

# 1 Off Host Session Manager Virtualization

## 1.1 Windows 2008 Hyper-V R2

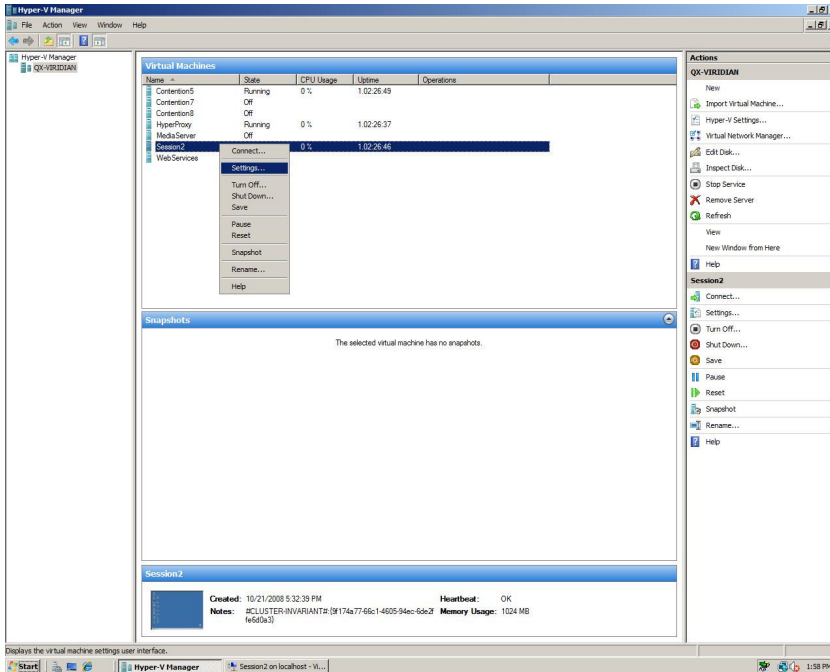


## 1.2 Introduction

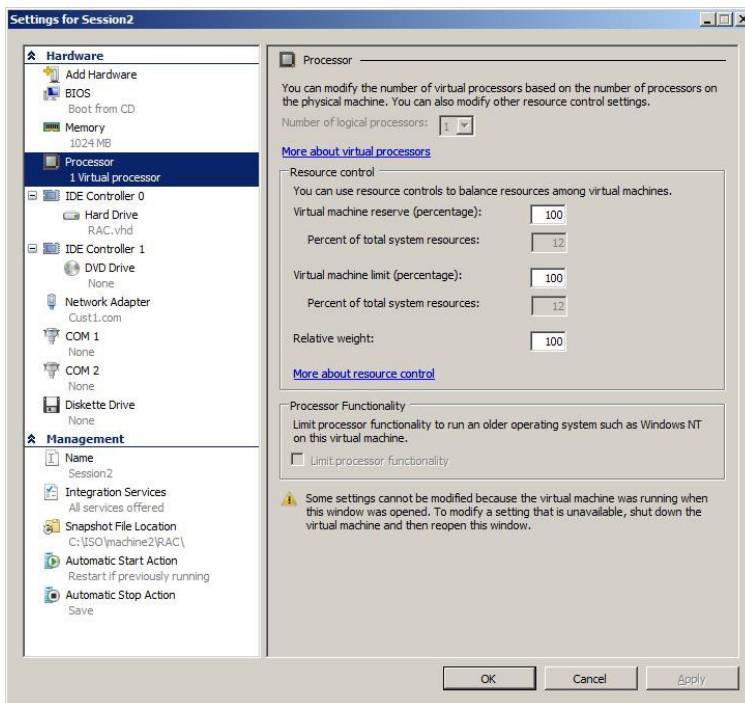
It is possible to run the Remote Content Server (RCS) on a virtual machine. The RCS on a VM is suitable for a small installation or one that is only recording a fraction of their calls for quality management purposes.

## 1.3 Setup and Configuration

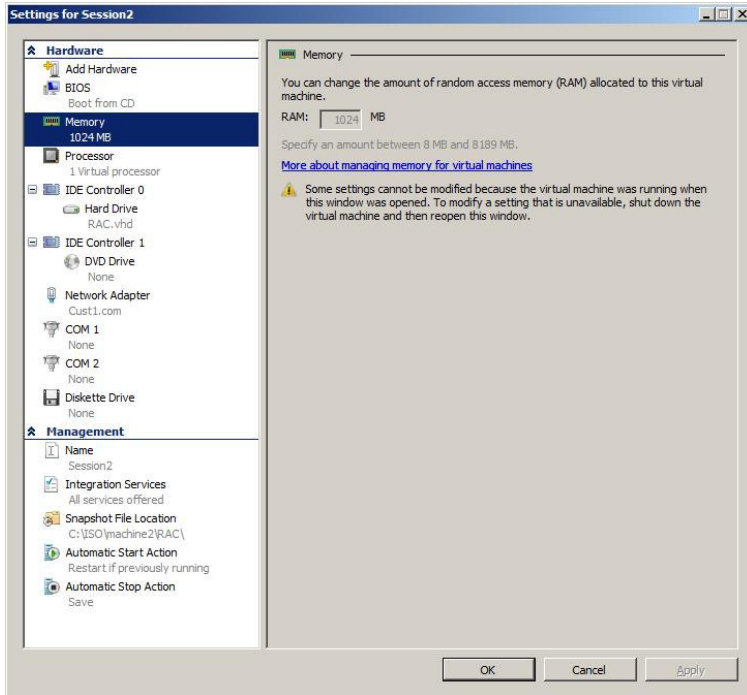
Use the Hyper-V Manager to set the reservation for the Remote Content Server. Right click on the Server and select > Settings



In the Hardware Section, select CPUs. Only 1 Virtual Processor should be required, but best practices would dictate keeping a close eye on the resources that are being used during the baseline stage of a deployment.



In the Hardware Section, select Memory. The amount of memory can be set to as low as 1024.



Lastly, create an external network that is mapped to a real Gigabit NIC on the Host machine. A shared network with multiple guests could cause a performance problem for the RCS. It is recommended that the RCS has a dedicated NIC.

## 1.4 Test Results

In the lab, we have tested RCS in environments that were recording greater than 10 calls per second. We found a Virtual RCS to only be capable of transferring around 4 calls per second. If you need better performance than this, you will need to use a physical server.

## 1.5 Limitations

Even with dedicated I/O, a reservation on the CPU, dedicated memory, and a dedicated NIC, we saw a physical server outperform a VM in the same test by at least a factor of 2. For this reason, a virtual RCS should only be used for small installations or where playback is needed across a WAN for a small location.