

Recommended Server Hardware

	Up to 50 users	250 users	1,000 users	10,000 users
Concurrent Users:	Up to 50 users	250 users	1,000 users	10,000 users
Number of CPU's:	1 - 2	2 - 4	4 - 8	8 +
Memory:	2.0 GB minimum	4.0 GB minimum	16 GB minimum	32.0 GB minimum
Disk Storage:	30 GB minimum	50 GB minimum	200 GB minimum	500 GB minimum
Alternative:		Use separate smaller servers	Use separate smaller servers	Use separate smaller servers

Supported Operating Systems

- Solaris v2.8 or v2.9 (also known as versions 8 and 9)
- RedHat Linux AS/ES 4.0, AS/ES 5.1
- Suse Linux 10, 11
- Windows Server 2003, 2008, Windows XP, Windows Vista, Windows 7
- Other Unix platforms may / should work but ExtraView has no direct experience of the installation process

Supported Databases

- Oracle Standard Edition v10.2, v11
- Microsoft SQL Server 2005, 2008
- Sun MySQL Version 5.1
- Note that ExtraView usage is supported on any platform supported by the database author. However, ExtraView can only provide installation support on a Supported Operating System (see above).

Supported Application Servers

- Apache Tomcat v6.0
- BEA WebLogic v9.2

Supported Web Servers

- Apache v2.0, v2.2
- Microsoft IIS v5.0, v6.0

Other Software Installed as Part of Standard Installation

- Java Virtual Machine 1.6
- PERL 5.8.8 (only required if the CLI is used)
- GNU C Compiler (only required if you compile Apache yourself)

Remote Access Software – for Installation and Support

- Telnet or SSH access
- FTP
- If ExtraView Corporation is remotely installing or supporting ExtraView on a Unix or Linux server, we require the ability to run an X Windows server from our location to your site
- If ExtraView Corporation is remotely installing or supporting ExtraView on a Microsoft Windows server, we require PC Anywhere or equivalent remote access software
- Webex or similar may also be used for remote installation to your site

Notes

- The recommendations above are a guide only, and may be affected by factors outside of the control of ExtraView Corporation. For example, the amount of server memory may need to be increased, according to the exact version of operating system and what other utilities and services are running on the computer; how the database is configured; how active the users are within ExtraView and how many fields are on the forms that ExtraView processes
- The number of users quoted above is the total number of users created on a system, with the expectation that about one-third are active at any one time. If a higher percentage are likely to be active, install additional memory
- ExtraView Corporation recommends that for installations supporting more than 50 concurrent users, consideration should be given to installing separate servers, one for the database and a minimum of one server for the application and web servers. The cost involved is very small, compared to the advantages gained, with better throughput and performance. Consider a separate application server for each 50 – 75 concurrent users, although this number may be decreased or increased according to the usage patterns
- Disk storage amount assumes average number of tracking issues in your installation and reasonable number of very large (>10 MB) attachments.
- Greater performance will be achieved if the disk storage is spread over two or more drives, such as with a RAID array. Also, the disk drives on the server(s) should be mirrored to provide redundancy, in case of hardware failure
- Greater performance is achieved with greater amounts of memory in the server(s)
- Alternatives to the web and application servers listed above may work. Please contact ExtraView Corporation for details.