

Media Server Guidelines

TO BE USED ONLY AS A GUIDELINE. MEDIA SERVER SPECS MUST BE DETERMINED IN CONSULTATION WITH TFB

Media Server is the standard hardware platform for all web-based call center applications developed by TFB. The *Media Server* is required to run ACD Reports and Agent eMail. *Media Server* is a standard Intel based PC running Windows 2003 Server Standard and IIS. It runs in conjunction with TFB's *CTI Server™* platform or standalone. TFB can provide the *Media Server* as part of a turnkey solution, or you can assemble a *Media Server*-compatible PC from readily available off-the-shelf components.

Recommended Requirements (minimums may be exceeded)	
HARDWARE	
CPU	Pentium 3.4 GHz or QUAD XEON 1.6 GHz w/ min 1GHz FSB
RAM	3GB (Windows Server 2003 Enterprise is required above 4GB)
HD² 1 (C Drive)	10GB for OS (Sep. channel or controller from HD2)
HD² 2 (D Drive)¹	60GB-100GB for Data (Sep. channel or controller from HD1)
Media	24X CD-ROM, 1.4 MB 3.5" Floppy Drive
Backup	<i>Optional</i> Zip Drive, 100/250, IDE or Rewriteable CD ROM
Network	10/100 Ethernet card
Remote	VPN (<i>required</i> for remote support and installation)
Periph.	Keyboard, mouse, SVGA Monitor (at least 1024X768), sound card, speakers
SOFTWARE³	
Operating Sys.	Microsoft Windows 2003 Server Std (up to 4GB RAM) Microsoft Windows 2003 Server Ent (above 4GB RAM)
App. Framework	.NET 1.1 AND 2.0
Web Server	Microsoft IIS 6.0+(should be installed prior to TFB installation)
Database	Microsoft SQL Server 2005 Std. w/5 cal (Enterprise version may be required for certain type of integrations)
Remote Support	Symantec PcAnywhere (V10.x, do NOT use version 11.x) or alternative as described on page 3 in <i>TFB remote Support Policy</i>

1- RAID can be used at the option of the user.

2- These are not partitions, but MUST be physically separate hard drives.

3- Users who provide or procure a media server from a source other than TFB are assumed to also supply the OS, database, and all software listed in this section, unless such items are otherwise specifically agreed to and proposed by TFB. Windows 2003 Server Std can be used with either Std or Enterprise versions of SQL Server 2005. Windows 2003 Enterprise is required if system requires more than 8GB of RAM

CONFIGURATION NOTES

- Specifications are a general-case guide. Excessive traffic or a large user base may dictate higher clock speeds, more RAM, and larger hard drive capacity.
- The database schema is open and available to user's with database expertise.
- The Media Server is always used in conjunction with CTI Server unless otherwise determined by a TFB engineering evaluation. Users may supply their own server, or purchase through TFB.

Note that TFB can also help order any component or software application listed above at the buyer's request. For help with pre-configuration issues, or assembling a Media Server compatible PC, please contact your TFB Account Manager or TFB Sales toll free 877-612-4832, x3818.

IMPORTANT – Media Server Preconfiguration

(See also, *Preparing the Switch for TFB Installation*)

Users who purchase *Media Server* from an alternate vendor should use the following checklist to ensure that it and the NEAX are properly prepared *prior* to TFB installation. Unless otherwise arranged, TFB installation does not include these steps for users who provide a server. ***Please ask TFB Support for assistance if any of these steps are unclear, or any of the listed commands do not appear on your switch.***

- q Install Microsoft Windows 2003 with all service packs and IIS 6.0 (or greater). IIS MUST BE INSTALLED AND RUNNING!
- q Install PcAnywhere version 10.x. Do not use version 11.x.
- q Provide for HIGH-SPEED remote access via Internet (for TFB engineering to complete downloads) Remote installation requires high speed access through the Internet. Provide necessary IP address and passwords for remote access
- q Inform TFB of any proprietary or 3rd party security applications that you plan to install on the server or client PCs. These applications have the potential to interfere with client-server applications such as ACD Reports and Agent eMail.
- q Set all 3rd party and OS updates to not restart the server automatically
- q Ensure that drives are on separate IDE channels or separate controllers.
- q RAID is supported by Media Server applications, but is optional based on user requirements.

SWITCH CONFIG

- q In the ACD MAT System data
 - o Please check the *Infolink with call ID* option
 - o Please check the *Infolink with split info* option
 - o In the *Incoming call msg* option , please select the 'Iq' NOT 'IQ'
- q In the ACD CCVs
 - o To register inbound calls for reporting purposes, all calls should either be queue to a split, OR be sent to an IVR port using an *@IVR Announce 9* step. Any calls not initially queued to a production split, should be queued to a reserved *dummy* split instead. You should then also Dequeue from the dummy split after a *Pause 2* step.
- q In the PBX
 - o To properly configure MIS messages, please set *Basic Service Feature 461* to '0', which is *Sent*. This is a system wide option that sends an OAI SMFN message when answering a held call.

461 Sending of SMFN when answering a held call.

§ 0 Sent
§ 1 Not sent <Default>

Note that TFB can help if you have any questions about these steps. Please contact your TFB Account Manager or TFB Support toll free 877-612-4832. You can also reach us by email at support@tfbc.com.

TFB Remote Support Policy

For effective remote support, TFB requires a high speed connection directly to the Media Server and CTI Server. Every company has different security needs, and TFB can work with you to establish a safe access protocol that accommodates the practicalities of remote support as well as your IT policies.

PREFERRED REMOTING OPTIONS

TUNNELLING OPTIONS

- Cisco VPN
- Windows VPN
- IP Sec VPN Tunnel

CONNECTIVITY OPTIONS

- Remote Desktop / Terminal Services
- PC Anywhere

OTHER REMOTING OPTIONS

- GotoMeeting or customer-provided Webex account
- Other VPN
- Dial-up Modem (not recommended)

Note: Users who provide modem-only access may experience more extended downloads and problem resolution.

SETTINGS AND INFORMATION REQUIRED

ACCESS INFO AND POLICY

- Windows Login information
- Access notification
 1. Is notification required prior to remote access
 2. What is the lead time
 3. Contact information and procedures for notification
- **IMPORTANT NOTE:** Please notify TFB when you change Windows login or other access information to the servers. If your IT policies include regularly scheduled changes such as these, please let us know the schedule and procedure for insuring we are notified.

IP PORTS REQUIRED FOR REMOTE INSTALLATION OR UPGRADES

- Port 80
- Port 25 or Port 443 to the outside world (no proxy)

WHAT IF NONE OF THE ABOVE ARE ACCEPTABLE FOR YOUR ORGANIZATION?

Your TFB representative can work with you to devise service options that best suit your needs. Please note that TFB's standard warranty does not cover dispatching technicians to a site for the sole reason that adequate remote access is not provided.