

On-Premises 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 R2, 2012 or 2012 R2 (32 or 64-bit; Standard, Enterprise)
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 ■ Full-Text Search feature must be installed
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"> ■ Access to "C:/Program Files (x86)" or "C:/Program Files" directory

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 R2, 2012 or 2012 R2 (32 or 64-bit; Standard, Enterprise)
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
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, ASP.NET, and ISAPI Extensions – Security: Request Filtering – Performance: Static Content Compression

Optional Features

Incoming Email Module

Component	Minimum Requirements
Applications	<ul style="list-style-type: none"> POP3, Secure POP3, IMAP or Microsoft (MS) Exchange mail client

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)

DPAPI Encryption

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

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)

User Access

Web Browser

Component	Minimum Requirements ⁵
Applications	<ul style="list-style-type: none"> Any modern web browser with an active internet connection (e.g., Firefox, Chrome, Internet Explorer 11+, 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.
- ⁵ Effective Issuetrak Version 10.0.1, the Issuetrak UI may not perform as intended if Issuetrak is accessed via Internet Explorer with compatibility view enabled. To correct any UI aberrations, access Issuetrak without compatibility view or access Issuetrak via a fully qualified domain name.