

blueButler System Requirements

The requirements for the blueButler setup with the Cisco CUCM TAPI and BIB (Built-in-Bridge) or Gateway integration comprise the following:

Minimum Server Requirements

- Windows 10 Pro if a workstation configuration is provided (or Windows 2012 R2 or 2016 Server)
Quad core processor, 8GB RAM, CD/DVD, monitor, NIC
- RAID hard drive recommended
- Network backup for archiving data
- HARD DISK: 100GB of hard disk holds approx. 12,000 hours of WMA / MP3 compressed recordings

Cisco connections

- The Cisco CUCM will connect to the blueButler server using TAPI to pass the call events to blueButler. The Cisco CUCM will connect to the blueButler server using a BIB or Gateway connection to send phone-based forked media to blueButler to record all in/out external calls.

blueButler Windows server

- Decide if a dedicated workstation/server or virtual server is being used as the primary blueButler system.
- The main system for blueButler (virtual or dedicated) will require Windows 10 Pro or Windows 2012 R2 or 2016 server, 32-bit or 64-bit. It should have a minimum of 8Gbytes of memory and a RAID disk partition configured for the audio recording files and SQL database storage. Estimate 1/2Gbyte per month per phone. blueC will install SQL Express during our remote software install unless you have an existing SQL server that you would prefer that we use.
- The blueButler server will need to be installed on the customer's domain and we can interface it with Active Directory for single sign-on.

Desktop users

- The Microsoft .NET 4 or later framework should be installed on the desktop PC for any user who will be accessing the blueButler application. Users should have speakers or a headset available in order to listen to the recordings. If users are accessing blueButler through Terminal Services or Citrix, ensure that the .NET framework is installed, that audio is enabled and that approximately 100Mbytes of memory per user is available.