

Server sizing and requirements

This page provides information for server sizing showing detailed information about server requirements such as CPU, memory, hard disk, virtualization, operating system, etc.

Please note, that Verba does not sell server hardware, OS and database licenses.

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Server sizing

This table outlines typical server sizing and recommended hardware and software configurations:

Server Role	Recording Server (RS)	Media Repository / Application Server (MR)	Proxy Server
Server Platform	Industry standard PC servers Physical or virtual		
CPU	Intel Xeon 2.4 GHz or higher Up to 16 CPU cores or vCPUs 2 cores/vCPUs must be "reserved" for the OS, only the rest can be used for application sizing Numbers only applicable when Receive-side scaling (RSS) is enabled in the OS		
	Refer to Media Recorder sizing for voice, video, screen - application share recording When Recording Director is installed as separate servers: <ul style="list-style-type: none"> • Up to 5000 devices/endpoints (standard telephony or UC): 2 cores • Up to 1000 turrets (trader voice): 2 cores 	Up to 100 user sessions: 4 cores Up to 500 user sessions: 8 cores If SQL Server is installed on the server, additional CPU cores are required.	Skype for Business: 200 voice calls / core Cisco: 150 voice calls / core 75 video calls / core
Memory	8 GB	Up to 100 user sessions: 4 GB Up to 500 user sessions: 8 GB If SQL Server is installed on the server, additional memory is required.	4 GB
Hard disk	System partition (OS and applications): 80 GB or more Media partition: 80 GB or more, use the Storage Disk Space Calculator tool to size your hard disk capacity Always use redundant disks with RAID and have separate Media and System volumes		
Network	All server clocks must be synchronized, typically either with the domain controller or time server All servers must have the latest Time Zone configuration Custom time zones are not supported		
	1x Gigabit Ethernet plus 1x Gigabit Ethernet port if you use passive, port mirroring based recording	1x Gigabit Ethernet	

Operating system	Microsoft Windows Server 2012 R2 Microsoft Windows Server 2016 Microsoft Windows Server 2019 Standard Edition, latest service packs installed We support the English versions of Microsoft server software
Database	Microsoft SQL Server 2012 Microsoft SQL Server 2014 Microsoft SQL Server 2016 Microsoft SQL Server 2017 Microsoft SQL Server 2019 Express, Standard or Enterprise Edition, latest service packs installed Express Edition is bundled for free, recommended up to 1.000.000 calls. If the Full-Text Search feature is needed, then install SQL Server Express with Advanced Services. See SQL Server requirements for more information If you have an existing SQL Server cluster, we recommend using that for the Verba database
Virtualization	VMware and Hyper-V are recommended, see Virtualization .
Antivirus	Make sure your Antivirus software does not scan database, media and log folders.
Power	Redundant Power Supply UPS recommended

Please note the following:

- **No other apps on the server** - Verba components should be installed on dedicated servers or virtual server instances with no other applications being co-hosted on them.
- **You can contact Verba for server review** - You can contact Verba or your system integrator representative for a review before submitting orders for your server.
- **A good backup is essential** - A regular (daily) backup procedure of the Verba servers, recorded media files and database needs to be established to prevent data loss and allow disaster recovery.
- **Contact Verba for video recording planning** - For video, telepresence and agent computer screen deployments, please contact your Verba or system integrator representative.

The following documents provide additional support to size your solution:

- [Media Recorder sizing for voice, video, screen - application share recording](#)
- [Ethical Wall and IM Recording server requirements](#)

Server sizing for servers with co-located/mixed roles

The different server roles can be installed on a single server when the capacity does not exceed the limitations. When sizing the servers with co-located server roles, each role has to be sized separately and added to the overall capacity. The system allows deploying the following server roles:

Server Role	Description
Media Repository / Application Server and Recording Server (Combo)	Includes all Verba services, except the Filter services running on the Skype for Business servers
Recording Server	Includes all recording services, ethical wall capabilities, announcement
Media Repository / Application Server	Includes all central applications such as web UI, storage management, licensing, APIs, speech recognition, etc.
Media Collector and Proxy Server	Includes the media collector and proxy application
Announcement Server	Includes the announcement application
Speech Analytics Server	Includes speech recognition applications
Skype for Business Filter	Includes the applications running on the Skype For Business Front-End servers
Media Collector and Skype for Business Filter	Includes the applications running on the Skype For Business Front-End servers and the media collector and proxy application

Desktop Recorder	Includes the screen capture application running the desktop computers
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A single server can have only one of the above roles.

Desktop requirements for Verba Desktop Agent

This component is installed on the PC of the agent whose screen shall be recorded during the phone calls.

Hardware and 3rd party software requirements for Verba Desktop Agent component deployment:

CPU	Intel Pentium 4 or later
Memory	4 GB
Network	10/100/1000 LAN interface card
Operating system	Microsoft Windows 7 (64 bit) Microsoft Windows 8 (64 bit) Microsoft Windows 10 (64 bit)
Display	<p>The system can record all resolutions, color depths, multiscreen setups.</p> <p>The following recommendations help to dramatically lower disk space requirements of the recordings:</p> <ul style="list-style-type: none"> • Use the minimum possible screen resolution that still fulfills software usability requirements • Use 16 bit color depth • Turn off background picture on the desktop • Use a low screen recording rate: 3 frame/sec is typically enough for a proper review

Desktop requirements for standard search and replay workstations

Hardware and 3rd party software requirements for client computers accessing the web based user interface:

Computer platform	Multimedia PC
CPU	Intel Pentium 4 or later
Memory	4 GB
Network	10/100 LAN interface card or WiFi adapter
Operating system	Microsoft Windows 7/8/10 macOS Linux
Browser	Google Chrome Microsoft Internet Explorer 11 or later Mozilla Firefox Safari
Media Player	Windows Media Player 10.x or later on Windows using Internet Explorer HTML5 audio/video tag compatible browser
Display	1920x1080 resolution
Other	Sound card, speaker or headphone Monitor, keyboard, mouse

