



PC Requirements

The VeraSMART® PC must be dedicated to this telemanagement application. It can be a virtualized PC (see *Product Note 2-26-08 on Support for Virtual Servers*). Laptops and notebooks are not recommended.

Software

	Database ¹	Operating System ²		
Low Call Volume	Embedded database (limited to 4GB)	Windows® XP Professional + SP2 (32-bit)	Windows® Vista Ultimate, Business, or Enterprise (32 –or- 64-bit)	Windows Server™ 2003 Standard or Enterprise Edition + SP1 or R2 (32 –or- 64-bit)
High Call Volume	Full SQL Server (limited by available disk space)	NOT SUPPORTED	NOT SUPPORTED	

NOTES

- 1 The embedded database (SQL Server 2005 Express + SP2) — provided at installation — is limited to 4 GB of data in the current database; this represents between 6 and 9 million call records (depending on the CDR format). A full SQL Server Standard Edition — 2000 + SP3 or SP4 or 2005 + SP2 — is required if exceeding this limit. Users are responsible for the purchase and installation of the full SQL Server database, which may reside on a separate server.
- 2 The VeraSMART installation checks for and installs required Windows components (Microsoft Internet Information Services and ASP.NET). At that time, the Windows CD should be available.

Hardware

Processors, memory, hard disk drives, and devices — as recommended for the operating system and database in use.

NOTE

The addition of faster processors, memory, and hard disk drives above the minimum requirements will significantly improve performance. SAN or flash drives can only be used for data storage.

Other

E-mail	<input type="checkbox"/> SMTP Server access (required for e-mailing reports and alerts)						
Web Browser	<input type="checkbox"/> Microsoft® Internet Explorer 6.0 or greater — or — <input type="checkbox"/> Mozilla Firefox® 1.5 or greater						
Remote Access	Remote support is offered via dial-up or Internet connection. Requires a maintenance contract. <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>Method</th> <th>Requirements</th> </tr> </thead> <tbody> <tr> <td>Dial-up connection</td> <td> <input type="checkbox"/> Software: Symantec PCAnywhere™ <input type="checkbox"/> Other: Modem port (COM1 or COM2) & phone line access </td> </tr> <tr> <td>Internet connection</td> <td> <input type="checkbox"/> Software: Symantec PCAnywhere™ — or — GoToMyPC™ <input type="checkbox"/> Other: Internet access </td> </tr> </tbody> </table>	Method	Requirements	Dial-up connection	<input type="checkbox"/> Software: Symantec PCAnywhere™ <input type="checkbox"/> Other: Modem port (COM1 or COM2) & phone line access	Internet connection	<input type="checkbox"/> Software: Symantec PCAnywhere™ — or — GoToMyPC™ <input type="checkbox"/> Other: Internet access
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