

On-Premises Installations

Database Server

| Component | Minimum Requirements ^{1, 2, 3, 4, 5} |
|------------------|--|
| Processor | <input type="checkbox"/> Dual Core 1.8 GHz Processor |
| Memory | <input type="checkbox"/> 4 GB available RAM |
| Disc Space | <input type="checkbox"/> 4 GB available hard disk space |
| Operating System | <input type="checkbox"/> Windows Server 2008 R2 SP1, 2012 or 2012 R2, 2016 (32 or 64-bit; Standard, Enterprise) |
| Applications | <input type="checkbox"/> Microsoft SQL Server 2012, 2014, or 2016 (32 or 64-bit; Standard, Enterprise) <ul style="list-style-type: none"> ▪ Full-Text Search feature must be installed |
| Settings | <input type="checkbox"/> SQL_Latin1_General_CP1_CI_AS collation enabled in SQL Server <input type="checkbox"/> SQL Server and Windows Authentication mode enabled in SQL Server <input type="checkbox"/> TCP/IP and/or Named Pipes protocols enabled in SQL Server |
| Other | <input type="checkbox"/> Access to "C:/Program Files (x86)" or "C:/Program Files" directory <input type="checkbox"/> Region and Language Settings should have the current locale set to "English (United States)" <input type="checkbox"/> Microsoft Distributed Transaction Coordinator (MSDTC) |

Web Server

| Component | Minimum Requirements ^{1, 2, 3, 4} |
|------------------|---|
| Processor | <input type="checkbox"/> Dual Core 1.8 GHz Processor |
| Memory | <input type="checkbox"/> 4 GB available RAM |
| Disc Space | <input type="checkbox"/> 4 GB available hard disk space |
| Operating System | <input type="checkbox"/> Windows Server 2008 R2 SP1, 2012 or 2012 R2, 2016 (32 or 64-bit; Standard, Enterprise) |
| Applications | <input type="checkbox"/> Microsoft Internet Information Services (IIS) 7.5, 8.0, 8.5, or 10.0 <input type="checkbox"/> Microsoft .NET Framework 4.6.2 |
| Settings | <input type="checkbox"/> 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 |
| Other | <input type="checkbox"/> Microsoft Distributed Transaction Coordinator (MSDTC) |

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, Windows Nano Server, Server Core, 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 10.1, SQL Server 2008 R2 is no longer a compatible database platform.



Features and Add-Ons

| | Component | Minimum Requirements |
|---------------------------------------|--------------|---|
| Incoming Email | Applications | <input type="checkbox"/> POP3, Secure POP3, IMAP, or Microsoft Exchange |
| Outgoing Email / Notifications | Applications | <input type="checkbox"/> SMTP-based outgoing email server |
| DPAPI Encryption | Applications | <input type="checkbox"/> Microsoft .NET Framework 4.6.2 |
| Active Directory | Applications | <input type="checkbox"/> Microsoft Active Directory (AD) Lightweight Directory Access Protocol (LDAP) <input type="checkbox"/> AD-based Public Key Infrastructure (PKI) (if enabling CAC/Smart Card Authentication) <input type="checkbox"/> Microsoft Cryptographic API (CAPI)-compatible revocation provider installed on your web server (if enabling CAC/Smart Card Authentication) |
| | Settings | <input type="checkbox"/> Security: Windows Authentication Role Services enabled on the Web Server (IIS) Role in Windows Server Manager (if enabling AD Single Sign-on) <input type="checkbox"/> Integrated Windows Authentication enabled on your Issuetrak site within IIS (if enabling AD Single Sign-on) |
| | Other | <input type="checkbox"/> 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

| | Component | Minimum Requirements ⁶ |
|--------------------|--------------|---|
| Web Browser | Applications | <input type="checkbox"/> Web browser with an active internet connection (Firefox, Chrome, Microsoft browsers - Edge & Internet Explorer 11) |

⁶ 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.

