iSupport® Asset 9.5 for Microsoft® Windows Server™
Required Hardware and Software

Server

Hardware

	Minimum	Recommended
Computer/processor	Pentium III-compatible processor or higher running at a minimum of 600MHz	Pentium IV-compatible processor or higher running at a minimum of 3 GHz
Memory (RAM)	512 MB	1 GB to OS maximum
Hard disk	500 MB free hard-disk space	
Network card	100MB/second	1GB/second

Software

	Minimum	Comments
Operating system	Microsoft Windows® Server 2003 and the Microsoft .NET Framework 3.5 SP1	• The Windows Communication Foundation and Windows Workflow Foundation options in the .NET 3.5 Framework must be installed. • Be sure that you have installed the latest patches for IIS and Microsoft Windows®. • GWI does not support installation of the iSupport application onto a domain controller or onto a server on which Windows SharePoint® or Microsoft CRM is installed. • GWI Software can make no guarantees with respect to iSupport's performance or scalability in a virtualized environment. • If using Microsoft Windows® Server 2008, IIS 6 compatibility must be enabled.
SQL Server	Microsoft® SQL Server 2005 (any edition) If using Microsoft® SQL Server 2005 Express Edition, include Advanced Tools.	• If using Microsoft Windows® Server 2008, Microsoft® SQL Server 2005 Express Edition is not supported; Microsoft® SQL Server 2008 Express or Microsoft SQL Server 2008 must be used. The application server role must be enabled for SQL reporting and charting. • If using Microsoft® SQL Server 2005 Express Edition with Advanced Tools, iSupport's SQL Ad Hoc Reporting feature is not available. Service Pack 2 is required, and full text indexing must be selected. • Windows Authentication must be used to access the SQL server. • Advanced Services must be installed with SQL Server 2005, and Report Services

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		must be enabled and configured.
		• The SQL Server Full Text Search service (SQL Server 2005) or SQL Full-Text Filter Daemon Launcher service (SQL Server 2008) must be started prior to using iSupport.
		• Full text indexing must be installed on the SQL database.
		• GWI does not support multiple installations of iSupport databases on the IIS server or on the same SQL server instance.
Mail system	An SMTP mail system such as Microsoft® Exchange or Lotus® Domino™. • Outgoing email functionality requires an SMTP server that may be reached by the server on which iSupport is installed. • Incoming email functionality requires a server enabled for POP3 or IMAP4.	iSupport requires access to ports for sending and receiving email notifications, and your security/virus protection software may need to be configured to allow access. These port numbers are typically: • Port 25 for sending email notifications • Port 110 for receiving email notifications via POP3 • Port 143 for receiving email notifications via IMAP4

Client

	Requirement	Comments
iSupport Desktop	Current version of Microsoft Internet Explorer, Mozilla® Firefox®, Google™ Chrome, or Apple® Safari®	Applications that prevent pop-up windows from being displayed may prevent some iSupport application windows from opening. If you have a pop-up blocker application installed, be sure to place the server on which iSupport is installed on the Allowed Sites list. You cannot have the browser set to Never Check for Newer Versions of Stored Pages (Internet Options | General tab | Temporary Internet Files Settings). If using Microsoft Internet Explorer 8, Compatibility Mode must be disabled.