

# Basic System Requirements



IssueTrak Premise Solutions require your own database and Web server.\* These servers may reside within any environmental configuration—including on the same or separate, dedicated or shared, even physical or virtual machine(s)—that can meet the following basic requirements.



Database Server (separate machine)	Web Server (separate machine)
<ul style="list-style-type: none"> <li>✓ Dual Core 1.8 GHz processor</li> <li>✓ 2 GB available RAM</li> <li>✓ Windows Server 2003, 2003 R2, 2008 or 2008 R2 (Standard, Enterprise or Datacenter Edition)</li> <li>✓ Microsoft SQL Server 2000, 2005 or 2008 (Workgroup, Standard or Enterprise Edition)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Dual Core 1.8 GHz processor</li> <li>✓ 2 GB available RAM</li> <li>✓ Windows Server 2003, 2003 R2, 2008 or 2008 R2 (Standard, Enterprise or Datacenter Edition)</li> <li>✓ IIS 6.0, 7.0 or 7.5</li> </ul>



**OR**



Database and Web Server (same machine)
<ul style="list-style-type: none"> <li>✓ Dual Core 1.8 GHz processor</li> <li>✓ 2 GB available RAM</li> <li>✓ Windows Server 2003, 2003 R2, 2008 or 2008 R2 (Datacenter, Standard or Enterprise Edition)</li> <li>✓ Microsoft SQL Server 2000, 2005 or 2008 (Workgroup, Standard or Enterprise Edition)</li> <li>✓ IIS 6.0, 7.0 or 7.5</li> </ul>

We recommend additional processing power and RAM for optimal performance, especially when using the Issue Auditing, Attachments or Embedded Images optional features. On shared machines, we also recommend keeping the size and number of concurrent server applications to a minimum.

Certain optional features will require supporting components specific to your configuration. This includes Outgoing Email Notifications, Incoming Email Conversions, Active Directory Integration and Screen Pops/Phone Integration. If you plan on using any of these features, please consult your Sales Engineer or our Technical Support Team at 757-213-1351, [support@issuetrak.com](mailto:support@issuetrak.com) or <http://support.issuetrak.com> for more detailed prerequisites.

\*IssueTrak Hosted Solutions do not require your own database or Web server, but some optional feature requirements may still apply.