OVA_Template_Details_for_Unified_Contact_Center_Enterprise_Release_9.x

For Release 9.0(1), a new OVA template is available that provides appropriate resource allocation for 9.0 UCCE components running on ESXi 5.0. Note that the 9.0(1) OVA adds CPU reservation for most virtual machines (this is new since Release 8.5(2)); doing so enables VMware hypervisor behavior that is beneficial for real-time applications. Download the appropriate OVA file for the ESXi version you are deploying on. When you deploy the OVA, a drop-down list of the configurations are presented allowing you to select the appropriate configuration for the UCCE sized component that you are installing.

Configuration Name	vCPU Cores	vCPU reservation (MHz)	vRAM / Memory (GB)	vRAM reservation (MB)	vDisk (GB)	vNIC	Notes
Router 8000/12000 agents	4	3000	8	8192	1 x80	2	
Logger 8000/12000 agents	4	3000	8	8192	1x 80 for OS 1x 500 for DB	2	The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool.
Rogger 4000 agents	4	5400	6	6144	1x 80 for OS 1x 150 for DB	2	The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool.
Agent PG ? CTIOS 2000 agents	2	3600	6	6144	1x 80	2	

Agent PG ? CAD 1000 agents	2	3600	6	6144	1x 80	2	If **SQL is used with CAD**, you may add 2 vCPU to VM Properties (i.e., **4 vCPUs** in total), 2G vRAM (**8G vRAM** in total) and a second vDisk for SQL and DB for performance improvement. This second vDisk can be sized as needed, or use the default size of 80 GB.
Agent PG ? CTIOS 450 agents	1	1800	4	4096	1x 80	2	
Agent PG ? CAD 297 agents	1	1800	4	4096	1x 80	2	If **SQL is used with CAD**, you may add 1 vCPU to VM Properties (i.e., **2 vCPUs** in total), 2G vRAM (**6G vRAM** in total), and a second vDisk for SQL and DB for performance improvement. This second vDisk can be sized as needed, or use the default size of 80 GB.
MR PG 2000 agents 10 pims	2	1800	6	6144	1x 80	2	
MR PG 1000 agents 5 pims	1	1000	4	4096	1x 80	2	
	2	1800	2	2048	1x 80	2	

VRU PG 9600 ports 10 pims							
VRU PG 1200 ports 4 pims	1	1000	2	2048	1x 80	2	
Avaya ACD PG	2	3600	6	6144	1x 80	2	See the Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise and Hosted for capacity information.
TDM ACD PG 2000 agents	2	3600	6	6144	1x 80	2	
TDM ACD PG 250 agents	1	1800	4	4096	1x 80	2	
UCC Gateway PG 2000 agents	2	3600	6	6144	1x 80	2	
UCC Gateway PG 450 agents	1	1800	4	4096	1x 80	2	
Administration Client	1	-	2	2048	1x 40	1	(Client AW)
Administration Server - AW	1	750	2	2048	1x 40	1	
AW-HDS	4	3600	8	8192	1x 80 for OS 1x 500 for DB	1	(200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements

							using the DB Estimator tool.
AW-HDS-DDS	4	3600	8	8192	1x 80 for OS 1x 500 for DB	1	(200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool.
HDS-DDS	4	3600	8	8192	1x 80 for OS 1x 500 for DB	1	(200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool.
CCMP single box 1500 agents	4	-	4	4096	1x 100	1	
CCMP Web/App Svr 8000 agents	4	-	4	4096	1x 100	1	
CCMP with Config AW 1500 agents	4	-	4	4096	1x 100	1	
CCMP DB only 8000 agents	8	-	4	4096	1x 250	1	

Sigtran Gateway/RSM	2	-	4	4096	100	1	