infoRouter V8.0

Server & Client Requirements

Please review this document thoroughly before proceeding with the installation of infoRouter Version 8. This document describes the minimum and recommended server and client configurations and is meant to be a guideline for best performance. You may choose to allocate more than the recommended resources but allocating lesser resources may result in poor performance.

Requirements for the Server

SERVER HARDWARE (MINIMUM) REQUIREMENTS

A dedicated server class machine with the following minimum requirements:

- Intel Xeon or better
- 16 GB RAM (32 GB or higher preferred in high traffic environments)
- 500 MB Application disk space
- Additional disk space for document warehouse and index space depending on the number of documents with appropriate growth factored in.
- Internet access

Virtual server environments are supported as long as the virtual environment is compatible with above requirements.

It is highly recommended that a dedicated server environment be provided for infoRouter. Conflicts may occur with applications that require different .NET Framework versions.

SERVER OPERATING SYSTEM SOFTWARE

Windows 2008 or 2012 Server Family (with current service packs)

Please read the following documents for additional requirements.

[Windows 2012 Standard Edition- Required Features](#)

[Windows 2008 Web Edition- Required Features](#)

[Windows 2008 Standard Edition- Required Features](#)

Please remember that we do not recommend nor do we provide support infoRouter installations made on platforms other than the ones explicitly specified here.

<u>DEMO INSTALLATIONS:</u>

If you are installing infoRouter on a trial basis, you may use the following platforms for the duration of your trial period.

- Windows 8 (32 & 64 bit)
- Windows 10 (32 & 64 bit)

These platforms are not recommended and are not supported for production installations.

<u>SUPPORTED DBMS PLATFORMS</u>

One of the following DBMS platforms is required.

- MS SQL Server Versions 2005, 2008, 2012 or higher.
- Oracle 10g or higher
- MySQL Version 5.x or higher

DBMS should be set to case-insensitive mode. Case-sensitive databases are NOT supported.

MS SQL Server instances must support SQL Server Authentication or Mixed Authentication.

If the database platform is on the same Windows Server instance as the application, the memory requirements are higher. Please consider adding more memory to the server.

** Please make sure to keep up with the current service packs.

WINDOWS SOFTWARE COMPONENT REQUIREMENTS

MS Index Server 2.0

Microsoft Search Services is required for 2012

SMTP option must be enabled for email notifications.

> *A remote SMTP Server can also be used. See appropriate documentation on how to setup a remote SMTP server.*

Internet Information Server (IIS) Version 7.x or 8.x

MS .Net Framework 4.5 with appropriate service packs

ASP.NET must be enabled.

Note: All software mentioned above come either pre-installed with the Windows Operating System or is available for download free-of-charge.

IMPORTANT REQUIREMENTS AND PATCHES FOR WEBDAV

For WebDAV to work correctly, infoRouter must be installed either at the root (Default Web Site) or as a WEB SITE and not as a virtual directory.

Please note that some WebDAV clients may require port 80, so please refrain from setting the infoRouter web site on any other port.

Due to recent changes released by Microsoft, you must install several patches to client machines. The patches that must be installed vary depending on the client OS and architecture (XP, Vista, 32Bit & 64Bit etc.)

Note: No patches are required for MAC and Linux workstations.

For information on WebDAV Requirements, please read the WebDAV Requirements document.

Requirements for the Client

CLIENT HARDWARE REQUIREMENTS

An internet-ready PC, Mac, Laptop or Tablet is required.

SUPPORTED BROWSERS:

- Internet Explorer 10, 11 or higher
- Latest Firefox
- Latest Chrome
- Latest Safari

The browser must be configured to accept cookies and must support javascript.

Please refrain from installing Beta Versions of browsers as they may produce unpredictable results and are not supported.

Only Windows based workstations are supported to run optional add-on modules including but not limited to infoRouter Scan Station, infoRouter Hot Folders, infoRouter Email Scanner, infoRouter Import/Export tool and infoRouter MS Office Add-in.

Client workstations running additional (optional) modules mentioned above must be configured to support the .Net 2.0 (or higher) Framework.

Mac or Linux workstations are fully supported for HTTP access.

SERVICE PACKS

Please make sure that all client machines on your network have the appropriate service packs and updates.

SUPPORT:

To find similar documents, please visit our web site at infoRouter Support Page

You can also visit our Forum:
http://forum.inforouter.com

Email Support:

support@inforouter.com