

Mutare Voice™ Call Completion Server Specifications

You need a medium to high-end equipped dedicated server. Generally, choose the fastest processor speed available or one level down. You do not need processors enhanced for graphics. The hard drive holds programs and small data files.

Minimum Server Hardware Specifications (SIP):

- Intel Xeon Dual or Quad Core CPU (6 or more CPUs recommended)
- 8 GB RAM
- NOTE: for SIP implementations over 50 ports, additional CPUs and RAM may be needed
- 120 GB hard drive minimum (fast SCSI recommended; SATA acceptable)
- At least 100 Mbps NIC for Ethernet connection to TCP/IP LAN
- No PCI slots necessary. Quad core or better processor highly recommended
- 100 SIP port is maximum per server
- **Physical Server**
 - Windows Server 2012 R2 with latest SP
OR
 - Windows Server 2016
OR
 - Windows Server 2019
- **Virtual Server**
 - VMware® ESXi versions 4.1+, and the following of Windows guest operating systems:
 - Windows Server 2012 R2 with latest SP
OR
 - Windows Server 2016
 - Windows Server 2019
 - Microsoft Hyper-V is not supported
 - Remote Access – VPN Access to network and Remote Desktop to server

Telephony Requirements

The Mutare Voice server can support up to 100 SIP ports in a single server. Only SIP connectivity is currently supported by the Mutare Voice server.

SIP connectivity from the customer PBX to the Mutare Voice server is the responsibility of the customer. Mutare is available to assist with this process. Customer must have the necessary SIP port licensing on the PBX and any other servers to support SIP to the Mutare Voice server.

For the Mutare Voice server, all port licensing and port usage will be provided with the purchase of the Mutare Voice application. Contact your Mutare sales representative for more information.

Customer Initials:

Connectivity

The MCS/ Mutare Voice server acts as a SIP trunk, so connectivity is straightforward. SIP connection can either be connected to the MCS straight from the Avaya CM or through a Session Manager.

SIP

A SIP proxy server or gateway is required. The Mutare Voice server will communicate through the customer-provided SIP proxy server or gateway. The Mutare Voice application simply acts as a SIP trunk.

If connecting your Avaya Communication Manager to the Mutare Voice server via SIP Enablement Services (SES), refer to document 286. The Mutare Voice server can connect directly to the CM or connect to the Session Manager.

Network Connectivity

- API for Spam Filter from Proxy Server (port 443)
- Access to external, dynamic robo call databases (port 443)
 - Could be to multiple websites depending on which services being utilized
 - Send callerID and called number

Server Software

Web server – allow access for admins

SQL Server Express 2014 or Later

Backups and Anti-Virus Software

Mutare's recommendations for backups and anti-virus software are:

- Backups: Mutare recommends adding the SQL Server database as well as the Mutare Voice application folders and subfolders to your backup routines. Mutare can provide a list of these at installation.
- if using a virtual environment, snapshots can also be used. Follow the manufacturer's best practices and recommendations.
- Anti-virus: Feel free to install anti-virus software as required by your organization. Please add the Mutare Voice application folders and subfolders and the SQL Server folders to your exclusions lists for on-demand scanning.

Customer Initials: