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GVP HSG Pages

GVP Hardware and Operating System Profiles for Genesys Interaction Recording (GIR)

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- [Hardware Profiles Used in These Tests](#)
- [Virtual Machine Profiles Used in These Tests](#)

Hardware Profiles

Hardware Profile 1	Specifications & Recommendations	Comment
CPU	Single Hex Core Intel Xeon X5670@ 2.93GHz	
Memory	8 GB or more	4 GB is minimum and 8 GB is recommended
Network	GigaBit Ethernet	100MBit supported
Storage	15k rpm SAS HDD disk storage with at least 72 GB. RAID 0.	15k rpm recommended for maximum performance
OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

Hardware Profile 2	Specification & Recommendation	Comment
CPU	Single Hex Core Intel Xeon X5675@ 3.06GHz	
Memory	16 GB or more	4 GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP recording cache location. 15k rpm SAS HDD disk storage with at least 136 GB used for all other operations. RAID 0	SSD and 15k rpm SAS HDD are recommended for maximum performance
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 3	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	16 GB or more	8 GB is minimum and

Hardware Profile 3	Specification & Recommendation	Comment
		recommended
Network	GigaBit Ethernet	100MBit supported
Storage	15k rpm SAS HDD disk storage with at least 72 GB. RAID 0	15k rpm SAS HDD is recommended for maximum performance
OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

Hardware Profile 4	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	32 GB or more	4 GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP recording cache location. 15k rpm SAS HDD disk storage with at least 360 GB used for all other operations. RAID 0.	SSD and 15k rpm SAS HDD are recommended for maximum performance
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 5	Specification & Recommendation	Comment
CPU	Dual Hex Core Xeon X5675 3.06 GHz	
Memory	32 GB or more	4 GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	Multiple 15k rpm SAS HDDs disk storage with at least 360 GB used for all other operations. RAID 0.	Split VMs into multiple 15k rpm SAS HDDs.
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 6	Specification & Recommendation	Comment
CPU	Single Eight Core Xeon E5-2640 2.00 GHz	
Memory	64 GB or more	8 GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	SSD used for MCP logs and recording cache location. 15k rpm SAS HDD disk storage with at least 360 GB used for all other operations. RAID 0.	SSD and 15k rpm SAS HDD are recommended for maximum performance.
OS	VM vSphere or ESXi 5.x Windows Server 2008 R2 x64 Enterprise Edition SP1	VM vSphere 5.x as Host OS Windows 2008 Server as Guest OS on VM

Hardware Profile 7	Specification & Recommendation	Comment
CPU	Dual 16 core Xeon E5-2683 v4 @ 2.10GHz	
Memory	32 GB or more	8 GB is minimum for each VM
Network	GigaBit Ethernet	100MBit supported
Storage	10k rpm SAS HDD disk storage with at least 360 GB used for all other operations. RAID 0.	SSD and 15k rpm SAS HDD are recommended for maximum performance.
OS	VM vSphere or ESXi 6.x Windows Server 2016/RHEL 7 as Guest OS	VM vSphere 6.x as Host OS Windows Server 2016/RHEL 7 as Guest OS

Virtual Machine (VM) Profiles

VM Profile 1	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 2	1x X5675@3.06GHz, 16 GB RAM
CPU	2 x vCPU	
Memory	5 GB	4 GB is minimum
Network	GigaBit Ethernet	100MBit supported
Storage	10 GB SSD used for MCP recording cache location. 36 GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 2	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz, 32 GB RAM
CPU	4 x vCPU	
Memory	8 GB	4 GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10 GB SSD used for MCP recording cache location. At least 36 GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance.
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 3	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz, 32 GB RAM
CPU	3 x vCPU	

VM Profile 3	Specifications & Recommendations	Comment
Memory	6 GB	4 GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10 GB SSD used for MCP recording cache location. At least 36 GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance.
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 4	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 4	2x X5675@3.06GHz , 32 GB RAM
CPU	2 x vCPU	
Memory	5 GB	4 GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	10 GB SSD used for MCP recording cache location. At least 36 GB 15k rpm SAS HDD disk storage used for all other operations.	SSD is recommended for maximum performance.
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 5	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 5	2x X5675@3.06GHz, 32 GB RAM
CPU	2 x vCPU	
Memory	5 GB	4 GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	At least 36 GB 15k rpm SAS HDD disk storage.	
Guest OS	Windows Server 2008 R2 x64 Enterprise Edition SP1	

VM Profile 6	Specifications & Recommendations	Comment
Host Hardware	Hardware Profile 7	2x Intel® Xenon® CPU E5-2683 v4@2.10GHz
CPU	2 x vCPU	
Memory	4 GB RAM	4 GB is minimum.
Network	GigaBit Ethernet	100MBit supported
Storage	At least 36 GB 10k rpm SAS HDD disk storage.	
Guest OS	Microsoft Windows Server 2016 or Red Hat Enterprise Linux 7.0	