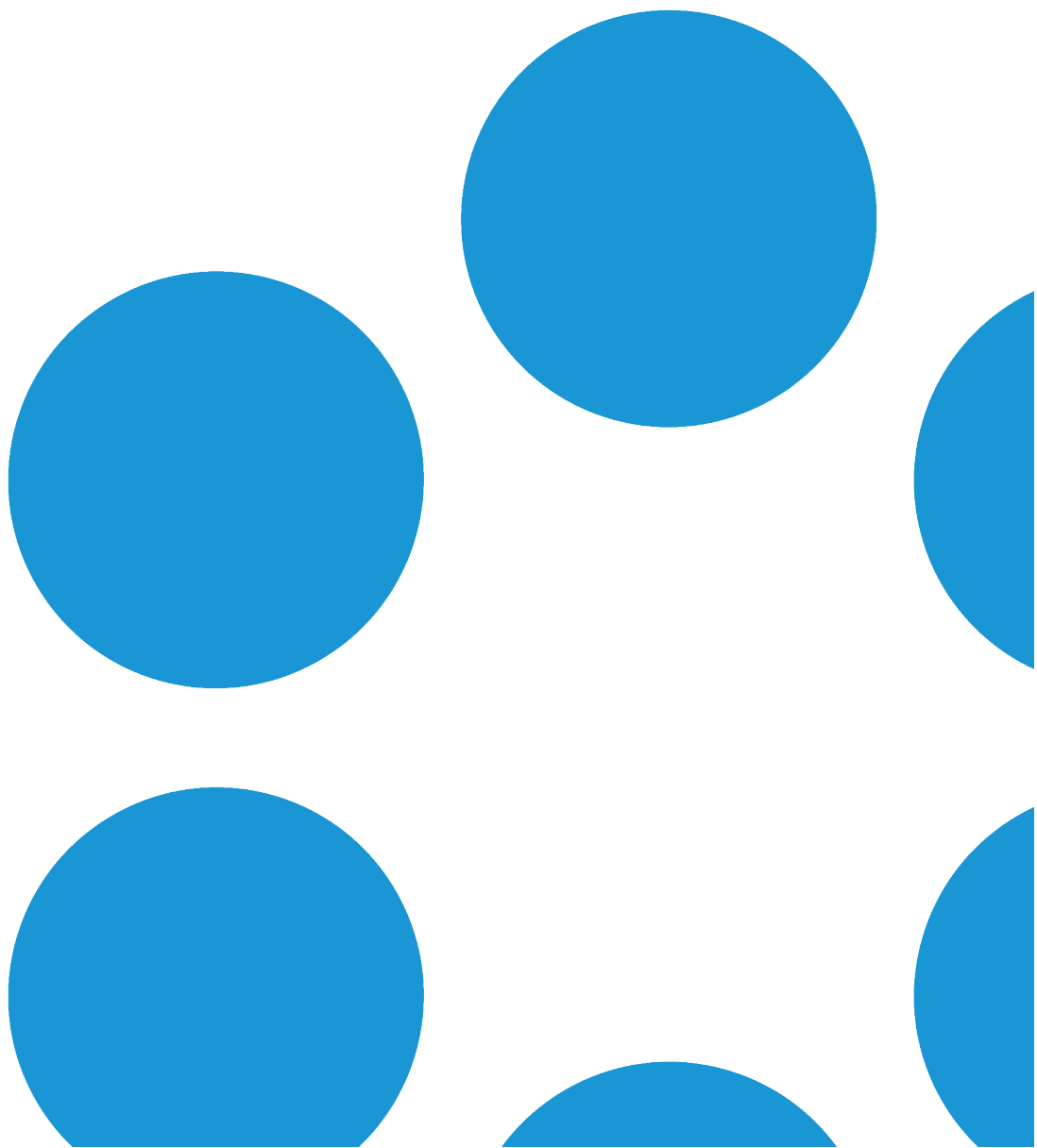




vFire 9.6

Prerequisites Guide

Version 1.0





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## 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	7 September 2016	<p>This version of the Prerequisites Guide documents the prerequisites for version 9.6.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>Database Engine requirements</b> - clarification of support for database engines in 9.6</li> <li>• <b>Email Server requirements</b> - clarification of support for email server types in 9.6</li> <li>• <b>vFire Mobile prerequisites</b></li> </ul> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p> Refer to the Server Console Guide to ensure that you have selected the correct settings for Chat functionality in vFire 9.6.</p> </div>


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## 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, vFire Officer & Portal, and the vFire app, and should be read prior to installation to ensure that your hardware, server and client requirements are met.

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 Support 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.



## 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	9.4	9.5	9.6
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 11](#).

## 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, 64-bit ODAC 12c, is installed on the web server if the Oracle Client is 64-bit. For more detail see [page 7](#).

### SQL Server Exclusions



vFire Core does not support SQL Server Express editions.



## 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	✗	✗	✗	✓	✗
Firefox	✓	✓	✓	✓	✓



	Windows Vista	Windows 7	Windows 8.1	Windows 10	Mac
Chrome	✓	✓	✓	✓	✓
Safari	x	x	x	x	✓

### 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	✓	x	✓	x
Mac	x	✓	✓	x



## 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	9.6
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 need to be using vFire Core 9.2.2 or above (server version)
- The App version number must be compatible with the version number of your vFire Core system, which you can check in your server console. An error message will display if you try to log in with an incompatible version of vFire Core.
- Your mobile device must be able to navigate to the vFire HTML pages delivered via IIS web services. This may require you to configure your firewall.
- You must have a valid vFire login account, and be flagged as an Analyst.
  - If Directory authentication is used, you may need to configure a second basic authentication system.
  - Microsoft Active Directory or Novell eDirectory authentication are excluded from V1.0.0 of this mobile app.
- You must know your system name and URL to configure the settings when you first use the app. Your system administrator will provide these.

## Specific Versions

The vFire app is supported on the following iOS and Android mobile operating systems:

- Windows Phone 8.1
- iOS versions 7 or higher
- Android versions 4.3 or higher

It has been tested on the following devices. (Other devices are also supported.)

- iPhone 5
- iPhone 6
- Samsung Galaxy S3
- Sony Xperia Z3
- HTC One



## 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).