



vFire 9.7

Prerequisites Guide

Version 1.2

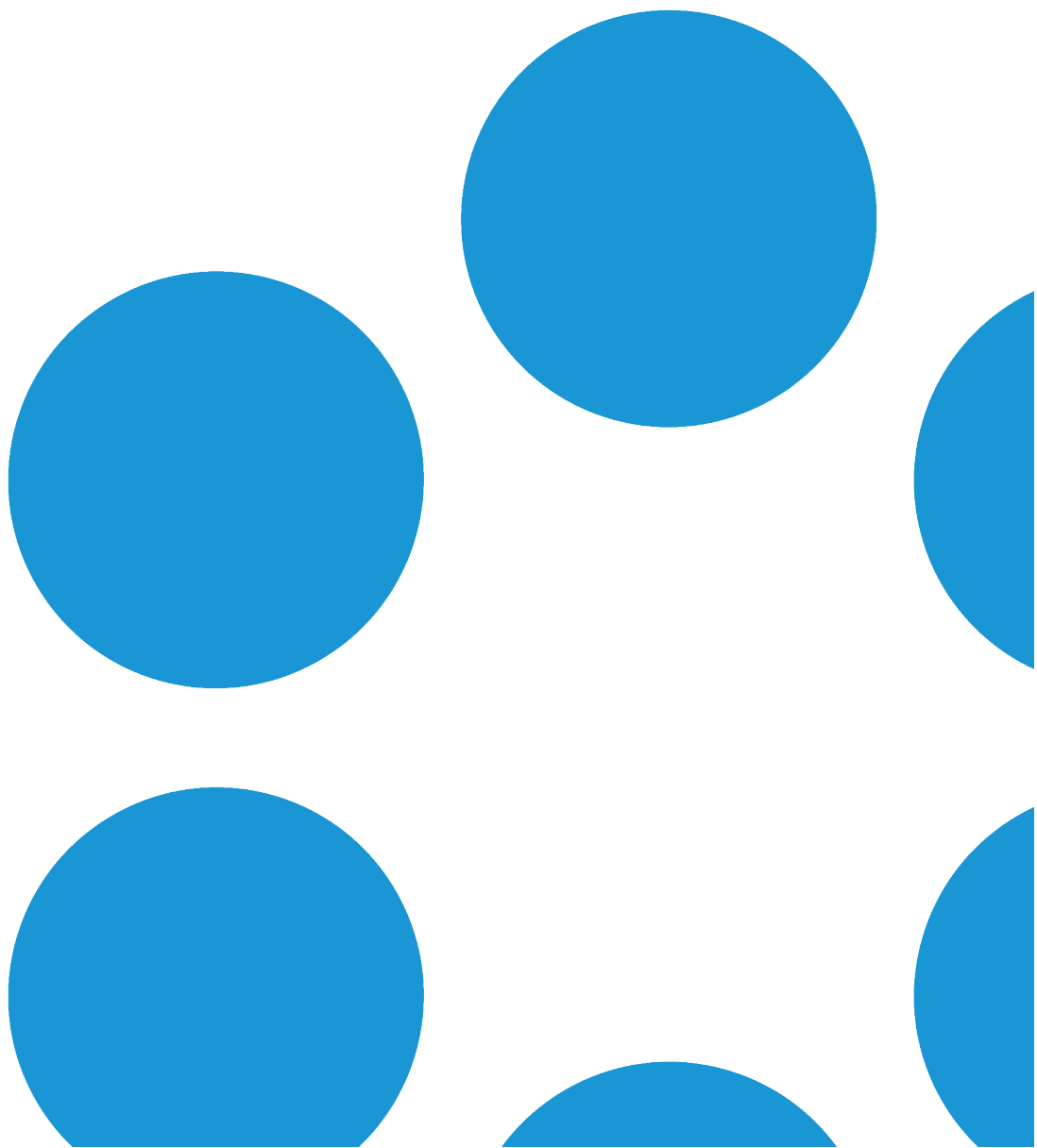




Table of Contents

Version Details	4
Copyright	5
About this Guide	6
Intended Audience	6
Standards and Conventions	6
Introduction	7
Web Server Deployment	8
Hardware Requirements	8
Operating System Requirements	9
Running vFire on Virtualized Servers	9
Additional Requirements	9
Web Server FAQs	10
Database Server Requirements	11
Hardware Requirements	11
Database Engine Requirements	11
Network Location	12
Client Requirements	13
vFire Core	13
vFire Self Service	13
vFire Officer and Portal	14




ActiveX Support	14
PowerShell Requirements	15
Client Prerequisites for Microsoft Office Integration	16
Local Screen Resolution	16
Email Server Requirements	17
User Directory Servers	18
vFire App Prerequisites	19
vFire Officer	19
vFire Mobile	20
Further Information	21
Product Information and Online Support	21
Technical Support	21
Comments and Feedback	21



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	25 January 2017	<p>This version of the Prerequisites Guide documents the prerequisites for version 9.7.xx of vFire Core and vFire Officer & Portal. It contains the following updates to the prerequisites for earlier software releases:</p> <ul style="list-style-type: none"> • PowerShell 5 must be installed on the application server. See page 15 for more details. • Full Text Search/Full-Text and Semantic Extractions for Search settings are required for the new Matching Panel functionality. See page 12 for more details. • SQL 2012 or above is required if you wish to investigate the new Alemba API. See page 11 for more details. • Screen resolution should be configured to a minimum screen resolution height of 900 to ensure that users can access the scroll bar in submenus in the new vFire Menu display. See page 16 for more details. <div data-bbox="598 1458 1385 1525" style="background-color: #e0e0e0; padding: 5px;">  vFire 9.7 does not support Oracle installations. </div>
1.1	8 February 2017	Additional information in the Client Requirements section regarding the 64-bit client installation.
1.2	23 February 2017	Clarification in the Client Requirements regarding versions of Microsoft Office currently supported. We do not currently support Office 2016.



Copyright

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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 software. If you are running an earlier version of vFire please refer to alemba.help.

Intended Audience

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

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.
Field name	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 software, 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.



The 9.7 release of vFire does not support Oracle installation.



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.



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 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	9.7
SQL Server 2008 SP1 , 2008 R2 (32 or 64 bit)  See page 12 below.	Y	Y	Y	Y	Y	Y	Y	Y	Y*
SQL Server 2012 (64 bit)  See page 12 below.	Y	Y	Y	Y	Y	Y	Y	Y	Y
SQL Server 2014 (64 bit)  See page 12 below.	Y	Y	Y	Y	Y	Y	Y	Y	Y
SQL Server 2016 (64 bit)  See page 12 below.	N	N	N	N	N	N	Y	Y	Y
Oracle 11g R1 or R2	Y	Y	Y	Y	N	Y	N	Y	N



	9.2.0	9.2.1	9.2.2	9.2.3	9.3	9.4	9.5	9.6	9.7
Oracle 12c	Y	Y	Y	Y	N	Y	N	Y	N



* SQL Server 2008 is not supported if you are using the Alemba API.

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.

SQL Server Requirements

SQL Server 2008 requires **Full-Text Search** to be enabled in the Feature Selection section.

SQL Server 2012 and above requires the **Full-Text and Semantic Extractions for Search** feature to be enabled.

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.

Internet Explorer 32-bit and 64-bit browsers are supported. By default, vFire Core runs in 32-bit mode in Internet Explorer. The 64-bit client is available as a separate installer, but is not automatically deployed.

	Windows Vista	Windows 7	Windows 8.1	Windows 10
Internet Explorer 9	Y*	N	N	N
Internet Explorer 11	N	Y	Y	Y

* 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	Y	N	N	N	N
Internet Explorer 11	N	Y	Y	Y	N
Windows Edge	N	N	N	Y	N
Firefox	Y	Y	Y	Y	Y
Chrome	Y	Y	Y	Y	Y
Safari	N	N	N	N	Y



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.

- Internet Explorer 11
- 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	Y	N	Y	N
Mac	N	Y	Y	N

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.

PowerShell Requirements

PowerShell 5 **must** be installed on your web server prior to installing or upgrading to 9.7.



Client Prerequisites for Microsoft Office Integration

vFire Core is integrated with a number of Microsoft Office applications such as Word, Excel and Project. The client machine must have Office 2007 or above installed.

- ! Microsoft Office 2016 is not currently supported, and you may encounter problems when using spellcheck and other features.

Local Screen Resolution

Analysts using vFire Core should configure their screen resolution to a minimum screen resolution height of 900 to ensure that users can access the scroll bar in submenus in the new vFire Menu display.

This should not require adjustment of most standard and recommended settings, and will only affect those users who have access to a wide range of options, particularly within the Admin menu. You are advised to view the menu to determine whether changes are needed before adjusting any settings.



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	9.7
Exchange 2010	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exchange 2013	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exchange 365	N	N	N	N	N	Y	Y	Y	Y

Email Protocols

This release supports 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

vFire Officer

Ensure that your system meets the following prerequisites before configuring your environment for the vFire Officer 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 Officer** 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



vFire Mobile

The **vFire Mobile** app, designed for users to view their calls, approvals, order and assets.

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

- You need to be using vFire Core 9.7.0 or above (server version)
- The app is currently available on Windows 8.1 phones



Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit www.alemba.com.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at 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 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.