



SupportDesk System Requirements

Application Server

	Minimum	Recommended
Processor	2GHz, dual core	2.4GHz quad core or greater (or equivalent technology)
RAM	16GB	32GB
Disk Space	50GB	500GB
Windows Server OS	2012 or later	2019

Notes:

RAM and Processor: Increased RAM and high-end processors may be required depending on simultaneous access load and number of SupportDesk users.

Disk Space: Total disk space requirement will be dependent upon expected ticket volume.

Windows Workstations

SupportDesk Desktop Windows client software operates on:

	Minimum	Recommended
Windows OS	Windows 8 or later Windows Terminal Server (WTS) and Citrix	Windows 10

Database

SupportDesk can be used in conjunction with the following RDBMS databases on Windows or Linux platform:

	Minimum	Recommended
MS SQL Server	2012 or later (including Express edition)	2017
MySQL Server	5.6 or later (including Community edition)	8

Note: You should have the appropriate RDBMS in place with sufficient client access licences (CALs) and ODBC driver support.

WebServer

	Minimum	Recommended
Windows Server OS	2012 or later	2019
Internet Information Services (IIS)	8 or later	10

Note: The WebServer is compatible with all major HTML5 browsers.



General Notes:

1. *The load of other applications installed on the same server should be taken into consideration when determining server hardware requirements.*
2. *SupportDesk can be run in a Virtual Machine (VM) environment if required.*
3. *Contact House-on-the-Hill if you have any queries about your setup.*

Oct 2019