



XARIOS

TECHNOLOGIES

System Requirements

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The server(s) must meet the minimum requirements described here.

Operating Systems

- Windows 7 Pro/Enterprise/Ultimate 64-bit
- Windows 8.1 Pro 64-bit
- Windows 10 Pro/Enterprise 64-bit
- Windows Server 2008 R2 Standard/Enterprise/Datacenter 64-bit
- Windows Server 2012 R2 Standard/Datacenter 64-bit
- Windows Server 2016 Standard/Datacenter 64-bit

From release 5.0, Mitel Communication Service is supported on 64-bit operating systems only.

Windows Server Core installations are not supported.

Windows Server Small Business/Foundation/Essential versions are not supported

Hardware Requirements

The minimum required hardware is dependent on the call rate, the number of Phone Manager clients that will be connected and the Application Suite features in use.

Select the size of system which will cover all of the systems limits.

Size	System Limits	Hardware Requirements
Small	<ul style="list-style-type: none">• 1,200 calls per hour• 50 Phone Manager Desktop Clients• 50 Phone Manager Mobile Clients (up to 5 softphone calls in progress)• 8 Concurrent Call Recordings	<ul style="list-style-type: none">• CPU: 1 x Intel dual core Core i3 @ 3.3 GHz• RAM: 4GB• HDD: 100GB + 1GB for each million call records• HDD: 1TB for each 175,000 hours of call audio data (Only applies when using MiVoice Office Call Recorder)• SQL Server: Express
Medium	<ul style="list-style-type: none">• 2,400 calls per hour• 100 Phone Manager Desktop Clients• 100 Phone Manager Mobile Clients (up to 10 softphone calls in progress)• 60 Concurrent Call Recordings	<ul style="list-style-type: none">• CPU: 1 x Intel quad core Xeon @ 3.1 GHz• RAM: 8GB• HDD: 100GB + 1GB for each million call records• HDD: 1TB for each 175,000 hours of call audio data (Only applies when using MiVoice Office Call Recorder)• SQL Server: Express• NIC: 1Gb
Large	<ul style="list-style-type: none">• 4,200 calls per hour• 500 Phone Manager Desktop Clients• 250 Phone Manager Mobile Clients (up to 25 softphone calls in progress)• 250 Concurrent Call Recordings	<ul style="list-style-type: none">• CPU: 2 x Intel quad core Xeon @ 3.1 GHz• RAM: 16GB• HDD: 100GB + 1GB for each million call records• HDD: 1TB for each 175,000 hours of call audio data (Only applies when using MiVoice Office Call Recorder)• SQL Server: Full• NIC: 1Gb

If a Teamed NIC is present on the server do NOT use this for licensing, License the software against a physical NIC's MAC address only.

Software Requirements



The following software is required to be installed:

- Microsoft .NET Framework 3.5 SP1
- Microsoft .NET Framework 4.5.2
- Windows PowerShell 1.0

The Mitel Communication Service can not be installed on a Domain controller or Small Business Server

Virtualization Environments

Mitel Communication Service is supported in a virtual environment. The supported environments are listed in the table below.

Environment	Supported?
VMWare vSphere ESXi v5.1, v5.5, v6.0	
Hyper-V 2008 R2, 2012 R2, 2016	

Co-Hosting with Xarios Call Recorder

If the MCS is being installed on the same server as a Xarios Call Recorder, it is advisable to change the following settings so that there are no clashes between the products:

Website Port

By default, both products will host their websites on port 80. To access the products individually, one of the websites must be reconfigured within IIS to use a different port. The website can then be accessed by appending the port to the URL:

[http://\[server_name\]:81](http://[server_name]:81)

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