

derdack

EnterpriseAlert® 9

Hardware and Software Requirements



Hardware and Software Requirements

The hardware and software requirements of Enterprise Alert® are documented in this section. They relate to required computer hardware as well as operating system requirements.

1 HARDWARE REQUIREMENTS

1.1 X86 Server

The following table lists the hardware requirements of the server software relating to a standard rack server with x86 architecture:

Category	Minimum Requirements	Recommended
CPU	2 Cores @ 2.4 GHz	4 Cores @ 2.4 GHz
Memory (RAM)	8 GB	16 GB
Hard disk	20 GB of available hard disk space	50 GB of available hard disk space
Network	100 Mbit/s LAN connection	1 Gbit/s LAN connection

1.2 Modems or voice cards

Depending on the notification channels that you would like to implement with Enterprise Alert®, there are further hardware requirements relating to modems or voice cards:

Notification Channel	Required hardware
SMS text messaging	A hardware modem is required if SMS text messaging is not performed via an IP based connection to an SMS messaging gateway. In this case Derdack recommends the following devices: - Digi WR11 (WR11-L700-DE1-SW) - MultiTech MultiConnect® rCell MTR-H5
Paging	TAPI-compatible modem device. The TAPI-compatible modem must support DATAMODEM mode.

1.3 Mobile App

The use of the Enterprise Alert® smart app requires additional hardware relating to smartphones or tablet computers. The following table displays smartphone device platforms which are supported with the Enterprise Alert® Mobile App:

Type	OS Version
Apple iOS	iOS 10 or newer
Android	version 6.0 (API 23) or newer

2 SOFTWARE REQUIREMENTS

The following table lists software requirements of the server software relating to the Microsoft Windows Server operating system:

Category	Requirements
Operating System	The following versions of Microsoft Windows Server are supported by Enterprise Alert®: - Windows Server 2016 (any edition except Server Core or Nano Server) - Windows Server 2019 (any edition except Server Core or Nano Server) - Windows Server 2022 (any edition except Server Core or Nano Server) These operating systems can also be used as virtual guest operating systems (Virtual Machines). Enterprise Alert® cannot run in container images.
Database	The following database systems (<u>each from Express edition upwards</u>) are supported by Enterprise Alert®: - SQL Server 2012 - SQL Server 2014 - SQL Server 2016 - SQL Server 2017 - SQL Server 2019 - SQL Server 2022
Supported Browsers	The Web portal of Enterprise Alert® can be used with the following Internet Browsers: - Internet Explorer 11 long-term-support Windows Server default (not recommended for production use of Web portal) - Mozilla Firefox (most recent version) - Google Chrome (most recent version) - Apple Safari (most recent version) - Microsoft Edge (most recent version)
Windows Server Platform Components	Windows Installer, .NET Framework 4.8 or higher, MSMQ, IIS (They will all be installed automatically by the setup wizard)
Supported Hypervisors	Hyper-V, vmware, Citrix, etc.

3 WINDOWS AZURE IAAS REQUIREMENTS

The following table lists recommended sizes of IaaS assets that are required when running Enterprise Alert® on Microsoft Azure.

Category	Minimum Requirements	Recommended
	2 Core 8 GB RAM 2 Data disks 4x500 IOPS - Load Balancing - Auto Scale	4 Cores 16 GB RAM 8 Data disks 8x500 IOPS - Load Balancing - Auto Scale
SQL Database Size	S0 Standard	S3 Standard
(More Info: https://azure.microsoft.com/en-us/documentation/articles/sql-database-service-tiers/?rnd=1)	10 DTUs - Standard Geo Replication - Point in time restore - Max. 60 concurrent requests - Max. 60 concurrent logins - Max. 600 sessions	100 DTUs - Standard Geo Replication - Point in time restore - Max. 200 concurrent requests - Max. 200 concurrent logins - Max. 2400 sessions

4 SUPPORT INFORMATION

For the latest technical information about Enterprise Alert® please visit <https://www.derdack.com/category/technical-blog/>.

For the latest news around Derdack and Enterprise Alert® please like us on Facebook under <http://www.facebook.com/derdack?ref=ts> or visit <https://www.derdack.com>.