

System Requirements

Main Server Sizing

Size	Maximum number of users per System	Maximum number of users assigned per Server	Maximum System BHCC	Maximum BHCC per server Reports run outside business hours	Maximum BHCC per server Reports run during business hours
SMALL BUSINESS CLASS					
Small Business Edition	50	50	500	500	Not recommended
Small Business Edition UC Server 20	100	100	1000	1000	Not recommended (Not supported)
ENTERPRISE CLASS					
Small	500	500	5,000	1,000	Not Recommended
Medium	2,500	1,000	25,000	5,000	1,000
Large	10,000	1,000	50,000	10,000	5,000
Very Large	20,000	1,000[1]	100,000	10,000	10,000

[1] For very large deployments (10K to 20K Users), the number of ShoreTel Communicators for Web and Mobile per server is maximum 1,000, but for ShoreTel Communicators for Windows the maximum is 500 per server.

Minimum Main Server Hardware requirements

HQ Server Specs			
Size	Processor	RAM	Network
SMALL BUSINESS CLASS			
Small Business Edition	Celeron E3400/2.6GHz,1MB,800FSB	2GB	100 Base-T
SBE UC Server20	Celeron E3400/2.6GHz,1MB,800FSB	4GB	100 Base-T or Gigabit Ethernet

HQ Server Specs			
Size	Processor	RAM	Network
ENTERPRISE CLASS			
Small	Intel Core 2 Duo E8400, Single DualCore 3.00 Ghz or Intel® Core™ i3-540 Processor (4M Cache, 3.06 GHz)	4 GB	100 Base-T
Medium	Intel Xeon 5520 Single QuadCore 2.27 Ghz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Xeon 5520 Dual QuadCore 2.27 Ghz	8 GB	Gigabit Ethernet
Very Large	Intel Xeon 5680 Dual Six Core 3.33 GHz	12 GB	Gigabit Ethernet

DVS Server Sizing

Size	Maximum users per DVS	Maximum DVS BHCC	Maximum BHCC per server Reports run during business hours
SMALL BUSINESS CLASS			
Small Business Edition	n/a	n/a	n/a
SBE 100 UC Server 20	100	1000	Not recommended
ENTERPRISE CLASS			
Small	500	1,000	1,000
Medium	1,000	5,000	5,000
Large	1,000	10,000	10,000
Very Large	1,000[1]	10,000	10,000

Minimum Distributed (DVS) Hardware requirements

DVS Server Specs			
Size	Processor	RAM	Network
*Branch-Office	OptiPlex 390 Celeron E3400/2.6GHz,1MB,800FSB	2 GB	100 Base-T
Small	Intel Core 2 Duo E8400, Single DualCore 3.00 Ghz or Intel® Core™ i3-540 Processor (4M Cache, 3.06 GHz)	4 GB	100 Base-T
Medium	Intel Xeon 5520 Single QuadCore 2.27 Ghz	8 GB	100 Base-T or Gigabit Ethernet
Large	Intel Xeon 5520 Dual QuadCore 2.27 Ghz	8 GB	Gigabit Ethernet
Very Large	Xeon 5520 Dual Quad Core 2.27 GHz	8 GB	Gigabit Ethernet

*This configuration is supported only on servers shipped by ShoreTel as a part of the Branch Office Bundle. Customer provided servers must meet or exceed the Small Enterprise server requirements

VMware Hardware and Sizing for Host Environment

System Size	Users	Call Load per Server (w/o Reporter)	Cores per VM	Processor Host environment	RAM per VM	Disk Size per Main VM	Disk Size per DVS VM
Small Business Edition	50	500	2	quad-core Intel Xeon X5550 processor, 2.66 GHz or similar	4GB	60GB	40GB
Small Business Edition 100 UC Server 20	Celeron E3400 /2.6GHz,1MB,800FSB	4GB	100 Base-T or Gigabit Ethernet	Small Business Edition 100 UC Server 20	Celeron E3400/2.6GHz,1MB,800FSB	4GB	100 Base-T or Gigabit Ethernet
Small Enterprise	500	5,000	2	quad-core Intel Xeon X5550 processor, 2.66 GHz or similar	4GB	60GB	40GB
Medium Enterprise	2,500	25,000	4	quad-core Intel Xeon X5550 processor, 2.66 GHz or similar	8GB	150GB	80GB
Large Enterprise	10,000	50,000	8	quad-core Intel Xeon X5550 processor, 2.66 GHz or similar	8GB	260GB	130GB

Virtual Capacity requirements

Hardware requirements for Virtual Phone Switch

No. of Phones	Up to 250	Up to 500	Up to 1000
Memory	2GB	2GB	2GB
CPU * Cores	2.9GHz * 1/2	2.9GHz * 1/2	2.9GHz * 1
Disk	20 GB	20 GB	20 GB
Hypervisor	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1

Hardware requirements for Virtual Trunk Switch

No. of Phones	Up to 250	Up to 500	Up to 1000
Memory	2GB	2GB	2GB
CPU * Cores	2.9GHz * 4	2.9GHz * 8	2.9GHz * 16
Disk	20 GB	20 GB	20 GB
Hypervisor	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1

Hardware requirements for Virtual Service Appliance

Audio/web/IM ports	50/50/500	200/200/2000	500/250/5000
Memory	2GB	6GB	12GB
CPU * Cores	2.4GHz * 4	2.4GHz * 16	2.4GHz * 24
Hard Disk (includes data storage)	100 GB	500 GB	1 TB
Hypervisor	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1	Vmware VSphere ESX/ESXi 5.0 or 5.1

Hardware requirements for Virtual SIParator

No. of Trunks	400
Memory	2GB w/o persistent logging 6GB with persistent logging to hard drive
CPU * Cores	2.9GHz * 4
Hard Disk	20 GB
Hypervisor	Vmware VSphere ESX/ESXi 5.0 or 5.1

Minimum Client Hardware requirements

Computer Hardware requirements for running Communicator depend on the Communicator version and the video call resolution. The below table lists the minimum recommended configuration for computers running Communicator.

Communicator Version	Processor XP and Vista	Processor Windows 7	Max Presence Load
Communicator with Personal Access	Pentium 3 - 800 MHz	Pentium 4 – 1.6 GHz	No Presence supported
Communicator with Professional Access	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	1 Event/Second
Communicator with Agent, Supervisor, Operator Access (<40 extension presence)	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	Pentium 4 - 3.0 GHz with HT or Dual Core 1.6 GHz	1 Event/Second
Communicator with Agent, Supervisor, Operator Access (<500 extension presence)	Dual Core 1.6 GHz	Dual Core 1.6 GHz	1 Event/Second
All Versions, VGA Video	Dual Core 1.6 GHz	Dual Core 1.6 GHz	1 Event/Second
*All Versions, XGA Video	Core 2 Quad 2.4 GHz	Core 2 Quad 2.4 GHz	1 Event/Second

Communicator Version	Hard Disk Space^a			RAM^b			Available RAM
	Vista	W7	Vista	W7	Vista	W7	
Communicator with Personal Access	1 GB	1 GB	2 GB	2 GB	100 MB	150 MB	
Communicator with Professional Access	1 GB	1 GB	2 GB	2 GB	150 MB	250 MB	