

Technical Specifications

System and hardware requirements

SYSTEM REQUIREMENTS (Installation in Customer Server)

	WINDOWS	LINUX
Operating System	Windows Server 2008 – 32 / 64 bits Windows Server 2012 – 64 bits Windows Server 2008 R2 – 64 bits Windows Server 2016 – 64 bits	Any distribution Linux 32 or 64 bits Intel architecture.
DataBase	MS SQL Server 2008/2012/2014 Oracle 10g, 11g y 12c MySQL 5.7.6 or higher	Oracle 10g, 11g y 12c MySQL 5.7.6 or higher
Requirements	Java 1.8 Tomcat (provided by ServiceTonic)	
eMail	Sending: SMTP (Manual, STARTTLS, SSL/TSL), Exchange WS 2007/2010, Office365 Reception: POP3/IMAP/IMAP SSL, Exchange WS 2007/2010, Office365	
LDAP	Ms Active Directory Open LDAP	

RECOMMENDED HARDWARE

Concurrent User Number (UC)	Disk Available	RAM	Processor
1-20 UC	> 5GB	4 GB	1 x core 2.4 GHz or higher
21-50 UC	> 5GB	6 GB	2 x core 2.4 GHz or higher
51-150 UC	> 5GB	8 GB	4 x core 2.4 GHz or higher
150-300 UC	> 5GB	16 GB	8 x core 2.4 GHz or higher
> 300 UC	Ask for advice	Ask for advice	Ask for advice
Virtualization	ServiceTonic can be installed on virtualized environment long as they respect the requirements indicated. The virtual machine must have its own MAC Address.		

USER AND AGENTS ACCESS REQUIREMENTS (To access the application)

Browser	Microsoft Internet Explorer v10.x or higher / Microsoft Edge Mozilla Firefox v45.x or higher Google Chrome v45.x or higher Apple Safari v6.x or higher
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