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Version 10.5(x)

Note: The information on this page applies to a stand-alone Finesse deployed with Unified Contact Center Enterprise. For information about Finesse deployed coresident with Unified Contact Center Express, see [Virtualization for Unified CCX](#).

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<u>Component & Capacity Point</u>	<u>Preloaded with Business Edition?</u>	<u>VM Configuration Requirements</u> click to download OVA file for this version				<u>Supported Hardware (Latest)</u>						<u>Supported Hardware (Older)</u>				
		<u>vCPU</u>	<u>vRAM</u>	<u>vDisk</u>	<u>vNIC</u>	<u>UCS Tested Reference Configurations</u> S is same as BE6000 MD S+ is same as BE6000 HD M includes BE7000						<u>UCS or 3rd-party Specs-based on Reference Intel Xeon Configurations</u>				
					<u>S</u>	<u>S+</u>	<u>M</u>	<u>L</u>	<u>XL</u>	<u>2XL</u>	<u>Full UC Perf. CPU</u>	<u>Restricted UC Perf. CPU</u>	<u>S</u>	<u>M</u>	<u>Full UC Perf. CPU</u>	<u>R</u>

- **Co-residency support** = Full
- **Supported Versions of VMware vSphere ESXi** = 5.0, 5.1, 5.5
- [Click for "IOPS"](#)

Small deployment option See notes	No	2	8 GB	1x 146 GB	1	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
Large deployment	No	4	8GB	1x 146	1	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes

Edition? file for this version

vCPU vRAM vDisk vNIC

UCS Tested Reference Configurations

S is same as BE6000 MD
S+ is same as BE6000 HD
M includes BE7000

UCS or 3rd-party Specs-based on Intel Xeon
UCS Tested Reference Configurations
UCS 3rd-party Specs-based on Intel Xeon

S S+ M L XL 2XL Full UC Perf. CPU Restricted UC Perf. CPU S M Full UC Perf. CPU

- **Co-residency support** = Full
- **Supported Versions of VMware vSphere ESXi** = 5.0, 5.1
- **Click for "IOPS"**

Small deployment option See notes	No	2	8 GB	1x 146 GB	1	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
Large deployment option See notes	No	4	8GB	1x 146 GB	1	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes

Version 9.0(x)

[Click here for a Legend](#)

VM Configuration Requirements

click to download OVA file for this version

Supported Hardware (Latest)

Supported Hardware (Older)

Component & Capacity Point

Preloaded with Business Edition?

vCPU vRAM vDisk vNIC

UCS Tested Reference Configurations

S is same as BE6000 MD
S+ is same as BE6000 HD
M includes BE7000

UCS or 3rd-party Specs-based on Intel Xeon
UCS Tested Reference Configurations
UCS 3rd-party Specs-based on Intel Xeon

S S+ M L XL 2XL Full UC Perf. CPU Restricted UC Perf. CPU S M Full UC Perf. CPU

- **Co-residency support** = Full
- **Supported Versions of VMware vSphere ESXi** = 5.0 only
- **Click for "IOPS"**

Large deployment option	No	4	8GB	1x 146 GB	1	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
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[See notes](#)

Notes on Small deployment option VM configuration

Note: Finesse supports HTTPS only for Release 9.1(1) or later.

Capacity = 500 agents over HTTP or 250 agents over HTTPS (maximum 3000 configured agents).

Notes on Large deployment option VM configuration

Note: Finesse supports HTTPS only for Release 9.1(1) or later.

Capacity = 2000 agents over HTTP or 1000 agents over HTTPS (maximum 6000 configured agents).

IOPS and Storage System Performance Requirements

The following table lists the IOPS numbers for Cisco Finesse.

IOPS Type	IOPS Specification
Max IOPS	160
95th percentile	150

Other Requirements for Cisco Finesse

Hardware

Before you install the Finesse software on any server, you must address the following requirement:

If you are performing a fresh install of Finesse in any deployment, be sure to verify that the virtual machine is also fresh (no previously-installed OS is present in the VM).

If you use SATA 7200 RPM disks in your server, you must configure the datastore as RAID 10.

Virtualization Software

All Finesse servers run on VMs using the Unified Communications Operating System (Unified OS or UCOS).

See [Unified Communications VMWare Requirements](#) and [Ongoing Virtualization Operations and Maintenance](#).

- Finesse ISO or DVD (**Note:** We strongly recommend that you install Finesse by configuring a DataStore ISO file on the virtual CD/DVD drive of the target VM.)
- ESXi must be installed prior to the installation of Cisco Finesse.
- For Finesse 9.0(x) and later, [disable Large Receive Offload \(LRO\)](#) is optional.

Deploying Virtual Machines for Cisco Finesse

See [Unified Communications VMWare Requirements](#).

The following software requirements apply specifically to Finesse:

- For other third-party software requirements and for a list of approved UCS servers, see the server requirements and version compatibility with Unified CM sections in the *Cisco Unified Contact Center Enterprise Design Guide* available at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.

Perform the following steps in vSphere client to deploy the Virtual machines:

1. Highlight the host or cluster to which you wish the VM to be deployed.
2. Select **File > Deploy OVF Template**.
3. Click the **Deploy from File** radio button and specify the name and location of the file you downloaded in the previous section OR click the **Deploy from URL** radio button and specify the complete URL in the field, then click Next.
4. Enter the name of the VM machine that you are creating and the location where it will be created
5. Choose the type of deployment (Production or Lab)
6. Choose the datastore on which you would like the VM to reside - be sure there is sufficient free space to accommodate the new VM, then click **Next**.
7. Verify the deployment settings, then click **Finish**.
8. Update boot order as per instructions below
9. Insert the Finesse disk and follow the Finesse installation guide.

Changing the Boot Order of the Virtual Machine

You must change the boot order of the Virtual Machine so that the system boots off the CD/DVD drive for the install.

To change the boot order of the Virtual Machine:

1. In VMware vSphere Client, power off the virtual machine onto which you deployed the OVA template.

2. In the left pane of vSphere Client, right-click the name of the virtual machine, and select **Edit Settings**.
3. In the Virtual Machine Properties dialog box, select the Options tab.
4. In the Settings column, under Advanced, select **Boot Options**.
5. Under Force BIOS Setup, check the **The Next Time the Virtual Machine Boots, Force Entry into the BIOS Setup Screen** check box.
6. Click **OK** to close the Virtual Machine Properties dialog box.
7. Power on the virtual machine (The virtual machine boots into the BIOS menu)
8. Navigate to the Boot menu and change the boot device order so the CD-ROM device is listed first and the Hard Drive device is listed second.
9. Save the change and exit BIOS setup.

Note: After finishing the installation, consider changing the boot order back so that the Hard Drive device is again listed before the CD-ROM device.

Related Documents

The Cisco Finesse Installation and Upgrade Guide is available from the Finesse page on Cisco.com: (http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html)

Back to: [Unified Communications in a Virtualized Environment](#)