



This worksheet outlines the prerequisites you will need to support IssueTrak, as well as any of its optional features. You may check off items directly within this form, or print and complete it manually. If you have any questions or need any assistance, please contact our Technical Support Team at 757-213-1351, [support@issuetrak.com](mailto:support@issuetrak.com) or <http://support.issuetrak.com>.

## Database Server\*

- Dual Core 1.8 gigahertz (GHz) or higher processor
- 2 gigabytes (GB) or higher available RAM
- Windows Server 2003, 2003 R2, 2008 or 2008 R2 (Standard, Enterprise or Datacenter Edition; 32 or 64-bit version)
- Microsoft (MS) SQL Server 2000, 2005 or 2008 (Workgroup, Standard or Enterprise Edition; 32 or 64-bit version)
- TCP/IP and Named Pipes Protocols enabled in MS SQL Server
- SQL Server and Windows Authentication enabled in MS SQL Server
- SQL\_Latin1\_General\_CP1\_CI\_AS Collation enabled in MS SQL Server

## Web Server\*

- Dual Core 1.8 gigahertz (GHz) or higher processor
- 2 gigabytes (GB) or higher available RAM
- Windows Server 2003, 2003 R2, 2008 or 2008 R2 (Standard, Enterprise or Datacenter Edition; 32 or 64-bit version)
- Internet Information Services (IIS) 6.0, 7.0 or 7.5
- Active Server Pages (ASP) enabled in IIS

## User Workstations

- Internet Explorer (IE) 6.0 or higher **OR** Mozilla Firefox 2.0 or higher

## Optional Feature Components and Settings

- Outgoing Email Notifications  SMTP-based or Database Mail email server
- Incoming Email Conversions\*\*  POP3, Secure POP3 or MS Exchange mailbox(es)  
 If MS Exchange mailbox(es), MS Outlook installed on IssueTrak Web server
- Active Directory Integration\*\*  MS Active Directory Lightweight Directory Access Protocol (LDAP)  
 With Secure Sockets Layer (SSL)/Transport Layer Security (TLS), LDAP over SSL (LDAPS) certificate installed on domain controller  
 With Single Sign On, Integrated Windows Authentication enabled on IssueTrak site  
 With Common Access (CAC)/Smart Cards, MS CAPI-capable revocation provider installed on IssueTrak Web server
- Screen Pops/Phone Integration  Phone system with HTTP-capable Computer Telephony Integration (CTI) technology  
 Desktop CTI clients/consoles installed on phone agent workstations

\*Database and Web server may reside on the same or separate, dedicated or shared, and physical or virtual machine(s).

\*\*Feature available only through an IssueTrak Add-On Module.