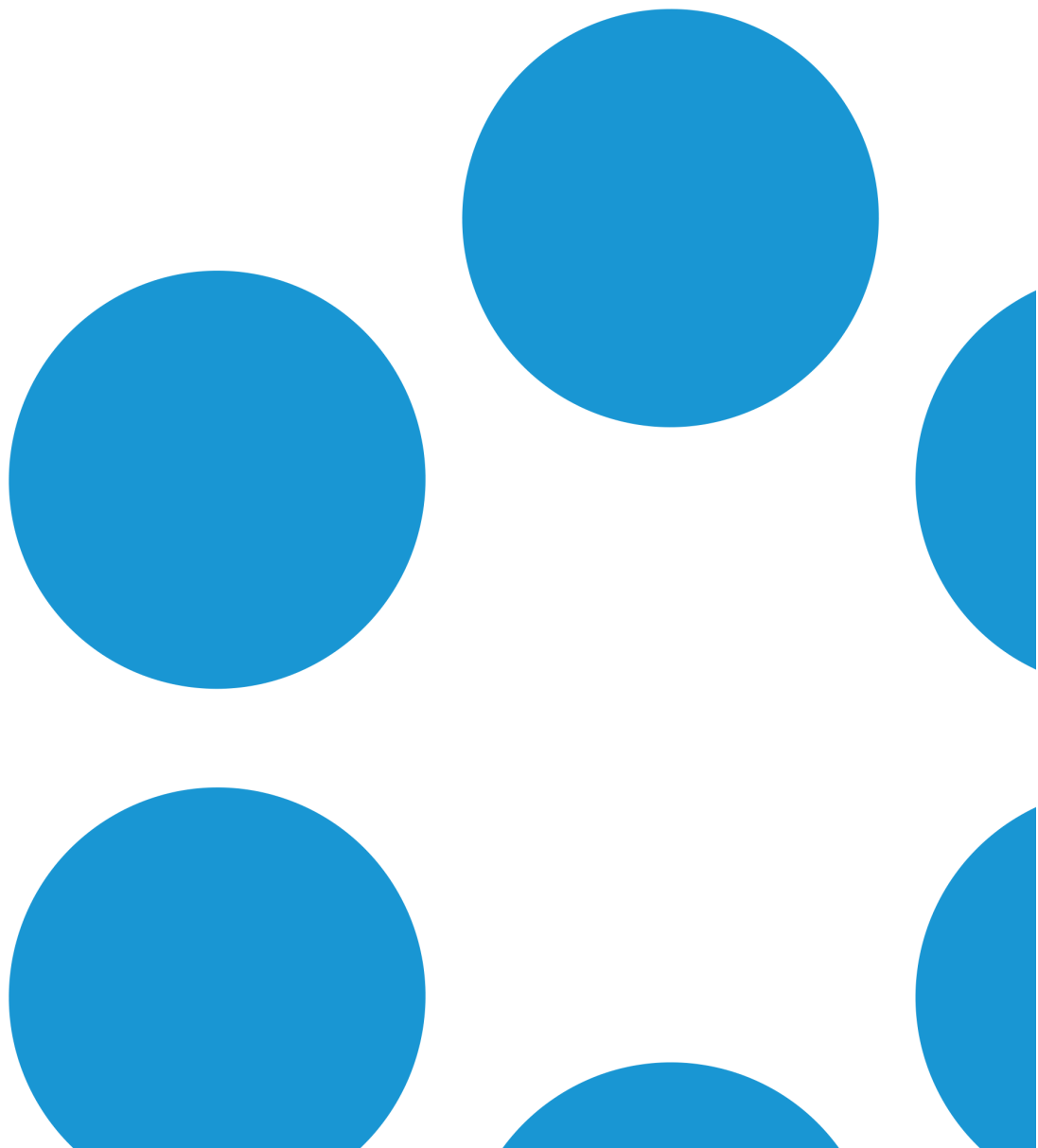




vFire Core 9.2

Prerequisites Guide

Version 1.0







# Table of Contents

<b>Version Details</b> .....	<b>v</b>
Online Support .....	v
Comments and Feedback .....	v
Copyright .....	v
<b>About this guide</b> .....	<b>vii</b>
Intended Audience .....	vii
Standards and Conventions .....	vii
<b>Introduction</b> .....	<b>1</b>
<b>Web Server Deployment</b> .....	<b>3</b>
Hardware Requirements .....	3
Operating System Requirements .....	3
Running vFire on Virtualized Servers .....	5
Microsoft .NET Requirements .....	5
Additional Requirements .....	5
Web Server FAQs .....	5
<b>Database Server Requirements</b> .....	<b>7</b>
Hardware Requirements .....	7
Database Engine Requirements .....	7
Network .....	7
Additional Requirements .....	8
<b>Client Requirements</b> .....	<b>9</b>
vFire Core .....	9
vFire Officer and Portal .....	9
Microsoft Data Access Components Requirement .....	9



Active X Support .....	10
Client FAQs .....	10
<b>User Directory .....</b>	<b>13</b>
<b>Further Information .....</b>	<b>15</b>
Product Information and Online Support .....	15
Technical support .....	15
Comments and Feedback .....	15



# Version Details

This document 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	19 December 2014	Requirements for vFire Core 9.2 to be read before installation in order to ensure sufficient hardware, server and client requirements.

## Online Support

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# About this guide




This guide contains instruction and information on the prerequisites for vFire Core 9.2 prior to installation detailing sufficient hardware, server and client requirements.

## Intended Audience

This guide is written for system administrators responsible for installing the vFire Core System.

## 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 interest/significance to certain users. 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 vFire Core 9.2 and should be read before installation to ensure that you have the sufficient hardware, server and client requirements in order to run vFire Core. 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 further.

If you have any questions regarding prerequisites which is not covered in this documentation 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).

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

## Hardware Requirements

vFire Core requires a host system with an x86 or x64 architecture. 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	Requirement
CPU	Dual Core 3.0GHz
Memory	16 GB RAM

## Operating System Requirements

Below are the minimum requirements for the operating system.

Operating System	Web Server		Hardware	Miscellaneous Requirement
	Version	Compatibility Configuration Required		
Windows Server 2008 SP2 (32-bit)	IIS 7.0	IIS 6	x86, x64	.NET 3.5, MMC 3.0 and above



Operating System	Web Server		Hardware	Miscellaneous Requirement
	Version	Compatibility Configuration Required		
Windows Server 2008 R2 (64-bit)	IIS 7.5	IIS 6 and IIS application pool running in 32-bit mode	x64	.NET 3.5, MMC 3.0 and above
Windows Server 2012	IIS 7.5	IIS 6	X64	.NET 3.5, MMC 3.0 and above For Oracle Database servers, install ODAC 11g release 3 32 bits
Windows Server 2012 R2	IIS 8.0	IIS 6	X64	.NET 3.5, MMC 3.0 and above For Oracle Database servers, install ODAC 11g release 3 32 bits



vFire Core 9.2 runs as a 32-bit application on 64-bit Windows systems using the 32-bit compatibility mode.



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.

## Microsoft .NET Requirements

The Microsoft.NET products that must be installed on the Web Server before you proceed with installation of vFire Core Version 9.2 are listed below.

Microsoft.NET Product	Version
Microsoft.NET	3.5
Microsoft ASP.NET	2.0
Microsoft ASP.NET	4.5

## Additional Requirements

1. The Web Server must include:
  - Internet Explorer 8.0 or above
  - MMC 3.0 or above
2. Install all language packs associated with the non-English characters used by officers 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 prerequisites in a virtual machine environment?

If you run vFire Core Version 9.2 in a virtual machine environment, ensure that the resources assigned to each virtual machine meet the minimum physical requirements listed under **Hardware Requirements**.



- Care should be taken to ensure that virtual machines do not contend with one another for resources such as the physical disk.

### What are the Web Server prerequisites for setting up production and test environments for vFire Core Version 9.2?

Alemba recommends that you 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 Version 9.2, 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 outgoing Email?

The server vFire Core Version 9.2 is installed on should be able to communicate with an SMTP or MAPI server.

### What are the Web Server prerequisites for incoming Email?

The server on which vFire Core Version 9.2 is installed should be able to communicate with the email server via MAPI, POP3 or IMAP.

### What are the Web Server prerequisites for vFire Core Version 9.2 to support POP3/IMAP/SMTP over SSL?

The Web Server should be able to communicate to 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 vFire Core Version 9.2. Web Server



We recommend that you always 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 Version 9.2 supports the following database engines.

	9.2.0
SQL Server 2008 SP1 , 2008 R2 (32 or 64 bit)	✓
SQL Server 2012 (64 bit)	✓
SQL Server 2014 (64 bit)	✓
Oracle 11g R1 or R2	✓
Oracle 12c	✓

## Network

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

vFire Core Version 9.2 supports:

- Standard and Enterprise editions of Oracle.
- 32-bit and 64-bit editions of Oracle.
- Ensure that the Oracle client installed on the Web server is version 11g or higher.
- Configure the database to support Unicode character sets.

### SQL Server Exclusions

- vFire Core Version 9.2 does NOT support SQL Server Express editions.





# Client Requirements

This section details the client requirements for vFire Core.

## vFire Core

vFire Core Version 9.2 is supported on Microsoft Windows clients with the following browser and operating system combinations.

OS	Windows Vista		Windows 7				Windows 8			Windows 8.1
Browser	IE8	IE9	IE8	IE9	IE10	IE11	IE8	IE9	IE10	IE11
9.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



64-bit versions of Internet Explorer are NOT supported.

## vFire Officer and Portal

Microsoft Silverlight is required to run vFire Officer and Portal which 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		✓	✓	

## Microsoft Data Access Components Requirement

It is recommended that you have MDAC 2.8 for vFire Core Version 9.2 to function at optimal levels.



## Active X Support

The vFire Core Version 9.2 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) in order to download of ActiveX controls. Follow these steps to ensure your browser settings support using vFire Core Version 9.2's ActiveX controls.

1. In Internet Explorer (v8.0 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 prompt or enabled option under the Download Signed ActiveX controls.



vFire Core Version 9.2 signs its controls so that they are regarded as trusted controls. This should not affect a majority of the 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 Version 9.2 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 2008 or above installed.

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

### What are the Client prerequisites for vFire Core Version 9.2 spell checking functionality?

Install Microsoft Word 2008 on the client machines. This will enable the client machines to use the spell checker in vFire Core Version 9.2,



### What are the Client prerequisites for MS Project integration with vFire Core Version 9.2?

Only MS Project 2008 and above are supported. This will enable you to export request and task schedules to MS Project using the Project explorer option.





# User Directory

The following directory servers are supported by vFire Core Version 9.2.

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





# Further Information

## Product Information and Online Support

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