

### Numara® Track-It!® Server

#### All components associated with the Numara Track-It! Windows Server

Component	Minimum Requirement <sup>1, 2, 3</sup>	
Computer and processor	2 gigahertz (GHz) Pentium® 4 class (or equivalent) processor	
Memory	768 megabytes (MB) RAM	
Hard disk	400 megabytes (MB) Initial installation may require up to 2 Gigabytes GB of free space to extract all installation files	
Display	1024x768 or higher resolution monitor	
Operating system	Windows Server® 2003 32-bit (Standard, Web, Enterprise and Small Biz editions) with SP2 Windows Server 2008 32-bit (Standard, Web, Enterprise and Small Biz editions) with SP1	Windows Server 2003 64-bit <sup>4</sup> (Standard, Web, Enterprise and Small Biz editions) with SP2 Windows Server 2008 64-bit <sup>4</sup> (Standard, Web, Enterprise and Small Biz editions) with SP1
Other	On 32-bit machines, the following software will be installed to support application functionality if it is not already present: .NET 2.0 SP1 runtime MDAC 2.8	On 64-bit <sup>4</sup> machines, the following software must have been previously installed to support application functionality: .NET 2.0 SP1 runtime

### Numara Track-It! Web Server

#### Recommendation: Track-It! Web should not be installed on a domain controller

Component	Minimum Requirement <sup>1, 2, 3</sup>	
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor	
Memory	768 megabytes (MB) RAM	
Hard disk	100 megabytes (MB)	
Display	1024x768 or higher resolution monitor	
Web Server	IIS 6.0 Windows® 2003 32 bit Web Server w/SP2 IIS 7.0 Windows 2008 32 bit Web Server w/SP1	IIS 6.0 Windows 2003 64-bit <sup>4</sup> Web Server w/SP2 IIS 7.0 Windows 2008 64-bit <sup>4</sup> Web Server w/SP1
Other	To install Track-It! Web components on a 32-bit Windows 2008 server, the following roles must first be installed through the Server Manager: ASP.NET ASP IIS 6 Metabase Compatibility Windows Authentication Server Side Includes	To install Track-It! Web components on a Windows 64-bit <sup>4</sup> 2008 server, the following roles must first be installed through the Server Manager: ASP.NET ASP IIS 6 Metabase Compatibility Windows Authentication Server Side Includes IIS 6 WMI Compatibility IIS 6 Scripting Tools  In all 64-bit <sup>4</sup> versions of Windows, IIS must be configured to spawn 32-bit worker processes

### Numara Track-It! Database Server

Component	Minimum Requirement <sup>1, 2, 3</sup>
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor
Memory	768 megabytes (MB) RAM
Hard disk	1 gigabyte (GB) – initial space requirements for installation are significantly smaller; space requirement is to accommodate future growth
Database Management System	Microsoft SQL Server® 2000 (Standard and Enterprise editions) with SP4 Microsoft SQL Server 2005 (Express, Standard and Enterprise editions) with SP3 Microsoft SQL Server 2008 (Express, Standard and Enterprise editions) Oracle® 10g 10.2.0.3 and 11g 11.1.0.6 Patch 3 via the Oracle 32 bit client only Oracle client version should match the Oracle Server version.

### Supported Email Servers & Clients

Component	Supported Platforms
Email Servers	Microsoft® Exchange, 2003, 2007 Lotus® Domino® 7.0, 8.0 Novell® GroupWise® 6.5, 7.0 Supports SMTP for sending and POP, MAPI, and Lotus Domino for receiving
Email Clients	Microsoft Outlook®, 2003, 2007 Lotus Notes® 7.0, 8.0 Novell GroupWise 6.5, 7.0

### Supported Directory Servers

Component	Supported Platforms
Directory Server	Microsoft Active Directory® Services (ADS) 2003, 2008 Novell eDirectory® 8.7.3 IR4, 8.8 Lotus Domino 7.0, 8.0

### Numara Track-It! Technician Client Application

Component	Minimum Requirement <sup>3</sup>	
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor	
Memory	1 gigabyte (GB) RAM or higher	
Hard disk	50 megabytes (MB); a portion of this disk space will be freed after installation	
Display	1024x768 or higher resolution monitor	
Operating system	Windows XP® Pro 32 bit with SP3 Windows Vista® 32 bit (Business, Enterprise and Ultimate editions) with SP1 Windows Server 2003 32 bit (Standard, Web, Enterprise & Small Biz editions) with SP2	Windows XP Pro 64 bit4 with SP3 Windows Vista 64 bit4 (Business, Enterprise and Ultimate editions) with SP1 Windows Server 2008 64 bit4 (Standard, Web, Enterprise & Small Biz editions) with SP1
Other	On 32-bit machines: The following software will be installed to support application functionality if it is not already present: .NET 2.0 SP1 runtime .NET 2.0 Language Pack (if necessary) MDAC 2.8 Crystal Reports® 11.5 R4  If using Oracle, client version should match the Oracle Server version.	On 64-bit4 machines: The following software will be installed to support application functionality if it is not already present: MDAC 2.8 Crystal Reports 11.5 R4  The following software must have been previously installed to support application functionality: .NET 2.0 SP1 runtime  If using Oracle, client version should match the Oracle Server version.
Network connectivity (to Track-It! Server components)	256 Kbps or higher	

### Numara Track-It! Field Technician Web Application & Numara Track-It Self Service Web Application

Component	Minimum Requirement <sup>3</sup>
Web Browser	Microsoft Internet Explorer® 7.0 and 8.0 Apple® Safari® 1.3, 3.1.1 and 3.2.1 Firefox® (Mozilla®) 2.0 and 3.0
Display	1024 x 768 or higher resolution monitor
Network Connectivity (to Track-It! Web Server)	256 Kbps or higher

### Audited Platforms<sup>5</sup>

#### Supported Operating Systems

Operating System	Supported Versions
Windows Platforms (with PC Audit)	Windows 7 32 and 64 bit <sup>4</sup> Windows 2008 32 and 64 bit <sup>4</sup> Servers (Standard, Enterprise, Small Biz and Web) Windows 2003 32 and 64 bit <sup>4</sup> Servers (Standard, Enterprise, Small Biz and Web) Windows Vista 32 bit and 64 bit <sup>4</sup> (Business and Ultimate editions) Windows XP <sup>®</sup> 32 bit (Professional and Home) Windows XP Professional 64 bit <sup>4</sup> Windows 2000 32 bit Server and Advanced Server Windows 2000 32 bit
Mac <sup>®</sup> Platforms (with Mac Audit add-on)	Mac 10.5.6 Mac 10.5.4 Mac 10.5.2 Mac 10.4.8 Mac 10.3.9 Mac 10.2.8 Mac 10.1.5 Mac 9.2.8

#### Supported Mac Hardware

Mac OS	Hardware
Mac 10.5.6 (Leopard <sup>®</sup> )	PowerPC <sup>®</sup> G5 iMac <sup>®</sup> Intel <sup>®</sup> Core™ Duo Mac Mini Mac Pro MacBook <sup>®</sup> (Pro and Air <sup>®</sup> ) Mac Servers
Mac 10.4.11 (Tiger <sup>®</sup> )	Intel Core Duo PowerPC G4 or G5 iMac (G3, G4, G5) iBook <sup>®</sup> (G3, G4) PowerBook <sup>®</sup> (G4) Mac Mini (G4) eMac <sup>®</sup> (G4) Power Mac <sup>®</sup> (G4, G5)
Mac 10.3.9 (Panther <sup>®</sup> )	PowerBook (G4) iBook (G3, G4) iMac (G3) Mac Mini (G4) eMac (G4)
Mac 10.2.8 (Jaguar <sup>®</sup> )	iBook (G3) iMac (G3) eMac (G4)
Mac 10.1.5 (OSX)	eMac (G4)
Mac 9.2.8 (Classic)	iBook (G3) iBook (G4) iMac (G3) Mac Mini (G4) eMac (G4)

### Remote Control

#### Host Module (Deployed to end-user or server machines)

Component	Minimum Requirement	
Computer and processor	Intel Pentium processor or higher, or 100% compatible	
Memory	OS requirement plus additional 128 megabytes (MB)	
Hard disk	<= 15 megabytes (MB)	
Display	Any 100% VGA compatible graphics adapter supported by Windows	
Operating system	Windows Server 2008 32-bit (Standard, Enterprise and Web Edition) Windows Server 2003 32-bit (Standard, Enterprise and Web Edition) Windows XP 32-bit (Professional and Home Edition) Windows Vista 32-bit Windows 2000 32-bit (Server, Advanced Server, Professional, Terminal Services) Windows NT 4.0 Terminal Server (SP4) Windows NT 4.0 Server/Workstation (SP4 and higher)	Windows Server 2008 64-bit* (Standard, Enterprise and Web Edition) Windows Server 2003 64-bit* (Standard, Enterprise and Web Edition) Windows XP 64-bit* Professional Windows Vista 64-bit*
Other	Smart Card Authentication to Active Directory requires that the Security Server(s), Active Directory and Active Directory domain controllers be configured properly. Active Directory must trust a certification authority to authenticate users based on certificates from that CA. As with any PKI implementation, all parties must trust the Root CA to which the issuing CA chains.	

#### Guest Module (Installed with the Numara Track-It! Technician Client Application)

Component	Minimum Requirement	
Computer and processor	Intel Pentium processor or higher, or 100% compatible	
Memory	OS requirement plus 512 megabytes (MB) RAM or higher	
Hard disk	Hard disk 50 megabyte (MB); a portion of this disk space will be freed after installation	
Display	Display 1024x768 or higher resolution monitor as the Guest module requires at least 256 colors (16-bit color depth or higher recommended)	
Operating system	Windows Server 2008 32-bit (Standard, Enterprise and Web Edition) Windows Server 2003 32-bit (Standard, Enterprise and Web Edition) Windows XP 32-bit (Professional & Home Edition) Windows Vista 32-bit Windows 2000 32-bit (Server, Advanced Server, Professional, Terminal Services) Windows NT 4.0 Terminal Server (SP4) Windows NT 4.0 Server/Workstation (SP4 and higher)	Windows Server 2008 64-bit* (Standard, Enterprise and Web Edition) Windows Server 2003 64-bit* (Standard, Enterprise and Web Edition) Windows XP-64 bit* Professional Windows Vista 64-bit*

#### Notes:

1. Minimum requirements do not include requirements for the server operating system or any other application (ie: MS SQL, MS IIS, anti-virus, etc) installed on the same server.
2. If several Numara Track-It! components (ie: Numara Track-It!, database or web server application) are installed together on a common server, the minimum requirements for each server component must be combined, and note 1 above will also apply.
3. Actual requirements and product functionality may vary based on your system configuration and operating system.
4. Itanium® 64 bit processes are not supported.
5. Recommendation: >=512 Kbps connectivity from audited machine to Numara Track-It! server. Bandwidth from an "audit distribution (collection) point" back to the Numara Track-It! server does not have this recommendation, as this process is external from Numara Track-It!.
6. System Requirements published September 29, 2009

### About Numara Software

With more than 55,000 customer sites worldwide, Numara Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor.

Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit: [www.numarasoftware.com](http://www.numarasoftware.com).