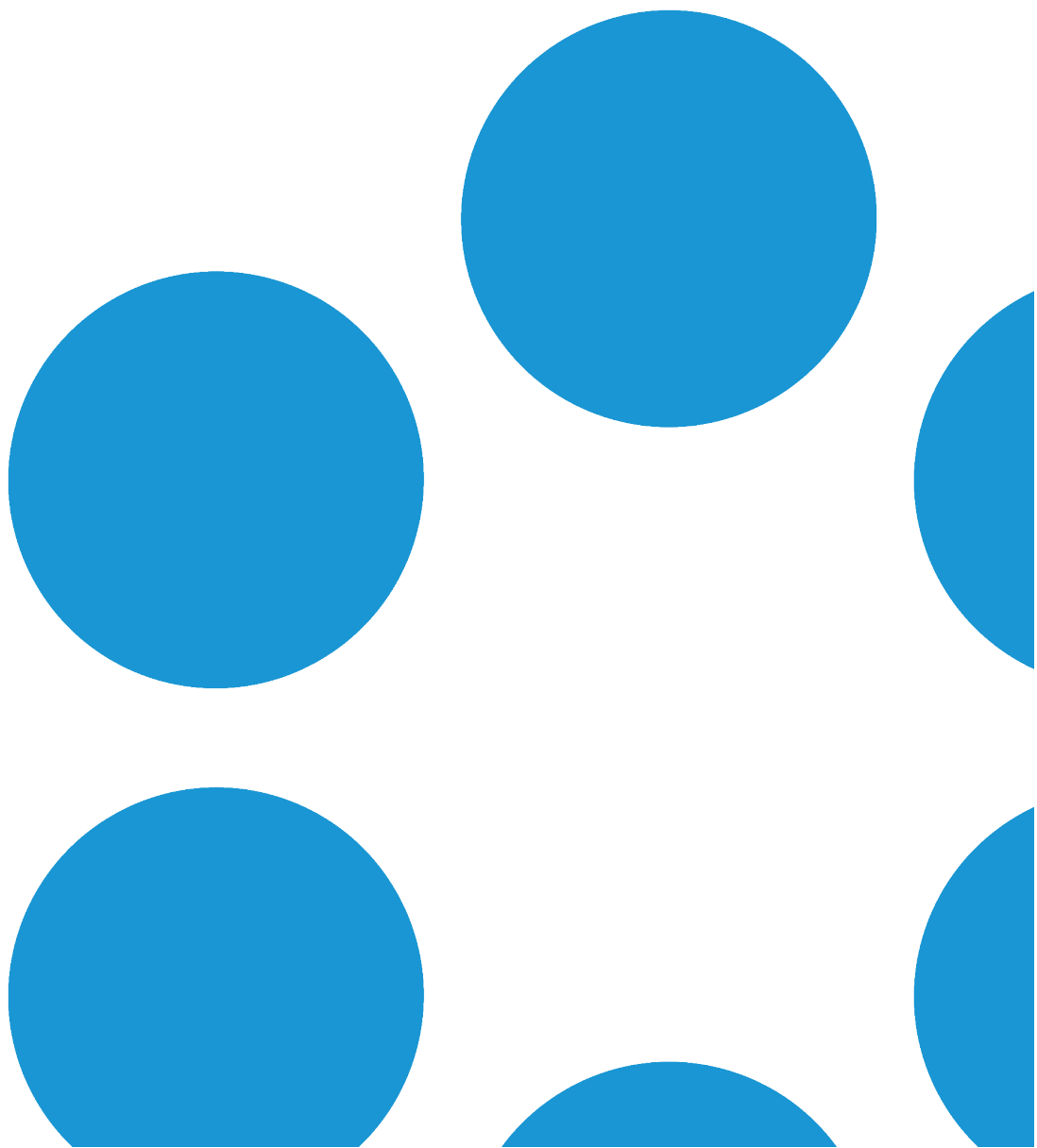




vFire 9.5

Prerequisites Guide

Version 1.1





# Table of Contents

Version Details .....	4
Copyright .....	4
About this Guide .....	5
Intended Audience .....	5
Standards and Conventions .....	5
Introduction .....	6
Web Server Deployment .....	7
Hardware Requirements .....	7
Operating System Requirements .....	8
Running vFire on Virtualized Servers .....	8
Additional Requirements .....	8
Additional Requirements for Oracle .....	8
Web Server FAQs .....	9
Configuring the Server .....	9
Adding ASP.NET to Windows 2008 .....	19
Database Server Requirements .....	21
Hardware Requirements .....	21
Database Engine Requirements .....	21
Network Location .....	21
Additional Requirements .....	22



Appendix A: Configuring SQL Database - Table Ownership .....	22
Client Requirements .....	24
vFire Core .....	24
vFire Self Service .....	24
vFire Officer and Portal .....	25
ActiveX Support .....	26
Client FAQs .....	27
Email Server Requirements .....	28
User Directory Servers .....	29
vFire App Prerequisites .....	30
Finding the App .....	30
Further Information .....	31
Product Information and Online Support .....	31
Technical Support .....	31
Comments and Feedback .....	31



## Version Details

This guide supports the version of the product listed, and supports all subsequent versions until the document is replaced by a new edition. The table below contains version details for the guide.

Version Number	Date	Details
1.0	8 July 2016	<p>This version of the Prerequisites Guide documents the prerequisites for version 9.5.xx of vFire Core and vFire Officer &amp; Portal. It contains the following updates to the prerequisites for earlier software releases:</p> <ul style="list-style-type: none"> <li>• <b>Client requirements</b> - a known limitation with vFire Core and Vista/IE9 prevents screens rendering correctly in Designer. Minimum supported browser versions have also been updated.</li> <li>• <b>Database Server requirements</b> - clarification of support for 64-bit browsers</li> </ul>
1.1	15 August 2016	This version of the documentation contains prerequisites for the vFire app

## Copyright

Copyright © Alemba Limited (or its licensors, including ©2010 - 2016 VMware, Inc). All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at: <http://www.vmware.com/go/patents>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. VMware Service Manager™ is also trademark of VMware, Inc. Alemba™, vFire™ and vFireCore™ are trademarks of Alemba Limited (vFire Core™ is developed by Alemba Limited from VMware, Inc's product "VMware Service Manager", under licence from VMware, Inc). All other marks and names mentioned herein may be trademarks of their respective companies.



## About this Guide

This guide describes the software and hardware requirements for the current version of vFire, vFire Self Service and the vFire Mobile app.




! This version of the guide contains instruction for the latest version of the vFire Core software. For earlier versions of vFire please refer to earlier versions of the guide in [alemba.help](http://alemba.help).

## Intended Audience

This guide is written for system administrators responsible for installing vFire, vFire Officer & Portal, and the vFire Mobile app.

## Standards and Conventions

The following standards and conventions are used throughout the guide:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
<b>Field name</b>	Fields are highlighted in bold text.



## Introduction

This document describes the requirements for the current version of vFire Core and vFire Officer & Portal and should be read prior to installation to ensure that your hardware, server and client requirements are met in order to run vFire, vFire Officer & Portal, and the vFire Mobile app.

Minimum recommended specifications are given for each requirement. In some instances, such as Hardware CPU and memory, you can use a higher spec than the minimum recommended in order to increase your system's performance.

If you have any further questions regarding prerequisites, please contact the Alemba Service Desk.



# Web Server Deployment

This section details the hardware and operating system requirements for running the Web Server component of vFire Core (that is, the main application). Multiple web servers can be configured under a load-balancer; contact Alemba for consultation on the best configuration for individual requirements.

We recommend that you install the database on a separate dedicated server.

## Hardware Requirements

vFire Core requires a x64 Windows server. The minimum web server hardware requirements for vFire Core are listed below.



This is the recommended **minimum**. If your site has a large volume of data, you should consider using hardware with a higher specification.

Hardware	Minimum Requirement
CPU	Dual Core 2.7 GHz
Memory	16 GB RAM
HD	4 GB of available space



## Operating System Requirements

Below are the minimum requirements for the operating system.

Operating System	IIS Version	Hardware	Additional Requirements
Windows Server 2008 R2 (64-bit)	IIS 7.5	x64	.NET 4.5.2. MMC 3.0 or above.
Windows Server 2012	IIS 8.0		
Windows Server 2012 R2	IIS 8.5		



Upgrading Windows Server 2008 to Windows Server 2012 is not a supported Server upgrade path. We recommend that you always create a new machine for a change in the operating system of a server rather than upgrading.

## Running vFire on Virtualized Servers

Virtual machines are supported when the guest operating system is supported by vFire Core and the virtual machine vendor. As a minimum, you should have 2 CPUs and 16GB of RAM on your Virtual Machine. Ensure that the CPUs are not over committed.



Your virtual directory must be configured correctly to ensure smooth upgrade of .NET to 4.5.2. See the **Installation and Upgrade Guide** for more details.

## Additional Requirements

The Web Server must include Internet Explorer 11 or above.

Install all language packs associated with the non-English characters used by Analysts at sites that use Unicode databases. This enables the indexing service on the web server to perform indexing correctly.

## Additional Requirements for Oracle

On new web servers, install the 64-bit Oracle Client. Alemba recommends selecting the 'Administrator' install type option when prompted by the Oracle Client installer. ODAC is not required on the web server when the Oracle Client is 64-bit.





On web servers where the 32-bit Oracle Client is installed, you must also install 32-bit ODAC 12c. Alemba recommends ODAC 12c Release 3 and Oracle Developer Tools for Visual Studio (12.1.0.2.1) <http://www.oracle.com/technetwork/topics/dotnet/utilsoft-086879.html>.

## Web Server FAQs

### ? What are the web server prerequisites for setting up production and test environments for vFire Core?

You should install the production environment on its own web server or virtual machine and install the test environment on other servers. When testing an upgrade of vFire Core, a separate test environment will ensure the integrity of any customizations that have been applied in the production environment.

### ? What are the web server prerequisites for vFire Core to support POP3/IMAP/SMTP over SSL?

The web server should be able to communicate with the POP3/IMAP/SMTP/MAPI server.

### ? How should the web server be optimized?

Alemba recommends optimizing the web server for background service performance.

## Configuring the Server

### Before you start

Before doing an installation, check that your server and client machines meet all the prerequisites for web server deployment, database server requirements and client requirements .

If you are using an Oracle database, you need to ensure that you are running Oracle client version 12c or higher before installing vFire Core. To update the dictionary system

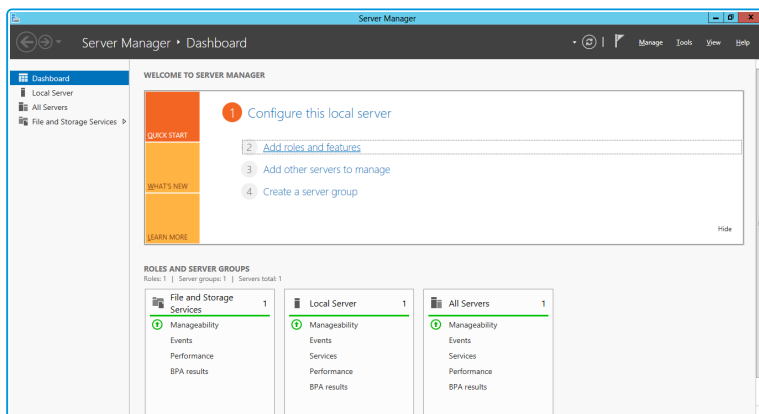


statistics, you must have Database Account privileges on the GATHER\_SYSTEM\_STATISTICS role.

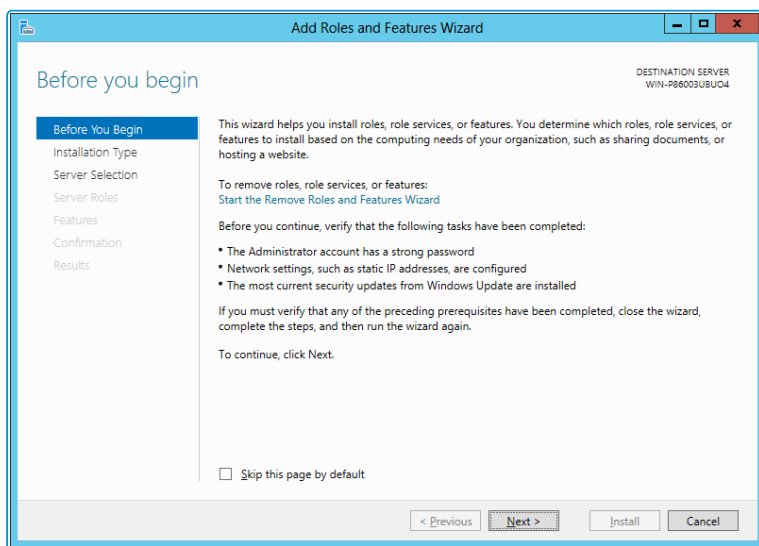
To configure the Windows 2012 Server for vFire Core, follow the instructions in this section.

If you are using Windows 2008, you will need to follow the instructions outlined on [page 19](#).

1. Go to the **Server Manager** application, select **Dashboard**, and select the **Add roles and features** link.



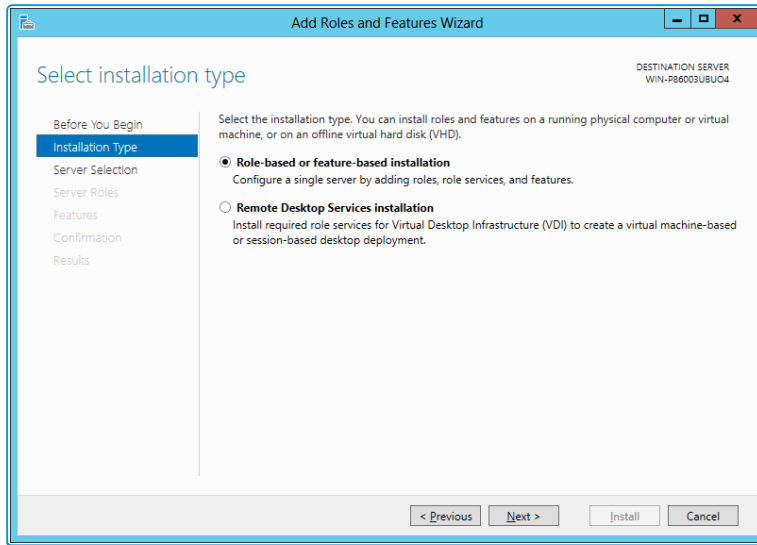
2. This will bring up the **Add Roles and Features Wizard** which opens on the **Before You begin** window. Read this page carefully and ensure that you have completed the tasks listed.



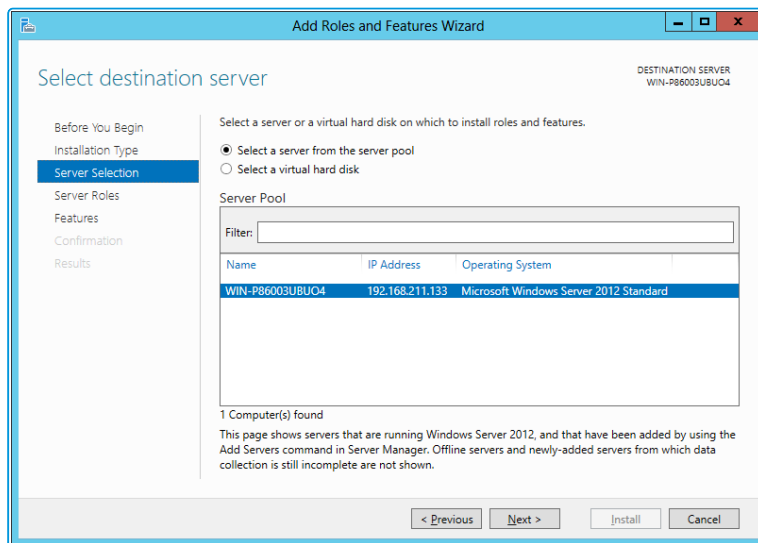
3. Select **Next** to continue.



4. On the **Select installation type** window, select **Role-based or feature-based installation**.



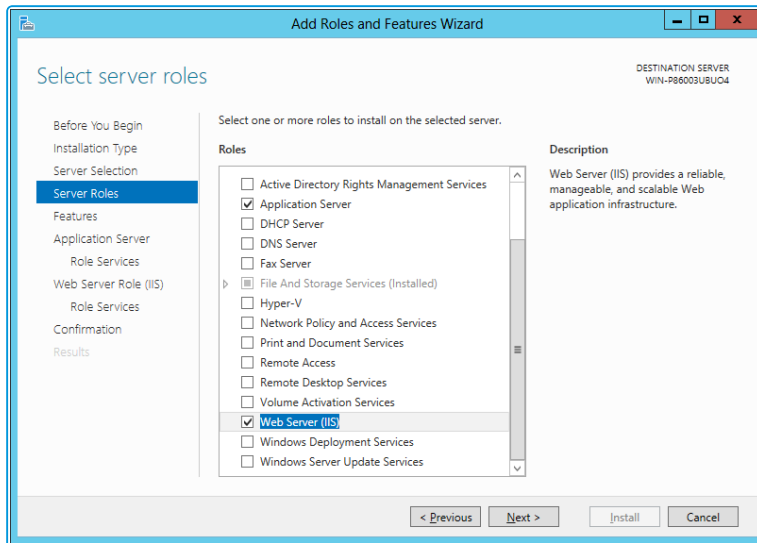
5. Select **Next** to continue.
6. On the **Select destination server** window, select the server that you will be using.



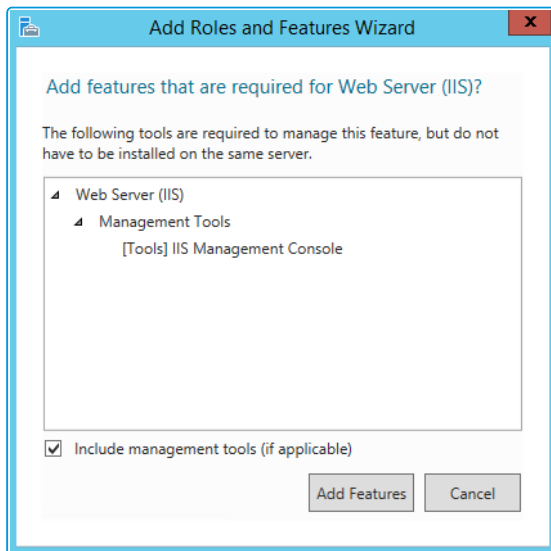
7. Select **Next** to continue.



8. Select **Application Server** and **Web Server (IIS)** as a minimum requirement.



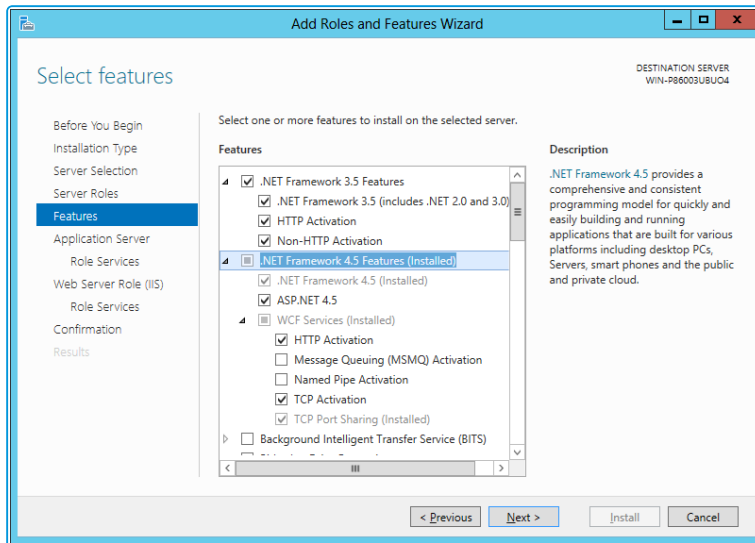
9. When you select **Web Server (IIS)**, the **Add Roles and Features Wizard** window is displayed, prompting you to add management tools.



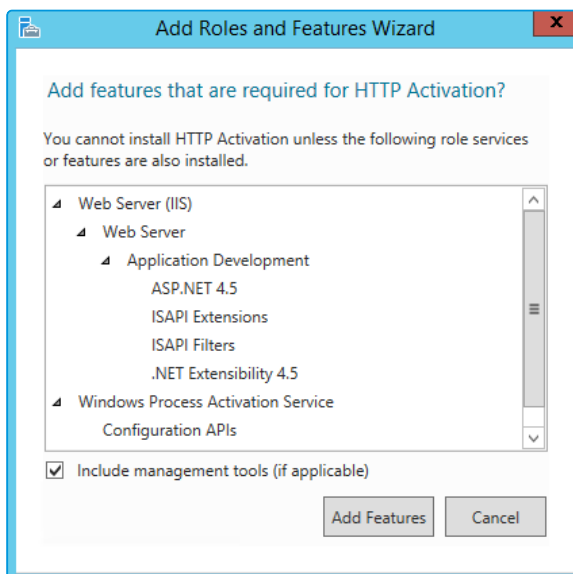
10. Select **Add Features**. The window closes and you are returned to the **Select server roles** window.
11. Select **Next** to continue.



12. In the **Features** window, ensure that the following options are selected.



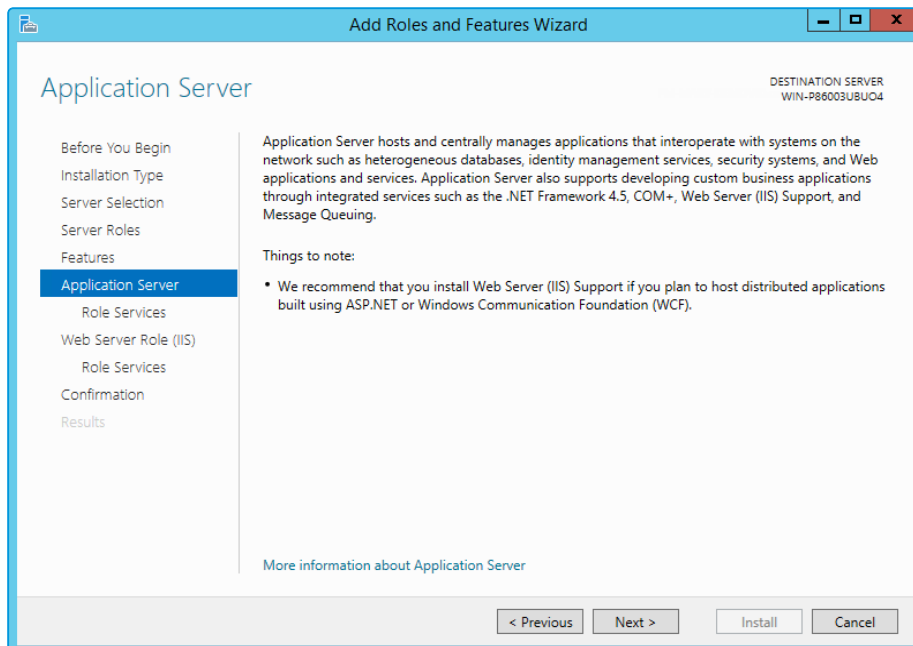
13. When you select **HTTP Activation** under **.NET Framework**, the **Add Roles and Features Wizard** window is displayed, prompting you to add further features.



14. Select **Add Features**. The window closes and you are returned to the **Select features** window.
15. Continue adding the features. When you select **HTTP Activation** beneath **WCF Services**, you will see the **Add Roles and Features Wizard** window again. Select **Add Features** to add the required features and return to the **Select features** window once more.
16. Select **Next** to continue.

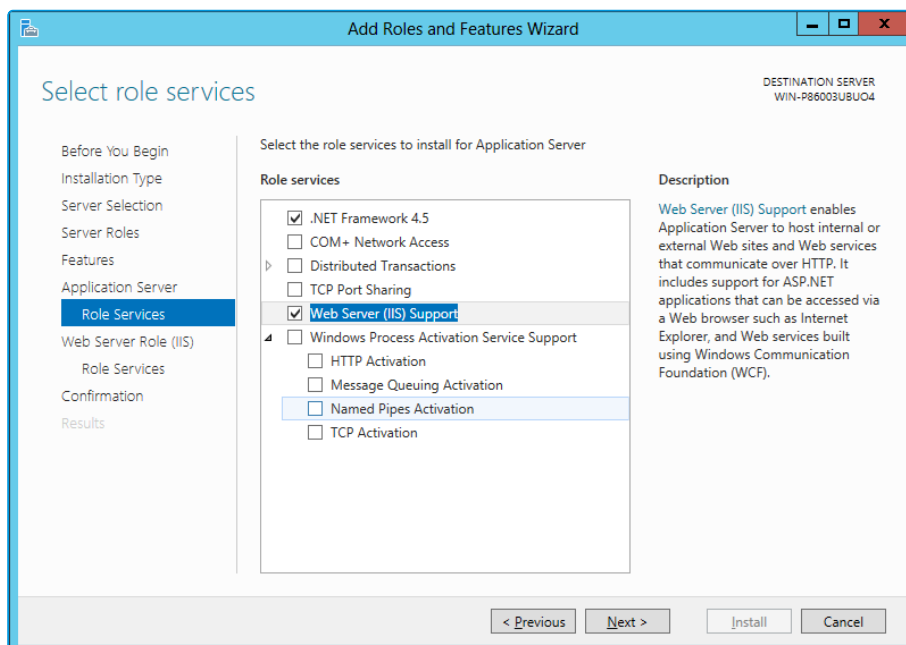


17. The **Application Server** window is displayed, giving you information about the application server. Read through the details to ensure you are familiar with them.



18. Select **Next** to continue.

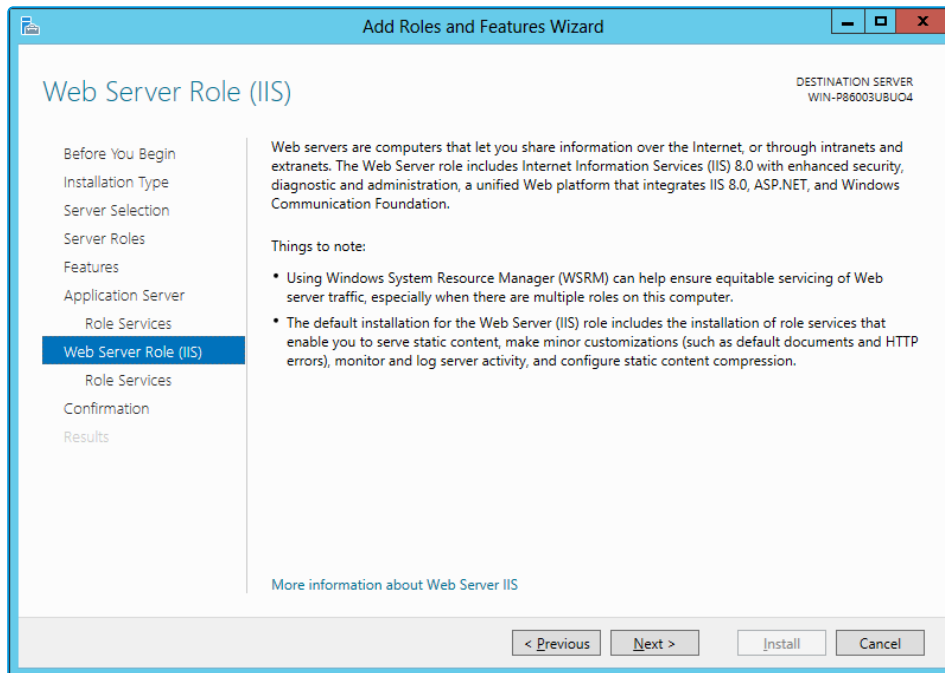
19. In the **Select role services** window, select the following role services for the application server, adding features when the **Add Roles and Features** window is displayed.



20. Select **Next** to continue.



21. In addition to role services for the **Application Server**, you will need to select Role Services for the Web Server Role (IIS). On the **Web Server Role (IIS)** window, read the information provided.



22. Select **Next** to continue.



- On the **Select role services** window, ensure that all of the roles shown in the following screenshot are ticked.

**Add Roles and Features Wizard**

DESTINATION SERVER  
WIN-P86003UBU04

### Select role services

Select the role services to install for Web Server (IIS)

**Role services**

- Web Server**
  - Common HTTP Features
    - Default Document
    - Directory Browsing
    - HTTP Errors
    - Static Content
    - HTTP Redirection
    - WebDAV Publishing
  - Health and Diagnostics
    - HTTP Logging
    - Custom Logging
    - Logging Tools
    - ODBC Logging
    - Request Monitor
    - Tracing
  - Performance
    - Static Content Compression
    - Dynamic Content Compression
  - Security
    - Request Filtering
    - Basic Authentication
    - Centralized SSL Certificate Support
    - Client Certificate Mapping Authentication
    - Digest Authentication
    - IIS Client Certificate Mapping Authentication
    - IP and Domain Restrictions
    - URL Authorization
    - Windows Authentication
  - Application Development
    - .NET Extensibility 3.5
    - .NET Extensibility 4.5
    - Application Initialization
    - ASP
    - ASP.NET 3.5
    - ASP.NET 4.5
    - CGI
    - ISAPI Extensions
    - ISAPI Filters
    - Server Side Includes
    - WebSocket Protocol
- FTP Server
- IIS Hostable Web Core
- Management Tools**
  - IIS Management Console
  - IIS 6 Management Compatibility
  - IIS Management Scripts and Tools
  - Management Service

**Description**

Web Server provides support for HTML Web sites and optional support for ASP.NET, ASP, and Web server extensions. You can use the Web Server to host an internal or external Web site or to provide an environment for developers to create Web-based applications.

Install Cancel





Dynamic Content Compression is an optional setting and will not affect vFire Core.

24. Select **Next** to continue.



- In the **Confirm installation selections** window, confirm that you have the following selected. Scroll down to see the details.

**Add Roles and Features Wizard**

DESTINATION SERVER  
pm-mary-demo-0.corp.alembagroup.com

**Confirm installation selections**

Do you need to specify an alternate source path? One or more installation selections are missing source files on the destina... X

To install the following roles, role services, or features on selected server, click Install.

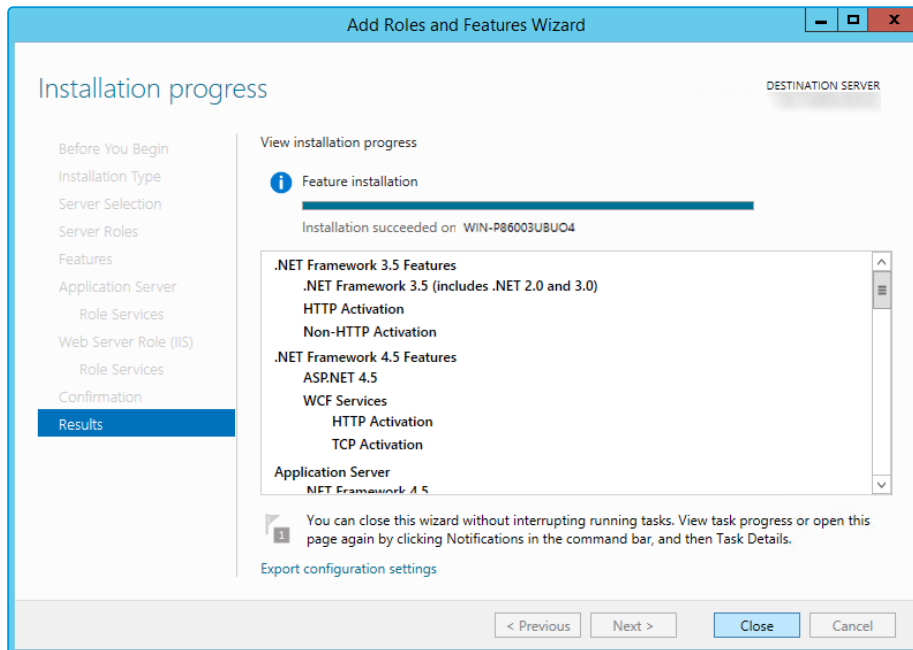
Restart the destination server automatically if required

Optional features (such as administration tools) might be displayed on this page because they have been selected automatically. If you do not want to install these optional features, click Previous to clear their check boxes.

- .NET Framework 3.5 Features
  - .NET Framework 3.5 (includes .NET 2.0 and 3.0)
  - HTTP Activation
  - Non-HTTP Activation
- .NET Framework 4.5 Features
  - ASP.NET 4.5
  - WCF Services
    - HTTP Activation
    - TCP Activation
- Application Server
  - .NET Framework 4.5
  - Web Server (IIS) Support
- Web Server (IIS)
  - Management Tools
    - IIS Management Console
    - IIS Management Scripts and Tools
  - Web Server
    - Application Development
      - ASP
      - ASP.NET 3.5
      - ASP.NET 4.5
      - ISAPI Extensions
      - ISAPI Filters
      - .NET Extensibility 3.5
      - .NET Extensibility 4.5
    - Common HTTP Features
      - Default Document
      - Directory Browsing
      - HTTP Errors
      - HTTP Redirection
      - Static Content
    - Health and Diagnostics
      - HTTP Logging
      - Logging Tools
      - Request Monitor
    - Performance
      - Static Content Compression
    - Security
      - Basic Authentication
      - IIS Client Certificate Mapping Authentication
      - Client Certificate Mapping Authentication
      - Digest Authentication
      - Request Filtering
      - IP and Domain Restrictions
      - URL Authorization
      - Windows Authentication
  - Windows Process Activation Service
    - Configuration APIs
    - .NET Environment 3.5
    - Process Model



26. Select **Install** when you are ready to proceed. When installation is complete, the results window will display all roles, role services and features which have been installed.



27. Select **Close** to close the wizard. The configuration is complete.

## Adding ASP.NET to Windows 2008

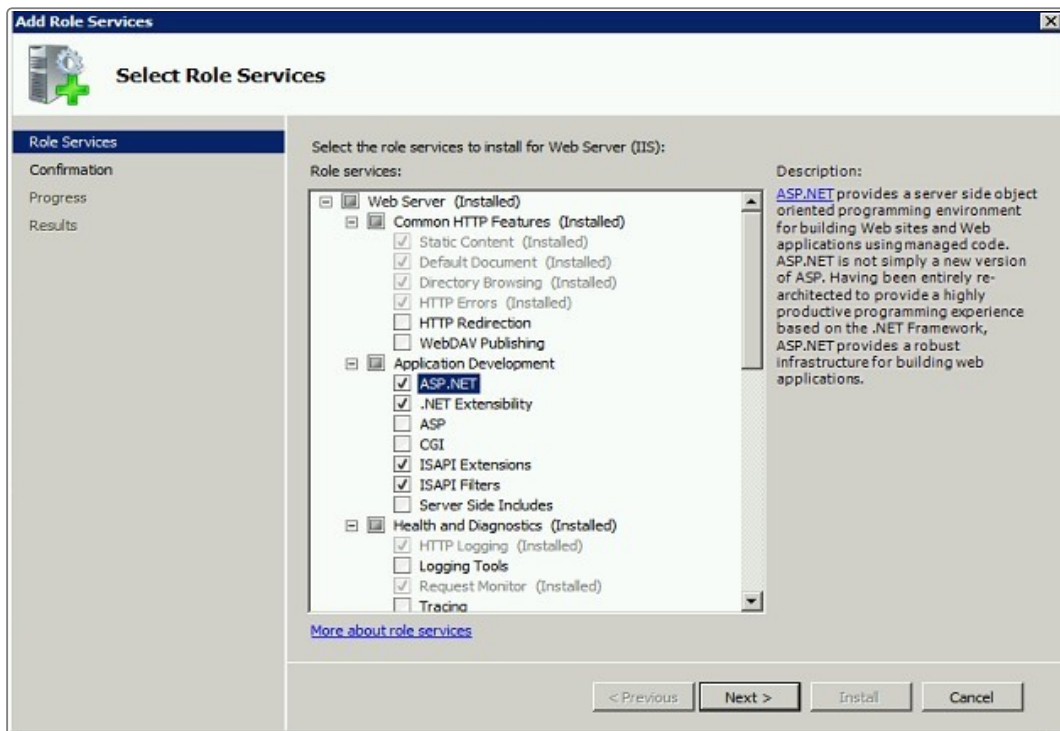
If you are using Windows 2012, you should follow the instructions in the Installation Procedure section of this document, when adding ASP.NET. Follow the instructions below if using Windows 2008.

### Adding ASP.NET Role Service

To add ASP.NET as a role service to your Windows Server 2008 machine:



1. Select Windows Start > Control Panel > Administrative Tools > Server Manager. The Server Manager window appears.
2. Select Server Manager > Roles > Web Server > Add Role Services. The Add Role Services window appears.



3. Select **Web Server > Application Development > ASP.NET**.
4. Select **Next** to complete adding the role service.



## Database Server Requirements

This section details the requirements for running the database component of the current release of vFire Core.



We recommend that you install vFire Core on a separate server to the database server.

## Hardware Requirements

Your database vendor's documentation should provide the minimum recommended hardware configuration required for the database version you intend to deploy.

## Database Engine Requirements

vFire Core supports the following database engines.

	9.2.0	9.2.1	9.2.2	9.2.3	9.3.0	9.4	9.5
SQL Server 2008 SP1 , 2008 R2 (32 or 64 bit)	✓	✓	✓	✓	✓	✓	✓
SQL Server 2012 (64 bit)	✓	✓	✓	✓	✓	✓	✓
SQL Server 2014 (64 bit)	✓	✓	✓	✓	✓	✓	✓
SQL Server 2016 (64 bit)	x	x	x	x	x	x	✓
Oracle 11g R1 or R2	✓	✓	✓	✓	x	✓	x
Oracle 12c	✓	✓	✓	✓	x	✓	x



If using Oracle 11g please refer to [page 22](#).

## Network Location

The network location of the database server to the vFire Core server will have an impact on performance. Network switching and firewall configurations need to be considered in the design of the system.



## Additional Requirements

Please note the following database engine requirements:

### Oracle

The versions of vFire Core indicated in the matrix above support:

- Standard and Enterprise editions of Oracle
- 32-bit and 64-bit editions of the Oracle database

You must also:

- Configure the database to support Unicode character sets.
- Ensure that Oracle Client 12c is installed on the web server.
- Ensure that Oracle Data Provider (ODP) for .NET, 32-bit ODAC 12c, is installed on the web server if the Oracle Client is 32-bit. For more detail see [page 7](#)

### SQL Server Exclusions

! vFire Core does not support SQL Server Express editions.

## Appendix A: Configuring SQL Database - Table Ownership

### New Database Configuration

For installations where a new SQL Server database is used, you should create a vFireCoreDBOwner account and assign this account as the database owner (dbo).

This allows the use of one account for the normal running of vFire Core and performance of administrative operations (i.e. run upgrade scripts) on the database. This also allows DBAs to give the vFireCoreDBOwner account access to only the vFire Core database.

To do this, create the account **vFireCoreDBOwner**. Then run the following script:

```
use <databasename> go exec sp_dropuser 'vFireCoreDBOwner' exec sp_
changedbowner 'vFireCoreDBOwner'
```

where <databasename> is the name of the database that you are modifying.



**sp\_dropuser** needs to be run first because a user cannot become the owner of the current database if they already have access to the database through an existing alias or user security account within the database.

As **vFireCoreDBOwner** will become **dbo**, this account will have implied permissions to perform all activities in the database so no role needs to be established for this database user.

### Existing Database Configuration

Existing vFire Core databases should continue using the account under which the database was created. This account should be a member of the **sysadmin** fixed server role.



Alemba recommends consulting with your DBA if you wish to change the database owner to a new account that can perform ordinary operations to the database as well as administrative operations, as the database owner of all tables will need to be changed manually.



## Client Requirements


This section details the client requirements for the current release of vFire Core.

### vFire Core

The current release of vFire Core is supported on Microsoft Windows clients with the following browser and operating system combinations.

! vFire Core runs in 32-bit mode in Internet Explorer. Therefore the 32-bit version of Internet Explorer must be installed on the client machine even if using 64-bit Internet Explorer.

	Windows Vista	Windows 7	Windows 8.1	Windows 10
Internet Explorer 9	✓*	✗	✗	✗
Internet Explorer 11	✗	✓	✓	✓

 Microsoft documents that extended support for Vista ends in April 2017.

! Designer is not compatible with Vista and Internet Explorer 9. A known limitation with vFire Core and Vista/IE9 prevents screens rendering correctly in Designer.

### vFire Self Service

The current release of vFire Self Service is supported on the following browser and operating system combinations.

	Windows Vista	Windows 7	Windows 8.1	Windows 10	Mac
Internet Explorer 9	✓	✗	✗	✗	✗
Internet Explorer 11	✗	✓	✓	✓	✗
Windows Edge	✗	✗	✗	✓	✗





	Windows Vista	Windows 7	Windows 8.1	Windows 10	Mac
Firefox	✓	✓	✓	✓	✓
Chrome	✓	✓	✓	✓	✓
Safari	✗	✗	✗	✗	✓

### Minimum Supported Browser Versions

This list describes the minimum supported browser versions for the vFire Self Service portal. All versions above the ones listed are supported.

- Chrome version 47.0.2526
- Firefox version 43.0.3
- Safari version 9.0.2



Chrome and Firefox use the 'always up to date' model of frequent background updates which regularly increases their version numbers.

Microsoft browsers are excluded from this list as only the versions specified above are supported.

## vFire Officer and Portal

Microsoft Silverlight is required to run vFire Officer and Portal. Microsoft Silverlight can be downloaded from the [Microsoft Silverlight web page](#). There is a list of compatible operating systems and browsers in the **System Requirements** tab. Officer and Portal can be run on all operating systems and browsers which are supported by Microsoft.

Silverlight is supported on the following browsers.

	Internet Explorer	Safari	Firefox	Chrome
PC	✓	✗	✓	✗
Mac	✗	✓	✓	✗



## ActiveX Support

The current release of vFire Core client requires permission to download and execute signed ActiveX controls. If this is not feasible, you can install the ActiveX controls using the available MSI package.

You need to configure browser settings for vFire Core (internet and intranet) to download ActiveX controls. Follow these steps.

1. In Internet Explorer (v9.0 or above), go to the **Tools** menu and select **Internet Options**.
2. In the **Security** tab, highlight the **Internet** or **Local Intranet** security level icons, depending on where the web server is located.
3. Click on the **Custom Level button**. The **Security Settings** window is displayed.
4. Select the option to enable or prompt for **Download Signed ActiveX controls**.



vFire Core signs its controls so that they are regarded as trusted controls. This should not affect the majority of sites, as most people will not have modified their default settings.



## Client FAQs

### ? What are the Client prerequisites for Microsoft Office integration?

Alemba supports integration of vFire Core with a number of Microsoft Office applications such as Word, Excel and Project. The prerequisite for this integration is that the client machine must have Office 2007 or above installed.

There are additional prerequisites for integration for specific Microsoft products. These prerequisites are described in separate questions that follow.

### ? What are the Client prerequisites for vFire Core spell checking functionality?

Installing Microsoft Word 2007 or above on the client machines will enable the client machines to use the spell checker in vFire Core.

### ? What are the Client prerequisites for MS Project integration with vFire Core?

MS Project 2007 and above are supported. This will enable you to export request and task schedules to MS Project using the **Project** explorer option.



## Email Server Requirements

The following email server types are supported by vFire Core.

	9.2.0	9.2.1	9.2.2	9.2.3	9.3	9.4	9.5
Exchange 2010	✓	✓	✓	✓	✓	✓	✓
Exchange 2013	✓	✓	✓	✓	✓	✓	✓
Exchange 365	x	x	x	x	x	✓	✓

### Email Protocols

This is for the supported email protocols of:

Incoming Email: POP3, IMAP and MAPI

Outgoing Email: SMTP, MAPI



Other email servers like Novell GroupWise and IBM Lotus Notes should also work, as long as one of the supported email protocols is used.



## User Directory Servers

The following directory servers are supported by vFire Core.

Directory Server	Version
Microsoft Active Directory	2008
Microsoft Active Directory	2012
Novell eDirectory	8
Sun Java System Directory	5



# vFire App Prerequisites

Ensure that your system meets the following prerequisites before configuring your environment for the vFire Mobile app.

You must be running:

- vFire Core 9.2.2 or above (server version)
- Windows Phone 8.1
- iOS versions 7 or higher
- Android versions 4.3 or higher

## Finding the App

The app is available from the following stores:

- **itunes** - <https://itunes.apple.com/gb/app/vfire-officer/id966173033?mt=8>
- **google play** - <https://play.google.com/store/apps/details?id=com.alemba.vfireapp>
- **microsoft** - <https://www.microsoft.com/en-us/store/p/vfire/9nblggh4wkvs>



## Further Information

### Product Information and Online Support

For information about Alemba products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, go to [www.alemba.help](http://www.alemba.help).

Up-to-date product documentation, training materials and videos can be found at [www.alemba.help/help](http://www.alemba.help/help).



You may need to register to access some of these details.

### Technical Support

For technical support, please visit: [www.alemba.com](http://www.alemba.com) and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

### Comments and Feedback

If you have any comments or feedback on this documentation, submit it to [info@alembagroup.com](mailto:info@alembagroup.com).