

EnterpriseAlert® 2016 Hardware and Software Requirements



Hardware and Software Requirements

The hardware and software requirements of Enterprise Alert® are documented in this section. They relate to required computer hardware as well as operating system requirements. Furthermore, this section contains detailed information about the Run-As account model that applies in the application layer for all Windows services that are part of Enterprise Alert®.

1 HARDWARE REQUIREMENTS

1.1 X86 Server

The following table lists the hardware requirements of the server software relating to a standard rack server with x86 architecture:

Category	Minimum Requirements	Recommended
CPU	At least one core at 2.4 GHz	4 cores at 2.4 GHz
Memory (RAM)	4 GB	8 GB
Hard disk	10 GB of available hard disk space	100 GB of available hard disk space
Network	100 Mbit/s LAN connection	1 Gbit/s LAN connection

1.2 Modems or voice cards

Depending on the notification channels that you would like to implement with Enterprise Alert®, there are further hardware requirements relating to modems or voice cards:

Notification Channel	Required hardware
SMS text messaging	<p>A hardware modem is required if SMS text messaging is not performed via an IP based connection to an SMS messaging gateway.</p> <p>Derdack recommends the following SMS modems: MultiConnect® rCell 100 Series http://www.multitech.com/brands/multiconnect-rcell-100-series</p> <p>Derdack recommends the following SMS service providers: HSL http://hslsms.com CLX https://clxnetworks.com</p>
Paging	TAPI-compatible modem device. The TAPI-compatible modem must support DATAMODEM mode.
Voice calls	<p>A SIP compliant VoIP gateway (internal or external) is required for voice calls.</p> <p>More details and recommendations can be found here: http://www.derdack.com/voip-requirements</p>

1.3 Mobile App

The use of the Enterprise Alert® smart app requires additional hardware relating to smartphones or tablet computers. The following table displays smartphone device platforms which are supported with the Enterprise Alert® Mobile App:

Type	OS Version
Apple iOS	Supported iOS version is 8 or higher, the most recent version (iOS 9) is recommended at the time of writing. iOS 9 is supported compatible down to iPhone 4S hardware which means the oldest iPhone that works with is an iPhone 4S. However, the performance is not comparable to newer devices such as iPhone 5S or newer.
Android	version 2.2 or higher
BlackBerry	BlackBerry OS version 4.x., 5.x and 10.x
Windows Phone	version 8.1 and 10

2 SOFTWARE REQUIREMENTS

The following table lists software requirements of the server software relating to the Microsoft Windows Server operating system:

Category	Requirements
Operating System	<p>The following versions of Microsoft Windows Server are supported by Enterprise Alert®:</p> <ul style="list-style-type: none"> ▪ Windows Server 2008 (32/64 Bit) ▪ Windows Server 2008 R2 ▪ Windows Server 2012 Standard ▪ Windows Server 2012 Datacenter ▪ Windows Server 2012 R2 (<u>any Edition except Server Core</u>) ▪ Windows Server 2016 Standard ▪ Windows Server 2016 Datacenter <p>These operating systems can also be used as virtual guest operating systems. The Server Core Edition of Windows Server is not supported by Enterprise Alert®</p>
Database	<p>The following database systems (<u>each from Express edition upwards</u>) are supported by Enterprise Alert®:</p> <ul style="list-style-type: none"> ▪ SQL Server 2008 ▪ SQL Server 2008 R2 ▪ SQL Server 2012 ▪ SQL Server 2014 ▪ SQL Server 2016
Supported Browsers	<p>The Web portal of Enterprise Alert® can be used with the following Internet Browsers:</p> <ul style="list-style-type: none"> ▪ Internet Explorer 9 or higher ▪ Mozilla Firefox (most recent version) ▪ Google Chrome (most recent version) ▪ Apple Safari (most recent version) ▪ Microsoft Edge (most recent version)
Windows Server Platform Components	<p>Windows Installer, .NET Framework, MSMQ, IIS</p> <p>(They will all be installed automatically by the setup wizard)</p>
Supported Hypervisors	Hyper-V, vmware, Citrix, etc.

3 WINDOWS AZURE IAAS REQUIREMENTS

The following table lists recommended sizes of IaaS assets that are required when running Enterprise Alert® on Microsoft Azure.

Category	Minimum Requirements	Recommended
VM Size (Classic VM recommended as load balancing can be configured in the Azure portal and not only via PowerShell)	A1 Standard <ul style="list-style-type: none"> ▪ 1 Core ▪ 1.75 GB RAM ▪ 2 Data disks ▪ 2x500 IOPS ▪ Load Balancing ▪ Auto Scale 	A3 Standard <ul style="list-style-type: none"> ▪ 4 Cores ▪ 8 GB RAM ▪ 8 Data disks ▪ 8x500 IOPS ▪ Load Balancing ▪ Auto Scale
SQL Database Size (More Info: https://azure.microsoft.com/en-us/documentation/articles/sql-database-service-tiers/?rnd=1)	S0 Standard <ul style="list-style-type: none"> ▪ 10 DTUs ▪ Standard Geo Replication ▪ Point in time restore ▪ Max. 60 concurrent requests ▪ Max. 60 concurrent logins ▪ Max. 600 sessions 	S3 Standard <ul style="list-style-type: none"> ▪ 100 DTUs ▪ Standard Geo Replication ▪ Point in time restore ▪ Max. 200 concurrent requests ▪ Max. 200 concurrent logins ▪ Max. 2400 sessions

4 SUPPORT INFORMATION

For the latest technical information about Enterprise Alert® please visit <http://www.derdack.com/category/technical-blog>.

For the latest news around Derdack and Enterprise Alert® please like us on Facebook under <http://www.facebook.com/derdack?ref=ts> or visit <http://www.derdack.com>.