



# PC Requirements

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

## Software

	Database <sup>1</sup>	Operating System <sup>2</sup>			
<b>Low Call Volume</b>	Embedded database (limited to 4GB)	Windows <sup>®</sup> XP Professional + SP2 (x86 edition only)	Windows <sup>®</sup> Vista Ultimate, Business, or Enterprise (x86 or x64) editions	Windows Server <sup>™</sup> 2003 or 2003 R2 Standard or Enterprise + SP2 (x86 or x64) editions	Windows Server <sup>™</sup> 2008 Standard or Enterprise (x86 or x64) editions
<b>High Call Volume</b>	SQL Server 2005 + SP3 or 2008 Standard Edition	NOT SUPPORTED	NOT SUPPORTED		

### NOTES

- 1 The embedded database (SQL Server 2005 Express + SP3) — provided at installation — is limited to 4 GB of data in the current database; this represents 6 to 9 million CDR (depending on the format). If exceeding this limit, users are responsible for the purchase & installation of a full SQL Server, which may reside on a separate server (see *SQL Server Requirements*, for details).
- 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

<b>E-mail</b>	<input type="checkbox"/> SMTP Server access (required for e-mailing reports and alerts)
<b>Web Browser</b>	<input type="checkbox"/> Microsoft <sup>®</sup> Internet Explorer 7.0 or 8.0 — or — <input type="checkbox"/> Mozilla Firefox <sup>®</sup> 3.0 or 3.5
<b>Internet Connection</b>	<input type="checkbox"/> Remote support is offered via GoToAssist <sup>®</sup> (this requires a maintenance contract) <input type="checkbox"/> Veramark Customer Portal (support.veramark.com) offers software updates, training videos, FAQs, up-to-date documentation, etc. Log in using the product serial number