

blueButler – Server and IT Requirements (With SYNIPR)

The requirements for the blueButler setup comprise the following:

Minimum Server Requirements

- Windows 2016 / 2012 Server (or Windows 10 Pro if a workstation configuration is provided) Dual core processor, 4GB RAM, CD/DVD, monitor, NIC, 2nd Dedicated NIC for SYNIPR tap
- 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

VoIP tap point

- The phone technician will configure the span port on the network switch to output all RTP and signalling traffic to the mirror port. This port will get connected to a dedicated NIC card in the blueButler Windows server that is set to promiscuous mode.
- Provide a list of extensions, static IP addresses or MAC addresses for the IP phones being recorded (if DHCP addresses are used, ensure that the switch is configured for IP address reservations). For each phone, include the extension number / IP or MAC address (or agent id), first name, last name, and department. This can be a csv or Excel file that blueC will import into the software.

blueButler Windows server

- Decide if a dedicated workstation or virtual server is being used as the primary blueButler system.
- If a virtual server is being used note that a USB port for the dongle that controls the SYNIPR licensing will need to be virtualized. (Note: VMWare can virtualize a USB port but HyperV cannot.)
- The main system for blueButler (virtual or dedicated) will require Windows 10 / 7 Pro or Windows 2008 / 2012 R2 server, 32-bit or 64-bit. It should have a minimum of 4Gbytes of memory and a RAID disk partition configured for the audio recording files and SQL database storage. Estimate 1/2Gbyte per month per phone. We 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 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 and that audio is enabled and that approximately 100Mbytes or memory per user is available.