



Enterprise Voice Operations & Analytics (EVOA)

System Requirements

Version 1.10.0

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Overview

This document lists the prerequisites for deploying Enterprise Voice Operations & Analytics (EVOA) v1.10.0. It covers the server host, database, network ports, browser support, PBX connectivity, and sizing tiers.

EVOA is a Windows Server product with a Blazor WebAssembly UI. There is no cloud service dependency; the platform validates its own license offline and can operate in fully air-gapped networks after install.

Deployment Topology

EVOA installs three server-side components on a single Windows Server, all reading and writing through a shared PostgreSQL database:

- Collection Service — Windows Service for PBX ingestion
- SNMP Receiver — Windows Service (UDP 162) for Emergency Alerts
- Web API + Blazor UI — IIS-hosted, ASP.NET Core on .NET 10

For large deployments the tiers can be split across separate hosts. See the EVOA Architecture Overview document.

Server Requirements

Operating System

Minimum	Windows Server 2019 (64-bit)
Recommended	Windows Server 2022 or 2025 (64-bit)
Also supported	Windows 10 / Windows 11 (64-bit) — for lab / test only

.NET Runtime

EVOA v1.10.0 requires .NET 10. The installer bundles the .NET 10 Hosting Bundle and installs it automatically; no manual download step is required for standard installs.

Required	.NET 10 Hosting Bundle (Windows x64)
Components	ASP.NET Core Runtime + ASP.NET Core Module v2
Bundled	Yes — installer handles it automatically
Manual URL	https://dotnet.microsoft.com/download/dotnet/10.0

IIS (Internet Information Services)

Required version	IIS 10 or later
ASP.NET Core Module	v2 (ANCM), installed with the .NET 10 Hosting Bundle
Enabled features	Web Server (IIS), Common HTTP Features, Application Development, Management Console
Site layout	/api (Web API) and /ui (Blazor SPA with 404-to-index fallback)

IMPORTANT IIS must be enabled on the server BEFORE running the EVOA installer. The setup wizard configures application pools, bindings, and directory permissions automatically, but it does not install the IIS role itself.

Hardware Sizing

Sizing is driven by extension count, with additive resources per licensed EVOA module. The baseline column is what a Call Accounting-only deployment needs on a single host; add the columns to the right for each module the customer has licensed. All figures include Windows Server, PostgreSQL, IIS, and every EVOA component co-hosted on the same box.

Baseline Hardware by Extension Count

Tier	Extensions	Baseline (Call Accounting only)
Small	Up to 500	2 vCPU · 12 GB RAM · 250 GB SSD · single host
Medium	500 - 2,500	4 vCPU · 16 GB RAM · 500 GB SSD · single host
Large	2,500 - 10,000	8 vCPU · 32 GB RAM · 1 TB SSD · single host (or DB split)
Enterprise	10,000+	16+ vCPU · 64+ GB RAM · 2+ TB SSD · split DB tier recommended

Additive Resources per Licensed Module

Add these on top of the baseline for every module the deployment uses. Modules the customer has not licensed contribute zero.

Tier	+ Real-Time (Mitel CX)	+ Phone Display + Desktop Notifier	+ Emergency Alerts (SNMP + Email)
Small	+1 vCPU · +4 GB RAM	+1 vCPU · +2 GB RAM	negligible (+1 GB)
Medium	+2 vCPU · +8 GB RAM	+1 vCPU · +4 GB RAM	negligible (+2 GB)
Large	+4 vCPU · +16 GB RAM	+2 vCPU · +8 GB RAM	+1 vCPU · +4 GB RAM
Enterprise	+8 vCPU · +32 GB RAM (dedicated CX host recommended)	+4 vCPU · +16 GB RAM	+2 vCPU · +8 GB RAM

What the Baseline Includes

The RAM figures above are the total single-host allocation. A rough breakdown for the Small tier (12 GB total) illustrates the split:

- Windows Server (OS + services): ~3 GB
- PostgreSQL 17 (base + shared_buffers ~25% of RAM): ~3 GB
- IIS worker processes (WebAPI + BlazorUI app pools): ~1.5 GB
- Collection Service + SNMP Receiver: ~0.5 GB
- Headroom for query bursts, report generation, WAL replay: ~4 GB

Sizing Assumptions

- 30 calls per extension per day average, 22 working days per month
- 24-month CDR retention baseline (adjust storage proportionally for longer retention)
- Phone Display and Desktop Notifier load scales with device count (60-second phone heartbeats, one SignalR connection per station), not extension count directly
- SNMP Trap Receiver and Emergency email delivery are event-driven and use negligible resources at baseline

NOTE Split-DB deployments (recommended at 10,000+ extensions): subtract roughly 25% of RAM and 40% of disk from the app host, then provision the database host at that reduced size. Combined total is unchanged.

TIP For a full parametric sizing (custom retention, calls-per-extension override, backup policy, reports volume), use the Capacity Planning Calculator provided by the MeeraApps partner team.

Database Requirements

Primary Database (Default)

Engine	PostgreSQL
Version	17 or later
Bundled	Yes — installed by the EVOA setup wizard
Default port	5432 (localhost only)
Recommended host	Local (same server) for typical deployments; separate host for enterprise
Character set	UTF-8
Recovery model	N/A (PostgreSQL uses WAL; no equivalent switch)

Enterprise Database Option

Engine	Microsoft SQL Server
Version	2019, 2022, or 2025 (Standard, Enterprise, or Developer)
Bundled	No — must be installed and configured separately BEFORE running the EVOA installer
Recovery model	SIMPLE recommended for smaller deployments; FULL with regular log backups for enterprise

Database Sizing

Typical footprint is approximately 1 KB per CallRecord (with indexes). The disk figures in the sizing table above assume 30 calls per extension per day, 22 working days per month, and a 24-month CDR retention baseline. Raw SMDR is retained for a configurable 365 days by default.

Multi-tenant deployments consume additional space proportional to the tenant count — each tenant has its own database. See the EVOA Capacity Planning Calculator for tenant-scaled figures.

Network Requirements

Web Access (Inbound to the EVOA host)

Port	Protocol	Purpose
80	TCP	HTTP (redirects to HTTPS in production)
443	TCP	HTTPS (recommended for all production access)

Database (Local Only)

Port	Protocol	Purpose
5432	TCP	PostgreSQL (localhost — no external access required for standard deployments)
1433	TCP	SQL Server (if using the Enterprise Database Option)

PBX Collection Ports

The Collection Service listens on the following TCP ports to receive CDR / SMDR data from PBX systems. Open only the ports for PBX systems actually deployed.

PBX System	Mode	Default Port
Mitel MiVoice Business	TCP Pull	1752
Mitel MiVoice Office 400	TCP Push	1080
Mitel MX-ONE	TCP Push	1080
Mitel OpenScape 4000	TCP Push/Pull	1202
Mitel OpenScape Voice	TCP Push	5000
Mitel OpenScape Voice (SFTP)	SFTP	22 (outbound)
Mitel OpenScape Business	TCP Push	7000
Avaya Aura CM	TCP Push	5001
Avaya IP Office	TCP Pull	5000
Cisco CME / CUBE	TCP Push (syslog)	514
Cisco CUCM	SFTP	22 (outbound to SFTP server)
Alcatel OXE / OXO / OpenTouch / 4400	TCP Push	2533

NOTE All PBX ports are configurable per PBX system in the EVOA web UI. Only open ports for PBX systems actually deployed.

SNMP Trap Receiver (v1.9.0+)

Port	UDP 162
Purpose	Receive SNMP traps from MiVoice Business Emergency Response
Firewall	Inbound on UDP 162 from the MiVB IP addresses in the Trap Sources allow-list
Windows Service	CallAccountingSnmpReceiver

Real-Time Integrations (Outbound from the EVOA host)

Mitel CX SignalR	TCP 443 outbound to the CX host
Mitel MSA / MTN SDK	TCP configured by MSA (typically 4001 or as per MSA deployment)

SMTP (Optional)

Port	Protocol	Purpose
587	TCP	SMTP with STARTTLS (recommended)
465	TCP	SMTP with SSL
25	TCP	SMTP plain (not recommended)

EVOA supports direct SMTP, Office 365 (OAuth 2.0), and Google Workspace (OAuth 2.0) for scheduled report delivery and Emergency Alert email fan-out.

Desktop Notifier

Notifier PCs connect outbound to the EVOA host on port 443 (SignalR over WSS). No inbound ports required on the notifier PC.

Client (Browser) Requirements

The EVOA web interface runs in any modern browser. No plugins, extensions, or desktop clients are required.

Supported Browsers

Browser	Minimum Version	Recommended
Google Chrome	120	Latest
Microsoft Edge	120	Latest
Mozilla Firefox	120	Latest
Apple Safari	17	Latest

Browser Prerequisites

- WebAssembly (WASM) support — enabled by default in all modern browsers
- JavaScript enabled
- Cookies enabled (for authentication)
- Minimum screen resolution: 1366 × 768 (1920 × 1080 recommended for wallboards)

No VPN or special network configuration is required for browser access as long as port 443 is reachable from the client.

PBX Connectivity Requirements

TCP Push (PBX → EVOA)

The PBX initiates a TCP connection to the EVOA server and streams CDR / SMDR records in real time.

- PBX must have network access to the EVOA server IP
- EVOA server firewall must allow inbound TCP on the relevant port
- PBX SMDR / CDR output must be enabled and configured to point to the EVOA server IP and port

TCP Pull (EVOA → PBX)

The EVOA Collection Service initiates a TCP connection to the PBX and retrieves CDR records.

- EVOA server must have network access to the PBX IP
- PBX firewall must allow inbound TCP from the EVOA server
- PBX SMDR service must be running and accessible

SFTP / Local Folder

- SFTP mode: EVOA server must have outbound access to the SFTP server on port 22
- Local folder mode: A shared network folder or local path where the PBX drops CDR files

Cross-Subnet / NAT Considerations

WARNING Phone Display push requires EVOA → phone:80 to be routable. NAT / VLAN ACL blocking this results in a silent push failure; the outcome is recorded in phx.PhonePushHistory. See the Phone Display Network Topology memory in the Installation Guide.

Installation Summary

The signed EVOA installer performs the entire deployment. Typical install time on a prepared Windows Server with IIS already enabled: 5–10 minutes.

Automated Actions

- .NET 10 Hosting Bundle installation (if not already present)
- PostgreSQL 17 installation and configuration (if selected)
- IIS application pool and site creation (/api + /ui)
- Windows Service registration (Collection Service + SNMP Receiver)
- Windows Service configuration: delayed-auto, dependency on network, failure actions, failureflag
- Database initialization and schema creation
- JWT secret key generation (unique per installation)
- SuperAdmin account creation
- Firewall rules for HTTP / HTTPS / UDP 162

Pre-Installation Checklist

- Windows Server with IIS role enabled
- Administrator account on the server
- Static IP address assigned to the server
- Firewall rules planned for PBX connectivity and SNMP (UDP 162)
- License key obtained from MeeraApps Technology or the customer's channel partner

Contact

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Related Documents

- [EVOA Installation Guide](#) — step-by-step deployment
- [EVOA Architecture Overview](#) — component tiers and data flow
- [EVOA PBX Compatibility Matrix](#) — every driver, port, and CDR format
- [EVOA Capacity Planning Calculator](#) (spreadsheet)