



1. Deployment Server

| Components | Minimum Requirements | Recommended Requirements |
|------------------------|--|-------------------------------------|
| Computer and Processor | 1 GHz processor or higher | 2 GHz Dual Core Processor or higher |
| Memory | 2 GB Ram or higher | 4 GB Ram or higher |
| Hard Disk | 4 GB | 4 GB |
| Display | 1024x768 or higher resolution | 1280x1024 |
| Operating System | Windows Server 2008 (32 bit and 64 bit) or Windows Server 2008 R2 (64 bit) Windows Server 2012 | |
| Other | Windows Installer 4.5 Setup will install the following software if it is not already installed: .Net 4 Runtime | |

2. Database Server

It is strongly advised that the Database Server and the Web Server are hosted in the same local area network in order to achieve optimum performance.

| Components | Requirements |
|----------------------------|--|
| Database Management System | SQL Server 2008 R2 (Express, Standard and Enterprise Edition) SQL Server 2012 (Express, Standard and Enterprise Edition) SQL Server 2014 (Express, Standard and Enterprise Edition) <i>Note: SQL server should be set at "Case Insensitive" and "Dictionary Sort"</i> SQL Server FullText Search Service must be running as a pre-requisite for ServicePRO Search Engine Functionality |
| Operating System | Windows Server 2003 with SP2 (32 bit or 64 bit) Windows Server 2008 (32 bit or 64 bit) or Windows Server 2008 R2 (32 bit or 64 bit) Windows Server 2012 (32 bit or 64 bit) |
| Other | Net BEUI, TCP/IP, IPX/SPX, SQL Server Full-Text Search Service |

2.1 Server Memory, Processor, Hard Disk *Recommended requirements in bold

| Components | 5 or less Privileged Users | 20 or less Privileged Users | 70 or less Privileged Users | 100+ Privileged Users |
|------------------|----------------------------|---|---|---|
| RAM | 8 GB | 8 GB/ 16 GB | 16 GB/ 24 GB | 16 GB/ 32 GB |
| CPU | Dual Core 1.2 GHz | Dual Core 1.2 GHz/ 2 GHz | QuadCore 2 GHz / 3GHz | 2 QuadCore 2 GHz / 3GHz |
| Storage | 500 GB | 500 GB Dedicated Drive for SQL Database | 1 TB Dedicated Drive for SQL Database | 2 TB Dedicated Drive for SQL Database |
| Internal Network | 100 MBps | 100 MBps/ 1 GBps | 1 GBps | 1 GBps |



2.1.1 Database Server Ideal Disk Configuration *For 50+ Privileged Users*

| Components | Requirements |
|------------|---|
| Disk 1 | 200 GB (OS, SQL Binaries, Sys DB) RAID 1 |
| Disk 2 | 500 GB SSD (TempDB) |
| Disk 3 | 1 TB (SQL Databases) RAID 10 (Allocation Unit Size - 64K) |
| Disk 4 | 500 GB (Attachments) SSD |

3. Web Server **Recommended requirements in bold.*

It is strongly advised that the Database Server and the Web Server are hosted in the same local area network in order to achieve optimum performance.

| Components | Requirements |
|------------------|---|
| IIS | IIS 7.0, 7.5, 8.0 and above |
| Operating System | Windows Server 2008 (32 bit or 64 bit) or Windows Server 2008 R2 (32 bit or 64 bit) Windows Server 2012 (32 bit or 64 bit) |
| Display | 1280 x 768 or higher resolution / 1280 x 1024 Resolution |
| Display | Window Installer 4.5 Setup will install the following software if it is not already installed: .Net 4 Runtime |

3.1 Server Memory, Processor, Hard Disk **Recommended requirements in bold*

| Components | 5 or less Privileged Users | 20 or less Privileged Users | 70 or less Privileged Users | 100+ Privileged Users |
|------------------|----------------------------|-----------------------------|-----------------------------|-----------------------|
| RAM | 4 GB | 8 GB | 16 GB | 16 GB |
| CPU | Dual Core 1.5 GHz | Dual Core 1.5 | QuadCore 2 GHz | 2 QuadCore 2 GHz |
| Storage | 250 GB | 250 GB | 500 GB | 500 GB |
| Internal Network | 100 MBps | 100 MBps/ 1 GBps | 1 GBps | 1 GBps |



4. *Special Case (Database & IIS on the same Server)*

When there are 5 or less Privileged Users, you can opt for having the Database and IIS on the same server.

| Components | Database & IIS |
|------------------|---|
| RAM | 16 GB |
| CPU | Dual Core 2 GHz |
| Storage | 500 GB (Dedicated drive for SQL Database) |
| Internal Network | 1 GBps |

5. *Client System Requirements*

| Components | Minimum Requirements | Recommended Requirements |
|----------------------------|--|--|
| Computer Processor | 1.6 GHz Processor or higher | 2 GHz Dual Core Processor 3 GHz Single Core Processor or Higher |
| Memory | 2 GB Ram or higher | 4 GB Ram or higher |
| Hard Disk | 2 GB Available space on the system drive | 2 GB Available space on the system drive |
| Display | 1280 x 760 resolution or higher | 1920 x 1080 resolution or higher |
| Browser & Operating System | <i>Please refer to Client System's Web Browsers</i> | |
| Other | <i>Silverlight plug In 5.1.20513.0 or above Elevated Trust Pre-requisites (Note: This is installed while launching ServicePRO for the first time.)</i> | |

5.1 *Client System - OS, Processor, Browser Requirements*

| Components | End User Requirements | Support Technician Requirements |
|-------------|---|---|
| Web Browser | Please refer to end user web portal section | Please refer to ServicePRO portal section |
| Display | 1024 x 768 resolution or higher | 1920 x 1080 resolution or higher |



Technical Specifications

5.1.1 ServicePRO Web Portal

In each supported Operating System, the latest Internet Explorer that is supported on the specific OS is supported with ServicePRO.

| SL. Number | Operating System | Processor | Browser |
|------------|----------------------------|--------------------------|---|
| 1. | Windows 8.1 Desktop | x86 or x64, 1.6 GHz + | IE11 Desktop browser (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 2. | Windows 8 Desktop | x86 or x64, 1.6 GHz + | IE10 Desktop browser (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 2. | Windows 7 SP1 | x86 or x64, 1.6 GHz + | IE10 Desktop browser (both 32 bit & 64 bit supported) IE 9 (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 4. | Windows 7 | x86 or x64, 1.6 GHz + | IE9 (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 5. | Windows Server 2012 R2 | x86 or x64, 1.6 GHz + | IE11 Desktop browser (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 6. | Windows Server 2012 | x86 or x64, 1.6 GHz + | IE10 Desktop Browser (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 7. | Windows Server 2008 R2 SP1 | x86 or x64, 1.6 GHz + | IE11 Desktop browser (both 32 bit & 64 bit supported) IE 9 (both 32 bit & 64 bit supported) Firefox 12+ (32-bit mode) |
| 8. | Windows Server 2008 SP2 | x86 or x64, 1.6 GHz + | IE9, Firefox 12+ (32-bit mode) |
| 9. | *MAC (10.5.7+) | Intel Core Duo 1.83 GHz+ | Safari 4+, Firefox 12+ (32-bit mode) |

*Note: On MAC, features requiring Elevated Trust will not be available.

5.1.1.1 Additional Settings Required in Internet Explorer

Detailed instructions on these settings are available in **10. Appendix** of this document, under the topic – **Internet Explorer Setting Prerequisites**

1. Reset Security level for all zones to default level
2. Add the ServicePRO Web Portal URL to the Trusted Sites
3. Disable the Protected Mode for Trusted Sites

6.1.1 End User Web Portal *Plus sign = "And Above"*

| SL. Number | Operating System | Browser |
|------------|------------------|---|
| 1. | Windows | IE8+, Firefox 3.6+, Chrome 12+, Safari browser for PC 5.0.3+, Opera Browser 11.0.1+ |
| 2. | MAC | Safari 4.0.5+, Firefox 3.6+, Chrome 12+ |
| 3. | Linux | Firefox 3.6+, Chrome 12+ |

6.1.2 Mobile Portal Plus sign = "And Above"

| SL. Number | Mobile |
|------------|--------------------|
| 1. | Apple IOS 4+ |
| 2. | Android 2.3+ |
| 3. | Blackberry 6+ |
| 4. | Windows Phone 7.5+ |

7. Mail Server

| Email | Supported |
|--------------------------|---|
| Supported Email Server | Microsoft Exchange 2007 SP3 <i>(Limitation: Embedded images will not work with ServicePRO's Calendar Synchronization from Outlook to ServicePRO.)</i> Microsoft Exchange 2010 SP2 Rollup 6 + Microsoft Exchange 2013 Microsoft Exchange 2013 SP1 |
| Supported Email Protocol | EWS, POP3/SMTP, IMAP/SMTP |

8. Calendar Synchronization

Granting Impersonate role assignment on Exch 2007 Sp3

- Get-ExchangeServer | Add-ADPermission -User yourusername -extendedRights ms-Exch-EPI-Impersonation -InheritanceType none
- Get-MailboxDatabase | Add-ADPermission -User yourusername -extendedRights ms-Exch-EPI-May-Impersonate -InheritanceType none
yourusername -> Account used to perform the synchronization
- You will also need to make sure that this account has permissions on all the User Mail Boxes & User Calendars.

Granting Impersonate role assignment on Exch 2010 Sp2

- New-ManagementRoleAssignment -Name:impersonationAssignmentName -Role:ApplicationImpersonation -User:yourusername
yourusername -> Account used to perform the synchronization
- You will also need to make sure that this account has permissions on all the User Mail Boxes & User Calendars.

9. Screen Sharing Service

The port # that is used to configure Screen Sharing Service should be open in the server where the service is hosted [the default port than can be used is 5900].

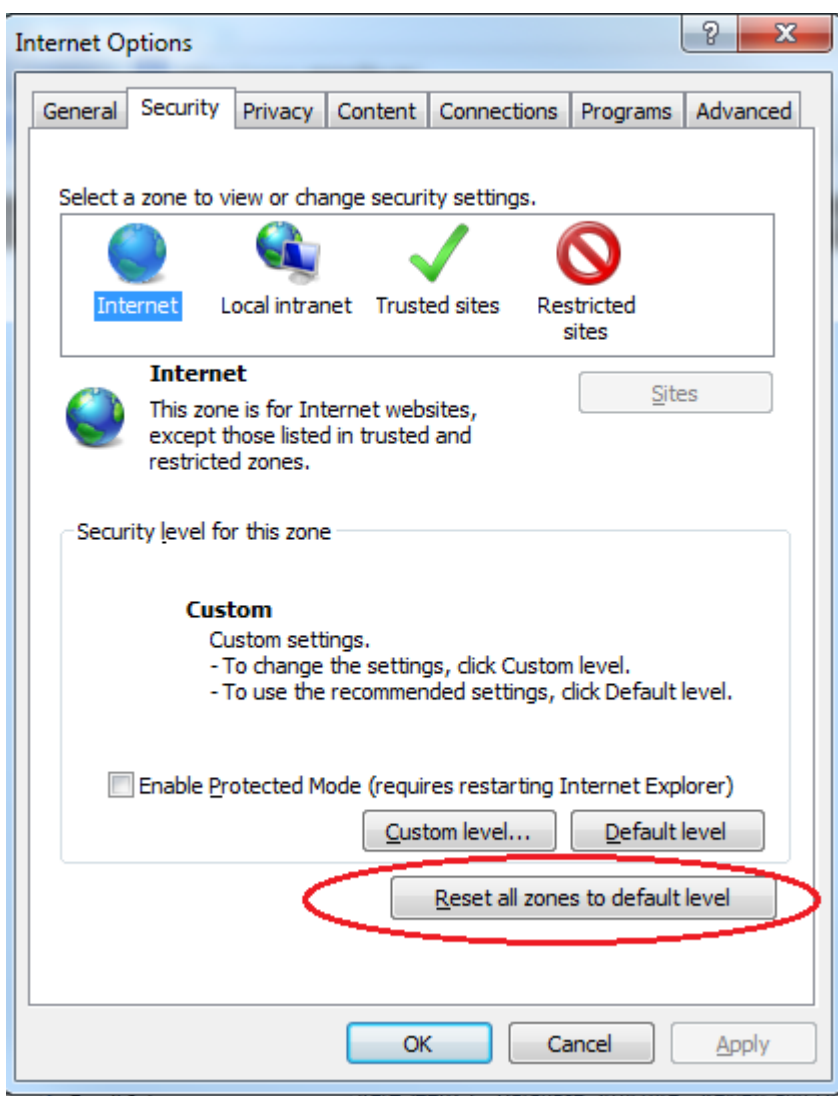
10. Appendix

Internet Explorer Setting Prerequisites

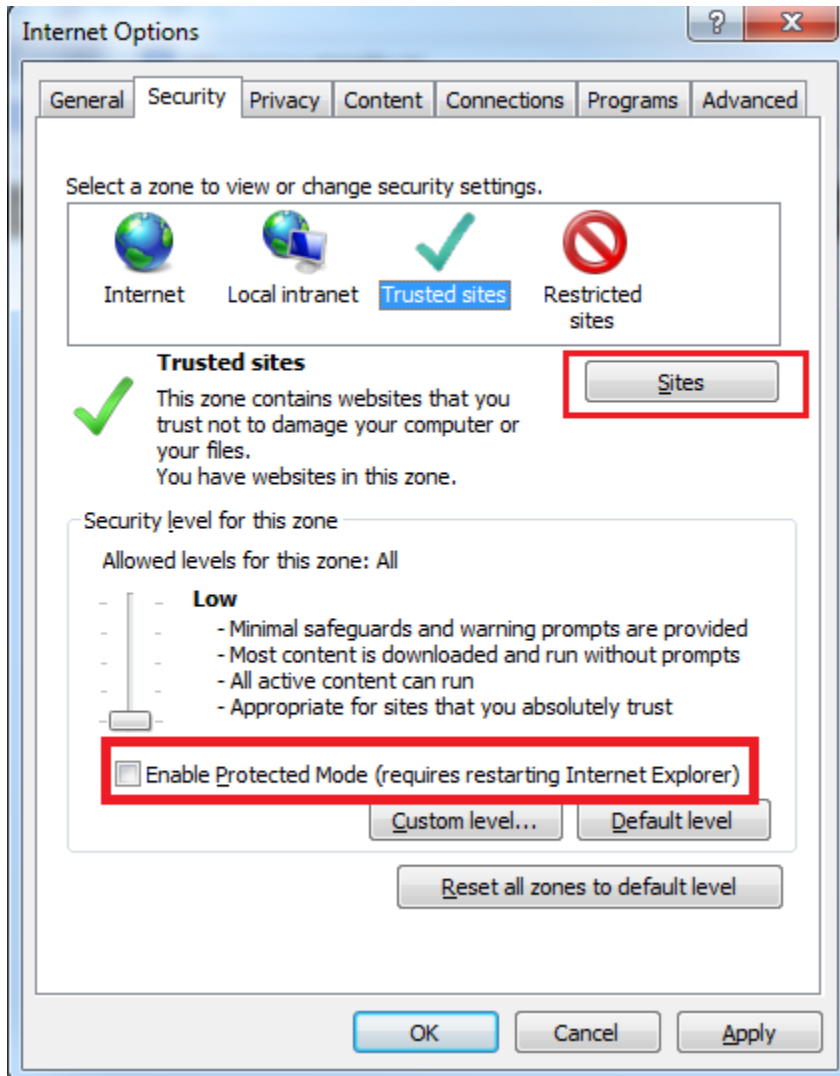
When you need to copy and paste rich text features, such as image, table or formatting, from an email or a document into a Memo, you must ensure that certain Internet Explorer Options are set.

Note: This topic applies to Internet Explorer 10.

1. Close all the Internet Explorer instances currently open.
2. Open only one Internet Explorer Window.
3. Go to the **Internet Options**.
4. Select the **Security** tab.
5. Click on **Reset All zones to default level**.

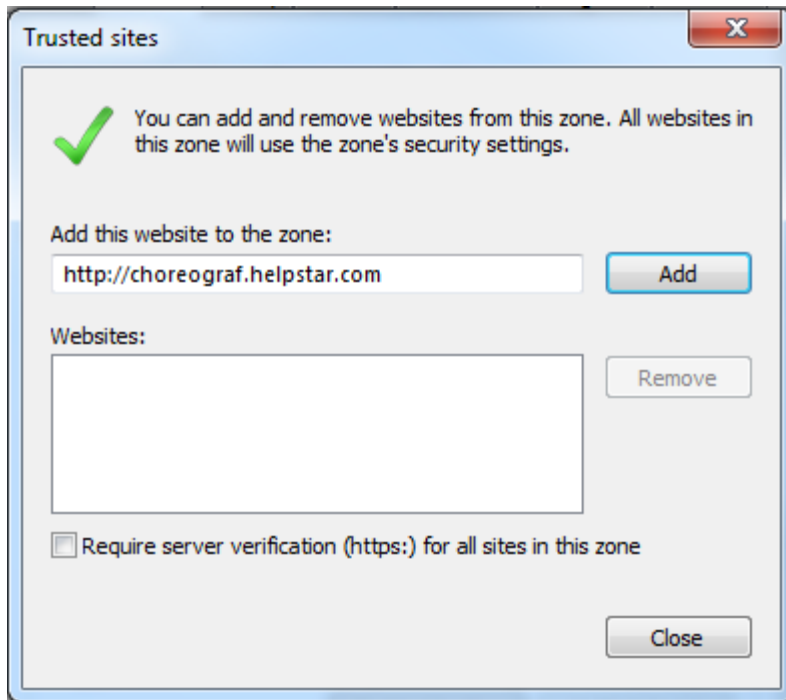


6. Click on the **OK** button to close the Internet Options.
7. Open the **Internet Options** again and go to **Security** tab.
8. Select **Trusted Sites**, and uncheck **Enable Protected mode**.
9. Click on **Sites**.

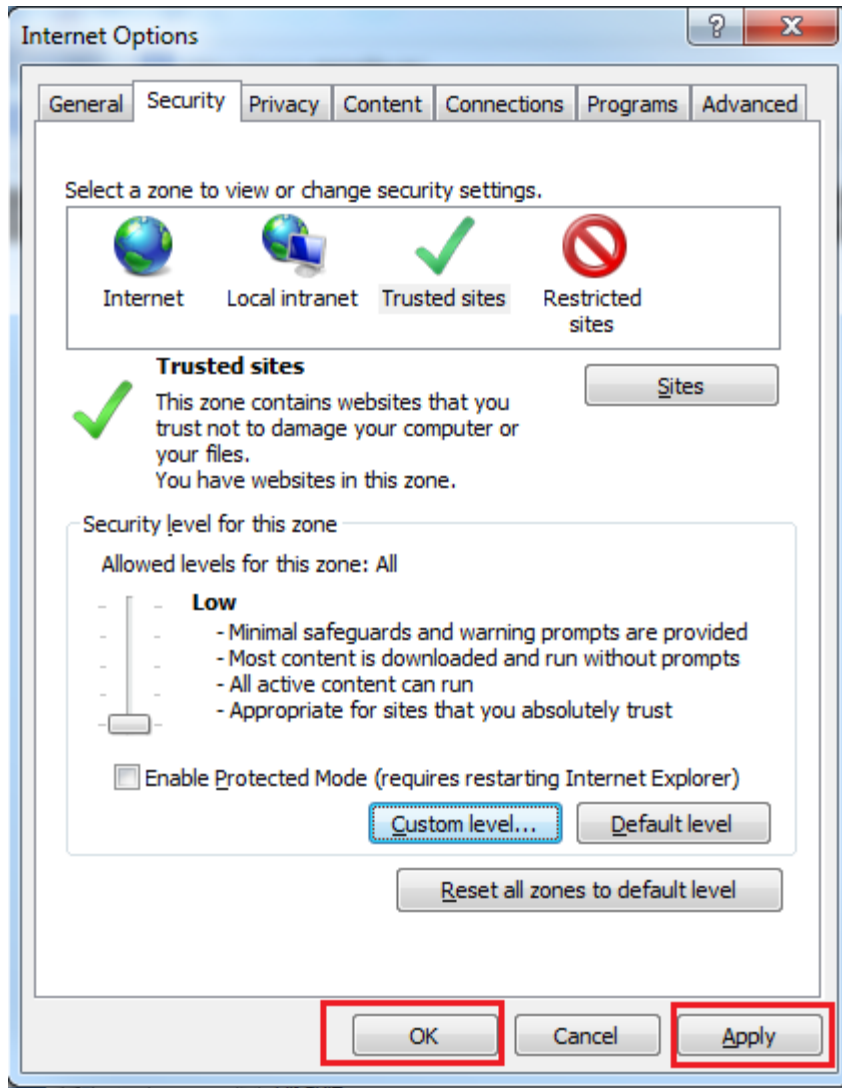


10. Add the ServicePRO Portal URL to the Trusted Sites.

Note: If you click *Require server verification (https:)* for all sites in this zone, then you must use `https://`



11. Click Add. The website is now in the list of websites for the zone's security settings.
12. Click **Close**.
13. Click on the **Apply** button in the **Internet Options** window.
14. Select **OK** in the security prompt that is shown.
15. Then, click on **OK** button in the **Internet Options** window.



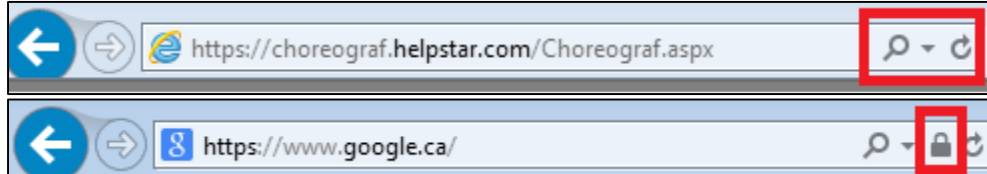
16. Restart Internet Explorer: Close all the Internet Explorer instances that are open on your computer.
17. Re-open to verify that all above settings have taken effect.

SSL Support in ServicePRO

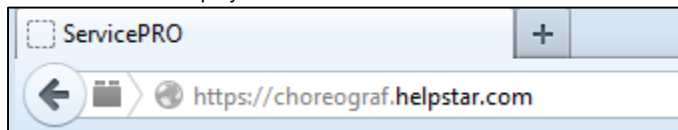
Browsers and SSL are unable to verify Silverlight plugin contents, and will state that content on the page is mixed – secure and unsecured at the same time.

Therefore browsers will display either a partially locked security icon, or it will lack the security lock icon altogether:

- **Internet Explorer** – ServicePRO does not display a SSL protected (lock) icon:



- **Firefox** – Does not display the icon:



Regardless, ServicePRO will use SSL to transmit data back and forth between the browser and IIS server. All connections from the application will use SSL on both ends, thus ensuring a secure connection.