Recommended Hardware for SynergySoft 9.1 - Up to 10 Concurrent Users

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

Server	2 Ghz + Processor (Xeon) or equivalent 8 Gigabyte RAM 200 Gbyte Disk Capacity (Fast disk speeds with RAID 1 or 5 configuration for redundancy) DVD Drive Windows Server 2003 or above (excluding 2008 R2) + Client Access Licenses 1Gbyte Full Duplex NIC
Desktop	2 Ghz Processor 2 Gb RAM for XP or 4GB RAM for Vista/Windows 200MB Free Disk Space Windows XP, Vista, Windows 7 MS Office 2003 or above 100 Mbyte – 1Gbyte Full Duplex NIC

Servers

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 at least 100Mb **switched** network.
- 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 such as SQL 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.

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.

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