APTEAN

CORETRAC

ResourceOne System Requirements & Disaster Recovery

Version 4.0

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Introduction

CoreTrac 4.0 version is the latest major version. This version is based on Microsoft .NET technology and is a browser-based application. All processing and data access are performed on the application server.

Recommended Configuration

CoreTrac recommends a dedicated server for ResourceOne that does not share resources with other applications or processes. Alternate configurations include virtual servers, as well as, two servers to provide a high availability environment by splitting the web and database servers. The number of accounts combined with the number of concurrent users ultimately decides your configuration.

Application Server

This section defines the minimum hardware, operating system and software requirements for the application server.

Minimum Hardware Requirements

This section defines the minimum hardware requirements for the application server based on the expected number of users.

Up to 100 users

- 1 –Quad Core Processors at 2.0 GHz
- 8 GB RAM
- MS Server 2008 on Mirrored Array
- 100 GB of Storage (depending on the size of extracts being processed) on RAID 5 or 10

100 to 250 users

- 2 - Quad Core Processors at 2.5 GHz
- 8 GB RAM
- MS Server 2008 on Mirrored Array
- 250 GB of Storage (depending on the size of extracts being processed) on RAID 5 or 10

250 to 500 users

- 2 - Quad Core Processors at 3.0 GHz
- 12 GB RAM (16 GB or 32 GB also acceptable)
- MS Server 2008 on Mirrored Array

- 250 GB of Storage (depending on the size of extracts being processed) on RAID 5 or 10
- For Dual Server configuration – Contact CoreTrac for complete details

500 users and above

- Contact CoreTrac for further details.

Supported Operating Systems

The following operating systems are supported:

- Windows Server 2016 (64 bit)
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2

Note: There are no service pack implications. However, the latest service pack is recommended.

Prerequisites

The following applications are prerequisites to use CoreTrac application server:

- Microsoft .NET Framework 4.5.1
- Application Server Role
- Web Server (IIS) Role (7.0, 7.5, 8.0, 8.5 or 10.0)

Note: - IIS 8.0 is supported only on Windows Server 2012 and Windows Server 2012 R2.
- IIS 8.5 is supported only on Windows Server 2012 R2.
- IIS 10.0 is supported only on Windows Server 2016.

CoreTrac ResourceOne

This section lists the minimum hardware, operating system, and software requirements for the ResourceOne Web Client.

Minimum Hardware Requirements

Latest generation desktop or laptop grade CPU (32-bit or 64-bit)

- Single-core 2 GHz CPU
- 2 GB RAM
- 200 MB free disk space

Supported Operating Systems

The following operating systems are supported:

- Windows 10
- Windows 8
- Windows 7

Note: There are no service pack implications. However, the latest service pack is recommended.

Supported Web Browsers

The following browsers are supported:

- Edge - latest version at release
- Internet Explorer 11 or the latest version at release
- Chrome - latest version at release

The following browsers are recommended for tablet devices:

- Safari on iOS
- Chrome on Android

Note: - JavaScript, CSS and Cookies must be enabled.
- The minimum recommended screen resolution is 1024 x 768.

CoreTrac Database Server

This section lists the minimum hardware, operating system, and software requirements for the database server.

Minimum Hardware Requirements

- Latest generation server grade CPU (32-bit or 64-bit)
- Dual core 2.0 GHz processor (multiple dual or quad core CPUs recommended)
- 4 GB RAM (32 GB recommended)
- 250 GB free disk space

Supported Operating Systems

The following operating systems are supported:

- Windows Server 2016 (64 bit)
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2

Note: There are no service pack implications. However, the latest service pack is recommended.

Prerequisites

The following applications are prerequisites to use CoreTrac database server:

- Microsoft SQL Server 2016 (Enterprise and Standard editions)
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012
- Microsoft SQL Server 2008 R2 (Datacenter and Enterprise editions)
- Microsoft SQL Server 2008 (both 32 bit and 64 bit versions, Enterprise and Standard editions)

Others

- SSIS for the relevant version of Microsoft SQL Server.
- A licensed Microsoft Visual Studio version that is compatible with the SSIS SQL Server version.

Note: There are no service pack implications. However, the latest service pack is recommended.

Management And Support

From a management and support perspective, CoreTrac will need access to these servers to support and update our application. CoreTrac recommends Citrix Systems, Inc.'s, GoToAssist as the medium at no cost to you. It is up to the client to maintain the hardware and its operating system. Also, when operating within a dual server environment, there are some important differences from a standalone environment that must be addressed.

- SQL server must also be configured as an Application server for the Component Services.
- We will also need a domain user and password that has local log on as a service rights.

Disaster Recovery

If the ResourceOne server should ever suffer unrecoverable failure, full restoration of the system with your data will rely upon restoring database backups. Because the ResourceOne server is within your

network, your institution needs to perform the following procedures:

- The “resourceone” parent folder and all of its subfolders should be backed up.
- The SQL server backup folder (usually \program files\Microsoft SQL Server\...\backup)
- The above assumes that a SQL Maintenance Plan and job is running. We will check your server from time to time to ensure that this plan is running. We will set one up if there is not, but it is the client’s responsibility to ensure that the job exists and is functional.