Keywatch ROC Server
Pre-Install Checklist

Last updated October 25, 2018

Contents

Software Installation

- Server hardware, with keyboard and display
- KEYWATCH ROC Server Install Disc
- KEYWATCH ROC Server Setup Guide
- Network configurations for setting up the server
  - Publicly-accessible static IP Address
  - Subnet Mask
  - Gateway address
  - Domain Name Server (DNS) address
  - Hostname
  - Domain Name
- Please make sure the server will run on a High-speed Internet Connection, as a low-bandwidth connection will significantly reduce the ROC server performance.

Recurring Costs

- Flowroute account to configure server to use remoteTRIGGER / remoteSETTINGS functions
  - Cost is based on how often remoteTRIGGER / remoteSETTINGS is used
  - You may set up an Individual account at Flowroute.com and receive free test credit. Rates in each country will vary, but each remote trigger call is around 4 seconds.
  - Visit Flowroute for more details
- Domain name that is forwarded to the publicly-accessible static IP address
  - Purchased from a domain name registrar such as 1&1, namecheap, or GoDaddy
  - Domain names are purchased for one or more years
- [*Optional — SSL (Secure Socket Layer) certificates for the domain name. These certificates are used to encrypt data being sent to and from the ROC server. (This is a recurring cost.)*
  - *Purchased from a domain name registrar such as DigiCert, GlobalSign, or RapidSSL*
  - *SSL certificates are purchased for one or more years*
  - *Please save these certificate files onto a USB drive, rename them to "server.crt" (Primary Certificate unique to your server domain), "server.key" (private key for the server), and "ca.crt" (Intermediate Certificate for the CA, or Certificate Authority).*]

Network Setup

We recommend that the server is set up in the network's DMZ (de-militarized zone) or otherwise isolated from the rest of your local area network (LAN). If your server is behind a router performing Network Address Translation (NAT) the following ports will need to be configured to be open and forwarded. Once your KEYWATCH ROC server is running, this can be checked by performing a network test, as described in the [KEYWATCH ROC Setup Guide](). If you are filtering outbound connections as well as inbound connections, please contact your KEYWATCH representative to get up-to-date information about the ports used by the features you have purchased.

- Allow inbound TCP packets on ports 80, 443, 8089, 5061
- Allow inbound UDP packets on ports 5060, 5061, 8089
- Allow port triggering on UDP Trigger Ports 10000-20000

Hardware Recommendations

The recommended option for customers is to use the Dell R320/R520 or an approved server hardware as a dedicated server for the KEYWATCH ROC software.

	Tier 5 (1-5 phones)	Tier 15 (5-15 phones)
Model	Dell R320	Dell R520
Chassis	3.5" Chassis with up to 4 Hot Plug Hard Drives	3.5" Chassis with up to 8 Hard Drives
Processor	Intel Xeon E5-2403 (Quad core, 1.80 GHz)	Intel Xeon E5-2420 (Hex core, 1.90 GHz)
Memory	4GB (2x 2GB 1600 MHz RDIMM)	8GB (2x 4GB 1600 MHz RDIMM)
RAID Controller	PERC H310 Integrated RAID Controller	PERC H310 Integrated RAID Controller
RAID Configuration	RAID 5 for H710/H310	RAID 5 for H710P/H710/H310
Hard Drives	4x 600GB 15K RPM SAS 6Gbps 3.5in Hot-plug Hard Drive	6x 600GB 15K RPM SAS 6Gbps 3.5in Hot-plug Hard Drive
DVD-ROM drive	Required	Required

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