

VoIP Hardware & Software Requirements

Hardware Requirements

1. Hard drive partitioned with 2 partitions
 - a. Primary(C:) partition not less than 50GB
 - b. Secondary (D:) partition minimum 200GB
2. Minimum 4GB RAM
3. Minimum Dual Core Processor or Core 2 Duo - 2.5GHz or better
4. Two Network interface Cards (One for Remote Connection and the other is reserved for the network span port)
5. The Phones must be port spanned and mirrored to the Revcord Recorder.
6. The phone voice traffic should be segmented on a Voice VLAN.
7. Your switch must be a manageable switch with programmable QoS (Quality of Service)
Please Note: AUTO QoS does not provide quality server to the Revcord recorder as Auto QoS is used for the PBX and Phone connection.
8. The RTP traffic must be preset on the VoIP Span port on the Revcord Server, (Wire Shark Capture)if there is no RTP traffic the system will not record.
9. Please note that is the requirements above are not met it can cause compatibility issues and loss of packets (incomplete calls)

Software Requirements

1. Windows 2008 R2 or Windows 7 either 32-bit or 64-bit
2. User Account Control Settings (UAC) Disabled
3. Firewall and Antispyware Disabled for the Installation.
4. IIS Installed with ASP and ASP.net
5. The software requires a local Administrator account. The account credentials must be supplied to Revcord for Remote Connection and Installation.
6. System must be added to the Revcord Logmein Account via the link below.

https://secure.logmein.com/pullinstall_go.asp?page=addacomputer3_pull&lang=en&c=515tbvjj769zemq2pip2p55pyckck4brmdtq95mc