

About this Document

This document provides guidelines to meet minimum requirements for installing and operating the VeraSMART application.

Contact a Veremark sales engineer for more information and/or a recommended configuration based on your projected usage, components, and data storage needs.

Software Requirements

Database

Choice based on the size of live call/charge data records to manage (originating from in-house phone systems or imported vendor invoices):

- The **embedded database** (SQL Server 2005 Express + SP3) is provided with the product. It has a 4 GB capacity — representing 6 to 9 million call records — and must be co-resident with the application.
- The **full SQL Server** must be used for a higher data volume or if the database must reside in a separate server. This database requires a Windows Server™ operating system. Supported versions:
 - SQL Server 2005 Standard Edition + SP3
 - SQL Server 2008 Standard Edition + SP1

Operating System

Supported Versions	Editions	Serv. Packs
Windows XP	Professional (x86 only)	SP3
Windows Vista	Ultimate, Business, or Enterprise (x86 or x64)	SP2
Windows 7	Professional or Ultimate (x86 or x64)	—
Windows Server 2003	Standard or Enterprise (x86 or x64)	SP2
Windows Server 2003 R2	Standard or Enterprise (x86 or x64)	SP2
Windows Server 2008	Standard or Enterprise (x86 or x64)	SP2
Windows Server 2008 R2	Standard or Enterprise (x64 only)	SP2

NOTE VeraSMART checks for and installs required Windows components (Microsoft Internet Information Services and ASP.NET). At that time, the Windows CD should be available.

Browsers

- Microsoft® Internet Explorer 7.0 or 8.0
- Mozilla Firefox® 3.5 or 3.6



Hardware Requirements

General

- Minimum application requirements: 2 GB memory, 20 GB free space in the local hard disk drive, 32- or 64-bit processor.

NOTE Your operating system and database may have higher requirements. Please follow their manufacturer's recommendations.

The addition of memory, storage, and faster processors above minimum requirements may improve performance.

- The VeraSMART PC must be dedicated to this application; this can be a virtualized machine, provided it meets the requirements set above.

NOTE The processor and hard drives must be continuously available — not hibernating or in sleep mode — to provide uninterrupted call collection, alerting, reporting, and other scheduled services.

- SAN or flash drives can only be used for data storage and archives.

Other Requirements

Network Resources

SMTP Server access is required for e-mailing reports and alerts.

Network access (or direct serial cable connection) is required for call a/or data collection from in-house phone systems or directory systems.

Internet access is required for:

- Remote support (offered with maintenance contract via GoToAssist®)
- Product registration from Registration Portal (register.veramark.com)
- Installation package download from Veramark Customer Portal (support.veramark.com)

NOTE The Veramark Customer Portal also offers software updates, training videos, FAQs, up-to-date documentation, etc. Log in with product serial number and e-mail used at registration.

