB (500 MB free, SATA or IDE)	SXGA (1280x1024)	HP, Dell, IBM workstation
2GB	10GB (Minimum)	SXGA (1280x1024)	HP, Dell, IBM workstation
1 GB	80 GB (2 GB free, SATA or IDE)	SXGA (1280x1024)	HP, Dell, IBM workstation
4 GB	100 GB (10 GB free, SATA or IDE)	SXGA (1280x1024)	HP, Dell, IBM workstation

8GB	See Partitioning sheet <i>(10k rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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8GB	See Partitioning sheet <i>(10k rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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16GB	See Partitioning sheet <i>(10k rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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16GB	See Partitioning sheet <i>(10k rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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4 GB	See Partitioning sheet <i>(7k2 rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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4 GB	See Partitioning sheet <i>(7k2 rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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12 GB	See Partitioning sheet <i>(10k rpm SAS or SATA3)</i>	XGA (1024x768)	HP, Dell, IBM server
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16 GB	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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32 GB (Max 75 mil calls in the DB)	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
64 GB (Max 150 mil calls in DB)			
128 GB (Max 150 mil calls in DB)			

4 GB min (8 GB recommended)	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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4 GB min (8 GB recommended)	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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4 GB min (Per extra link controller additional 512MB RAM is required) (8 GB recommended)	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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12 GB	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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12 GB	See Partitioning sheet (7k2 rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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12 GB	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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12 GB	See Partitioning sheet (10k rpm SAS or SATA3)	XGA (1024x768)	HP, Dell, IBM server
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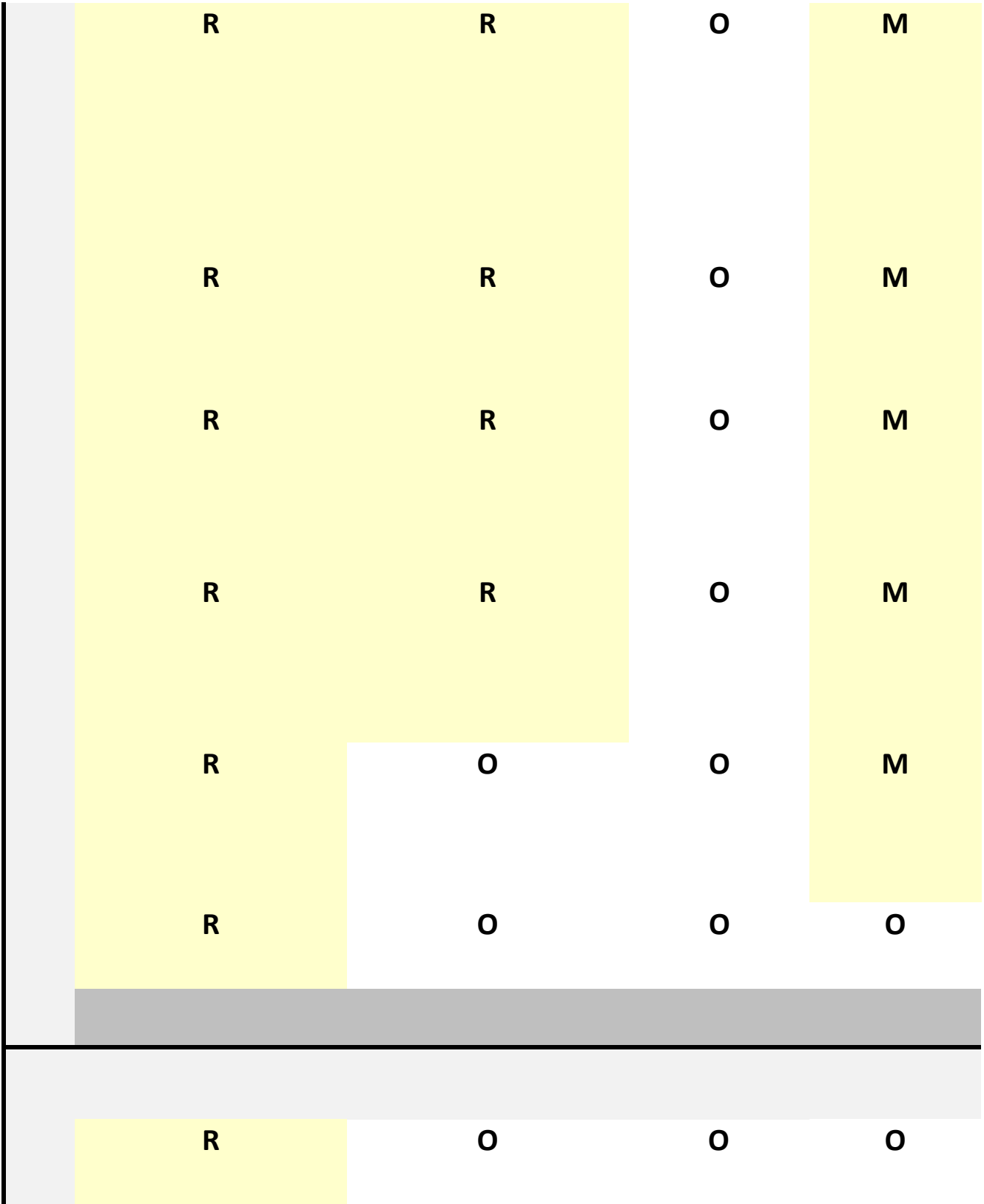
Extra 500 MB per additional SQL Server instance	Additional space required for legacy database backups	#	#
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Other

(+ = Supported, - = Not Supported, # = Not applicable, R = Required, U = Upgrades only, O = Optional, N

Network Interface Ethernet TCP/IP (Minimum. 100Mbps configured as Full Duplex)	RAID Controller (Minimum 256MB, battery or flash backed write cache)	CD/DVD Drive (for S/W install)	Power Supply (Dual 1+1 PSU)
R	O	R (DVD writer)	O
R	O	R (DVD writer)	O
R	O	R (DVD writer)	O
R	O	R (DVD writer)	O
R	O	O	O
R	O	R (DVD writer)	O
R	O	O	O



	R	R	O	M
	R	R	O	M
	R	R	O	M
	R	R	O	M
	R	R	O	M

	R	R	O	M
	R <i>(Dual NIC)</i>	R	O	M
	R	R	O	M
	R	R	O	M
	#	#	#	#

1=Recommended)

Tape Drive (for Backup)	RDX Drive (for Removable Media Archiving)	Stereo sound card plus speakers or headphones	Other
#	#	R	
#	#	R	
#	#	R	
#	#	R	
#	#	O	
#	#	R	
#	#	O	1 x PCIe slot for Alarm Relay card (optional)

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1 x PCI/PCIe slot
for Parrot Card
(Physical Licensing)

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1 x PCI/PCle slot
for Parrot Card
(Physical Licensing)

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1 x PCI/PCle slot
for Parrot Card
(Physical Licensing)

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	Partitions <i>(+ = Supported, - = Not Supported, # = Not applicable)</i> <i>Where the Minimum size is stated as 'calculated'</i>		
	Physical Drive	Array	RAID Level
Client Environments NICE Inform / NICE Inform Lite <i>(Client)</i> NICE Inform IA Edition <i>(Client on Playback Station)</i>	#	#	#
Standalone Deployments			
NICE Inform <i>(Server)</i>	Drive 1 Drive 2	A	1
NICE Inform and Audio Analytics <i>(Server and Audio Analytics)</i>	Drive 3 Drive 4 Drive 5	B	5
NICE Inform Audio Analytics only <i>(Audio analytics only)</i>	Drive 1 Drive 2	A	1

		Drive 3	B	5
		Drive 4		
		Drive 5		
NICE Inform Lite <i>(Workstation Grade)</i>		Drive 1	#	#
NICE Inform IA Edition <i>(Server on Playback station)</i>	Not Applicable			
Mixed Deployments NICE Inform on NICE Recording <i>(Unified)</i>		Drive 1	A	1, 5, 10
		Drive 2		
		Drive 3	B	1, 5, 10
		Drive 4		
NICE Inform on NICE Recording <i>(Distributed - Core)</i>		Drive 1	A	1, 5, 10
		Drive 2		
		Drive 3	B	1, 5, 10

	Drive 4						
NICE Recording <i>(Distributed - Audio Satellite)</i>	<table border="1"> <tr> <td>Drive 1</td> <td>A</td> <td>1, 5, 10</td> </tr> <tr> <td>Drive 2</td> <td></td> <td></td> </tr> </table>	Drive 1	A	1, 5, 10	Drive 2		
Drive 1	A	1, 5, 10					
Drive 2							
NICE Recording <i>(Distributed - Screen Satellite)</i>	<table border="1"> <tr> <td>Drive 1</td> <td>A</td> <td>1, 5, 10</td> </tr> <tr> <td>Drive 2</td> <td></td> <td></td> </tr> </table>	Drive 1	A	1, 5, 10	Drive 2		
Drive 1	A	1, 5, 10					
Drive 2							
NICE Recording <i>(Distributed - CTI Server)</i>	<table border="1"> <tr> <td>Drive 1</td> <td>A</td> <td>1, 5, 10</td> </tr> <tr> <td>Drive 2</td> <td></td> <td></td> </tr> </table>	Drive 1	A	1, 5, 10	Drive 2		
Drive 1	A	1, 5, 10					
Drive 2							
NICE Inform on NIM 4.1 <i>(NICE Inform installed on the NIM Database server)</i>	Not Applicable						
NICE Inform on NICE Perform eXpress	Not Applicable						
NICE Inform on NICE 9.0 CLS	Not Applicable						
NICE Inform on NICE 9.0 Storage Center	Not Applicable						
Other							
NiceVision	Not Applicable						
NICE Situator	Not Applicable						

Applicable, R = Required, U = Upgrades only, O = Optional)
 If not specified, the size should be determined by the site specific details, using the HDD sizing guide.

Partition	Size [GB] (Minimum)	Contents
#	#	#
C:	40	Operating System
D:	60	SQL Server Software NICE Inform: Server Software
E:	100 + NI calculated	NICE Inform: Incident Storage Databases & Logs
C:	40	Operating System
D:	60	SQL Server Software NICE Inform: Server Software Audio Analytics Server Software
E:	100 + NI calculated	NICE Inform: Incident Storage Databases & Logs
F:	100 + NI calculated	NICE Inform: Audio Analytics Index Audio Analytics Transcription Archive
C:	40	Operating System
D:	60	NICE Inform: Audio Analytics Server Software

E:	100 + NI calculated	NICE Inform: Audio Analytics Index Audio Analytics Transcription Archive
C:	40	Operating System
D:	80	SQL Server Software NICE Inform: Server Software Database & Logs
C:	80 (<i>See note</i>)	Operating System
D:	100 + NR calculated + NI calculated	MySQL Software SQL Server Software NICE Recording: Databases (in MySQL) NICE Inform: Server Software Databases & Logs Incident Storage Public Safety ANI/ALI: Server software Databases & Logs
E:	80	NICE Recording: Recorder Log files
F:	100 + NR calculated	Audio
G:	100 + NRcalculated	NICE Recording: Screen Recording Data
C:	80 (<i>See note</i>)	Operating System
D:	100 + NR calculated + NI calculated	MySQL Software SQL Server Software NICE Recording: Databases (in MySQL) NICE Inform: Server Software Databases & Logs Incident Storage Public Safety ANI/ALI: Server software Databases & Logs
E:	100	NICE Recording: Recorder Log files

F:	100	Audio
	+ NR calculated	

C:	80	Operating System
D:	100	NICE Recording: Recorder Log files
E:	100	Audio
	+ NR calculated	

C:	80	Operating System
D:	100	NICE Recording: Recorder Log files
E:	100	NICE Recording: Screen Data
	+ NR calculated	

C:	80	Operating System
		NICE Recording: CTI Software
D:	100	Recorder Log Files



	VMWare ESXi/Vsphere			Microsoft Hype
	<i>(+ = Supported, - = Not Supported, # = Not applicable, R = Supported versions: 4.x, 5.x)</i>			<i>Supported versions: 4.x, 5.x</i>
	<i>All components should be installed on separate Virtual Machines</i>			
	<i>If combining components, requirements should be added:</i>			
	CPU (GHz)	vCPU (count)	RAM (GB)	CPU (GHz)
Client Environments				
NICE Inform <i>(Client - exc. Video)</i>	2	2	2	2
NICE Inform IA Edition <i>(Client on Playback station)</i>	Not Applicable			
Standalone Deployments				
NICE Inform <i>(Server - exc. Reporter)</i>	4	2	8	4
NICE Inform <i>(Server - inc. Reporter)</i>	8	4	8	8
NICE Inform and Audio Analytics <i>(Server - incl. Reporter and Analytics)</i>	32	16	16	32
NICE Inform Audio Analytics <i>(Server - incl. Reporter and Analytics)</i>	32	16	16	32
NICE Inform Lite <i>(Server)</i>	2	2	2	2
NICE Inform IA Edition <i>(Server on Playback station)</i>	Not Applicable			
Deployment Components				
NICE Inform on NICE Recording <i>(Unified - VoIP only)</i>	8	4	16	-

NICE Inform on NICE Recording <i>(Distributed - Core)</i>	8	4	32	-
NICE Recording <i>(Distributed - VoIP Satellite)</i>	8	4	4	-
NICE Recording <i>(Distributed - Screen Satellite)</i>	4	2	4	-
NICE Recording <i>(Distributed - CTI Server)</i>	8	4	4	-
NICE Inform on NIM 4.1 <i>(On the Database Server)</i>	8.5	4	*	10.5
NICE 9.0 CLS	3	2	2	3
NICE 9.0 Storage Center	3	2	2	3
Other				
NiceVision	Not Applicable			
NICE Situator	Not Applicable			

rV		Comments
<p><i>Required, U = Upgrades only, O = Optional)</i> <i>versions 2008, 2012</i> <i>machines where possible</i> <i>together</i></p>		
vCPU (count)	RAM (GB)	Comments
2	2	Video is not supported in Virtual environments.
2	8	The NICE Inform Databases should be on the same VM
4	8	
16	16	The NICE Inform Audio Analytics processing capacity is directly proportional to the number of available cores (vCPU) <i>Estimated 144 channel hours analytics per day.</i>
16	16	The NICE Inform Audio Analytics processing capacity is directly proportional to the number of available cores (vCPU) <i>Estimated 168 channel hours analytics per day.</i>
2	2	
-	-	Microsoft HyperV virtualization is not supported by the NICE Recording platform. NOTE: Assumes max 200 channels.

-	-	Microsoft HyperV virtualization is not supported by the NICE Recording platform. NOTE: Assumes max 1000 concurrent channels, and max 75mil total calls
-	-	Microsoft HyperV virtualization is not supported by the NICE Recording platform.
-	-	Microsoft HyperV virtualization is not supported by the NICE Recording platform.
-	-	Microsoft HyperV virtualization is not supported by the NICE Recording platform. NOTE: Assumes max 10000 BHCA.
5	*	*Refer to the NIM 4.1 Certified Servers Guide for RAM calculation
2	2	A dedicated NIC should be configured
2	2	
		Refer to the NiceVision Certified Servers Guide
		Refer to the NICE Situatoor Certified Servers Guide