

Recommended Hardware for SynergySoft 8.1 - Over 20 Concurrent Users

The following tables indicate a suitable server environment for customers with over twenty licensed users, together with the minimum Client (Workstation) configuration required to run SynergySoft within satisfactory response times.

Whilst it is not mandatory, IT Vision prefers the use of a Terminal Server environment as it makes administration easier, allows lower powered PC's to be used on the desktop, and can improve response times (particularly for remote users).

Server Environment

The optimum configuration for servers is dependent on a range of factors including the number of concurrent users that will be utilising the system. However the following configuration is indicative of the preferred MS Windows environment for over 20 licensed users.

Database Server	Terminal Server (one server per approximately 30 Clients)
2 x Intel Xeon processors (min. 2 GHz) or equivalent 8 Gigabyte RAM 100 Gbyte Disk Capacity (Fast disk speeds with RAID 1 or 5 configuration) DVD Drive Windows Server 2003 or above (excluding 2008 R2) + Client Access Licenses 1Gbyte Full Duplex NIC	2 x 2Ghz + Intel Xeon Processor 16 Gigabyte RAM Smallest disc drive available +Broadband VPN connection Windows Server 2003 or above + Client Access Licenses MS Terminal Services + Client Access Licenses MS Office 2003 or above 1Gbyte Full Duplex NIC

We have only considered the requirements for SynergySoft and not the additional requirements that customers will have for resilience and security (for example RAID disks, mirroring, back-ups), or for any additional server software, which need discussing with your hardware supplier.

When choosing a server the four principles that you must consider are:

- **Hard disk speed:** The faster the hard disk the quicker the server can read and write information
- **CPU Speed:** The higher the CPU speed the faster it processes your requests.
- **Network Speed:** Have at least a 100MB full duplex Network Interface Card, also your network should be a 100MB **switched** network. Please note 1GB cards are now available.
- **Redundancy:** Make sure that your hard disks are redundant so that if one hard disk fails there is another one to pick up the slack. Therefore a RAID configuration is recommended.

Minimum Remote Access Requirements for Support Service Delivery

To enable IT Vision's support services to be delivered to a client's network and server system(s), IT Vision requires access, to the client's internal network, servers and software components to which the services apply. The client being supported must provide and maintain online such access via the public or private internet services over a broadband network connection.

Software access methods supported by IT Vision include the thin client protocols of Remote Desktop (RDP) or Independent Computing Architecture (ICA) (with or without VPN) and connecting through to a customer MS Terminal Server or Citrix XenApp server. Alternatively a Virtual Network Computing (VNC) graphical desktop sharing system can be supported for Linux environments.

Appropriate security passwords, permissions and database access need to be supplied and maintained for support staff to gain access from various locations remote to the customer site.

In addition to these above points, basic maintenance of the server in the form of backup software and virus protection is also essential, installed and supported by your local network supplier. Ensure that a regimented backup regime is implemented for this server and that the virus protection software is configured to acquire updates automatically.

It is recommended that the SynergySoft server should NOT be on the Domain Controller. Avoid installing other intensive applications on the SynergySoft server including Mail, other databases and Internet Services. Optimally the SynergySoft server would be dedicated to the purpose of housing SynergySoft and no other function.

Our preference is for a Microsoft Terminal Services environment to be activated on the server as we believe that this offers the following benefits:

- Easier systems administration, as only one copy of SynergySoft resides on the Terminal Server rather than a copy on each PC
- Easier support by ITV and your local network supplier
- Significantly better responses when working remotely, and generally better responses locally

It should be noted that Terminal Services are not available (except for remote administration) under Windows Small Business Server 2003. It was in 2000 SBS but has been removed due to the fact that running Terminal Services on a Domain controller is considered a high security risk.

Recommended Workstation Configuration

Without Terminal Server	With Terminal Server
2 Ghz Processor 2 Gb RAM for XP or 4GB RAM for Vista 32bit/Windows 7 200MB Free Disk Space	1 GHz Processor 1/2 Gb RAM Windows XP or later MS Office 2003 or above

Windows XP, Vista,or Windows 7 MS Office 2003 or above 100 Mbyte – 1Gbyte Full Duplex NIC	100 Mb – 1Gbyte Full Duplex NIC.
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Desktops

SynergySoft is supported on XP, Vista and Windows 7 desktops. These operating systems include a Remote Desktop Client for Microsoft Terminal Services but client access licences are required for the server if that environment is being deployed.

(Last Updated May 2011)