

Premise Installations

Database Server

| Component | Minimum Requirements ^{1, 2, 3} |
|------------------|---|
| Processor | <ul style="list-style-type: none"> ■ Dual Core 1.8 GHz processor |
| Memory | <ul style="list-style-type: none"> ■ 4 GB available RAM |
| Disk Space | <ul style="list-style-type: none"> ■ 4 GB available hard disk space |
| Operating System | <ul style="list-style-type: none"> ■ Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32 or 64-bit; Standard, Enterprise, or Datacenter Edition) |
| Applications | <ul style="list-style-type: none"> ■ Microsoft SQL Server 2008 R2, 2012 or 2014 (32 or 64-bit; Standard, Enterprise, or Business Intelligence Edition)⁴ |
| Settings | <ul style="list-style-type: none"> ■ SQL_Latin1_General_CP1_CI_AS collation enabled in SQL Server ■ SQL Server and Windows Authentication mode enabled in SQL Server ■ TCP/IP and/or Named Pipes protocols enabled in SQL Server |
| Other | <ul style="list-style-type: none"> ■ C:\Temp folder (if using the Installation Wizard) |

Web Server

| Component | Minimum Requirements ^{1, 2, 3} |
|------------------|--|
| Processor | <ul style="list-style-type: none"> ■ Dual Core 1.8 GHz processor |
| Memory | <ul style="list-style-type: none"> ■ 4 GB available RAM |
| Disk Space | <ul style="list-style-type: none"> ■ 4 GB available hard disk space |
| Operating System | <ul style="list-style-type: none"> ■ Windows Server 2008, 2008 R2, 2012 or 2012 R2 (32 or 64-bit; Standard, Enterprise, or Datacenter Edition) |
| Applications | <ul style="list-style-type: none"> ■ Microsoft Internet Information Services (IIS) 7.0, 7.5, 8.0 or 8.5 ■ Microsoft .NET Framework 4.5.1 (if using the Installation Wizard or DPAPI Encryption) |
| Settings | <ul style="list-style-type: none"> ■ Web Server (IIS) installed as a Role in Windows Server Manager with the following Role Services installed: <ul style="list-style-type: none"> - Common HTTP Features: Static Content - Application Development: ASP and ISAPI Extensions - Security: Request Filtering - Performance: Static Content Compression |
| Other | <ul style="list-style-type: none"> ■ Mapped network drive to database server's C:\Temp administrative share, e.g., "\\databaseservername\C\$\Temp" (If using the Installation Wizard and a database server located on a different physical machine than your web server, this mapped drive may be deleted once the installation process is complete.) |

Optional Features

Outgoing Email/ Notifications

| Component | Minimum Requirements |
|--------------|--|
| Applications | <ul style="list-style-type: none"> ■ SMTP-based outgoing email server (e.g., virtual SMTP or MS Exchange) ■ IssueTrak Mail files installed in the C:\Temp folder on your database server |
| Other | <ul style="list-style-type: none"> ■ Mapped network drive to database server's C:\Temp administrative share, e.g., "\\databaseservername\C\$\Temp" (If using the Installation Wizard and a database server located on a different physical machine than your web server, this mapped drive may be deleted once the installation process is complete.) |

DPAPI Encryption

| Component | Minimum Requirements |
|--------------|--|
| Applications | <ul style="list-style-type: none"> ■ Microsoft .NET Framework 4.5.1 |

Screen Pops

| Component | Minimum Requirements |
|--------------|--|
| Applications | <ul style="list-style-type: none"> ■ Phone system with Computer Telephony Integration (CTI) and HTTP capabilities ■ Desktop clients with CTI capabilities installed on your phone agents' workstations |

Add-On Modules

Active Directory Module

| Component | Minimum Requirements |
|--------------|--|
| Applications | <ul style="list-style-type: none"> ■ Microsoft Active Directory (AD) Lightweight Directory Access Protocol (LDAP) ■ AD-based Public Key Infrastructure (PKI) (if enabling CAC/Smart Card Authentication) ■ Microsoft Cryptographic API (CAPI)-compatible revocation provider installed on your web server (if enabling CAC/Smart Card Authentication) |
| Settings | <ul style="list-style-type: none"> ■ Security: Windows Authentication Role Services enabled on the Web Server (IIS) Role in Windows Server Manager (if enabling AD Single Sign-on) ■ Integrated Windows Authentication enabled on your IssueTrak site within IIS (if enabling AD Single Sign-on) |
| Other | <ul style="list-style-type: none"> ■ LDAP over SSL (LDAPS) certificate installed on your Domain Controller (if enabling AD SSL encryption or using the AD Module over IssueTrak Cloud Services) |

Incoming Email Module

| Component | Minimum Requirements |
|--------------|--|
| Applications | <ul style="list-style-type: none">■ POP3, Secure POP3, or Microsoft (MS) Exchange mail client■ 32-bit MS Outlook installed on your web server (if using MS Exchange client) |

User Access

Web Browser

| Component | Minimum Requirements |
|--------------|---|
| Applications | <ul style="list-style-type: none">■ Any modern web browser with an active internet connection (e.g., Firefox, Chrome, Internet Explorer 9+, etc.) |

¹ Your IssueTrak database and web server can reside on the same or separate machines; dedicated or shared machines; or physical or virtual machines that meet the minimum requirements.

² We recommend additional processing power, RAM, and disk space for optimal performance and long-term scalability. When using a shared machine, we also recommend keeping the overall size and number of applications running on that machine to a minimum.

³ IssueTrak cannot reside on Windows Small Business Server (SBS), Windows Server Essentials, or a Domain Controller. It also cannot reside on the same server as Microsoft Exchange, SharePoint, or Windows Server Update Services (WSUS).

⁴ Effective IssueTrak Version 9.9, SQL Server 2005 is no longer a compatible database platform. Additionally, SQL Server Express is not a supported edition.