

## 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:	1.5 GB minimum 2.0 GB minimum	2.0 GB minimum 4.0 GB minimum	4.0 GB minimum 16 GB minimum	16.0 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 Web and Application Server Operating Systems

### Operating Systems

- Solaris v2.7 or v2.8 or v2.9 (also known as versions 7, 8 and 9)
- RedHat Linux AS/ES 2.1, AS/ES 3.0
- Windows Server 2000, 2003, 2007
- Other Unix platforms may / should work but ExtraView has no direct experience of the installation process

### Application Servers

- Apache Tomcat v4.1, 5.0
- Microsoft IIS v5.0, v6.0
- BEA WebLogic v8.5

## Supported Database Server Operating Systems

- The ExtraView database is supported on any platform supported by Oracle. However, ExtraView can only provide installation support on the above list of operating systems. Please see [www.oracle.com](http://www.oracle.com) for a current list of supported operating systems.
- Microsoft SQL Server is supported on any platform supported by Microsoft. Please see [www.microsoft.com](http://www.microsoft.com) for a current list of supported operating systems

## Software Installed as Part of Standard Installation

- Oracle 9.2, Microsoft SQL Server 2000, 2005
- Apache v1.3, 2.0 - if your own web server is not used
- Apache Tomcat 4.1, 5.0 - if your own app server is not used
- Java Virtual Machine 1.4
- PERL 5.6.1 (only if the CLI is used)
- GNU C Compiler, v2.7.2 (only 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

## 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 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
- 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
- Alternatives to the web and application servers listed above may work. Please contact ExtraView Corporation for details.