vFire Core

vFire Core 9.3

Prerequisites Guide
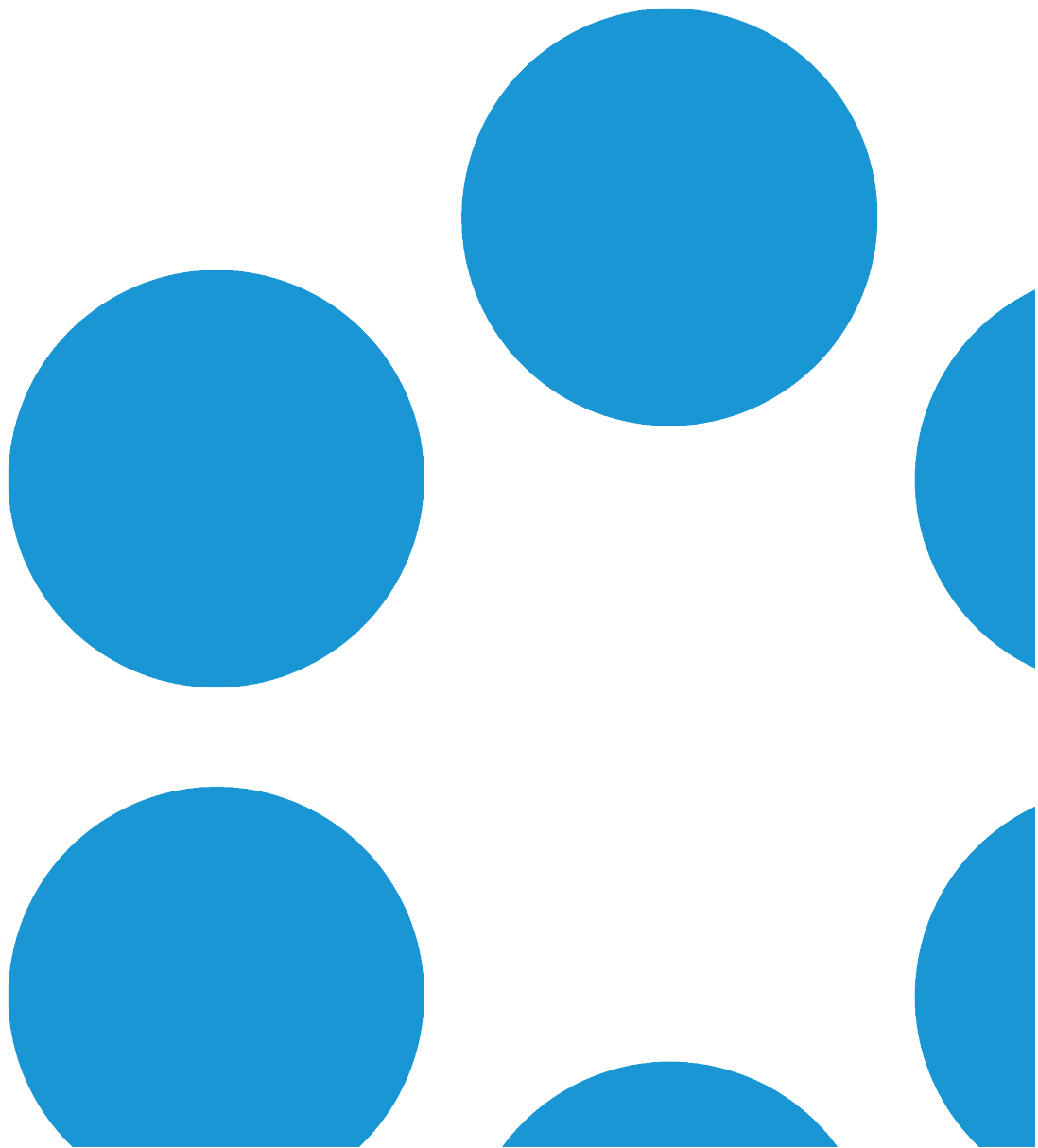
Version 1.0

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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	4 March 2016	Requirements for vFire Core 9.3, documenting hardware, server and client requirements.

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About this Guide

This guide describes the software and hardware requirements for the current version of vFire Core and vFire Customer Portal.

> This version of the guide contains instruction for the latest version of the vFire Core software. Users of earlier versions should refer to earlier versions of the guide as outlined on page iv.

Intended Audience

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

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.
Field name	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 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.

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.

For Oracle Database servers, install ODAC 12c on the web server.

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 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	9.3.0
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	✓	✓	✓	✓	✓

> Users of Oracle 11g should refer to .

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 current release of vFire Core supports:

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

You must also:

- Ensure that the Oracle client installed on the web server is version 12c.
- Configure the database to support Unicode character sets.
- Install the data provider for .NET, available at the following URL:
  http://www.oracle.com/technetwork/topics/dotnet/index-085163.html

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.

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

64-bit versions of Internet Explorer are NOT supported.

vFire Customer Portal

The current release of vFire Customer Portal 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	✓	✓	✓	✓	✓
Chrome	✓	✓	✓	✓	✓
Safari	✗	✗	✗	✗	✓

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.

User Directory

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

Further Information

Product Information and Online Support

For release notes, software updates, or information about Alemba products, licensing and services, visit **www.alemba.com**.

You will also find up-to-date product documentation, training materials and videos at www.alemba.com/help.

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

Technical Support

For technical support or other contact details please visit:

www.alemba.com/contact-us

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.