**Shoretel OS Requirements for Virtual Machine Support & Hardware Requirements & Limitations (up to Version 14.2)**

**ShoreTel Main and Distributed Servers (Standalone, VMware and Hyper-V)**

(Heterogeneous environments supported)

Windows Server 2012 (Standard or Datacenter Editions only) with SP1 (**64-bit version**)

Windows Server 2008 (Enterprise or Standard Editions only) with SP2 (**32-bit version**)

Windows Server 2008 R2 (Enterprise or Standard Editions only) **(64-bit version)\***

Windows Server 2008 R2 (Enterprise or Standard Editions only) with SP1 **(64-bit version)\***

Windows 2008 R2 with Citrix XenApp 6.0 and XenApp 6.5

**VMware**

VMware – Support for ShoreTel HQ and DVS servers is as follows (this includes support for High Availability and VMotion):

 VMware ESXi 5.0 & 5.1

The following two VMware features are not supported:

1. Fault tolerance not supported. This feature is not supported by VMware across multiple CPUs.

2. Snapshots not supported. These can consume significant CPU and memory resources impacting system operation.

**Note\*:** Only server running on VMware for the core platform is supported. \*Unless specifically stated in the Innovation Network App Notes, third party solutions are not supported on ShoreTel virtual machines. Please check with the third party solution vendor for their compatibility in a virtual environment and their level of support with virtual machines.

**Hyper-V**

Hyper-V – Support for ShoreTel HQ and DVS servers for Hyper-V Replica and Failover Clustering for high-availability.

 Hyper-V version 3.0

 \*Hyper-V Replica or Snapshots

**\*Note:** Hyper-V Replica or Snapshots are recommended during non-operational hours

The following Hyper-V features are not supported:

1. ShoreTel software installations on non-HQ or DVS servers such as Contact Center.

2. Double Take

3. Hyper-V 2.0 or earlier

4. Windows 8 Pro Hyper-V

**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  |