

On-Premises Installations

Database Server

Component	Minimum Requirements ^{1, 2, 3, 4, 5}
Processor	<ul style="list-style-type: none"> ■ Dual Core 1.8 GHz Processor
Memory	<ul style="list-style-type: none"> ■ 4 GB available RAM
Disc 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 SP1, 2012 or 2012 R2, 2016 (32 or 64-bit; Standard, Enterprise)
Applications	<ul style="list-style-type: none"> ■ 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	<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 ■ Region and Language Settings should have the current locale set to "English (United States)" ■ Microsoft Distributed Transaction Coordinator (MSDTC)

Web Server

Component	Minimum Requirements ^{1, 2, 3, 4}
Processor	<ul style="list-style-type: none"> ■ Dual Core 1.8 GHz Processor
Memory	<ul style="list-style-type: none"> ■ 4 GB available RAM
Disc 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 SP1, 2012 or 2012 R2, 2016 (32 or 64-bit; Standard, Enterprise)
Applications	<ul style="list-style-type: none"> ■ Microsoft Internet Information Services (IIS) 7.5, 8.0, 8.5, or 10.0 ■ Microsoft .NET Framework 4.6.2
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
Other	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> POP3, Secure POP3, IMAP, or Microsoft Exchange
Outgoing Email / Notifications	Applications	<ul style="list-style-type: none"> SMTP-based outgoing email server
DPAPI Encryption	Applications	<ul style="list-style-type: none"> Microsoft .NET Framework 4.6.2
Active Directory	Applications Settings Other	<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) 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) 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	<ul style="list-style-type: none"> 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.

