

thankQ Hardware and Software Requirements

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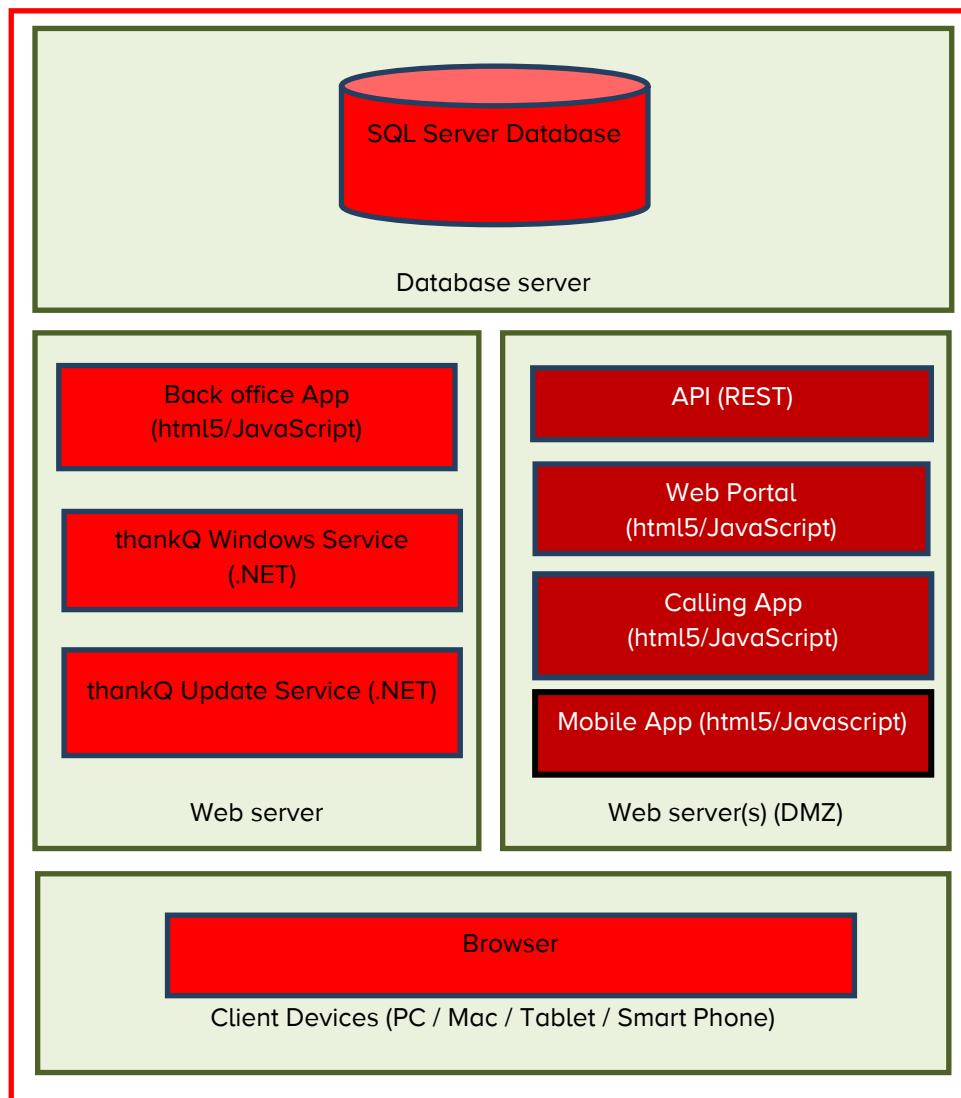
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1.1 Hardware and software requirements

The sections below detail the hardware and software requirements for deploying thankQ on premise. If you opt to host thankQ with Access then the only requirements that apply are listed under the **Supported platforms and browsers** and **Supported versions of MS office** sections.

1.2 Component diagram



1.3 Database server requirements

Processor	<p>Minimum: x86 Processor: 1.0 GHz x64 Processor: 1.4 GHz</p> <p>Recommended: 2.0 GHz or faster</p>
Memory (RAM)	<p>Minimum: 1 GB</p> <p>Recommended: 4GB or more</p> <p>This is subject to number of users and database size. The recommended server specifications for thankQ systems above 100 concurrent users and / or in excess of 1,000,000 contacts are available on request</p>
Disk Space & Configuration	5 GB of free space
Operating System	<p>Minimum: Windows Server 2008 R2 (with latest service packs)</p> <p>Recommended: Windows Server 2012 R2 (64 bit) (with latest service packs)</p>

Database	<p>Minimum: SQL Server 2008 R2 Standard Edition</p> <p>Recommended: SQL Server 2012 Standard Edition</p> <p>Notes: Express edition is not supported Integration Services must be installed Management Studio client tools (not Management Studio Express) must be installed SQL Server Workgroup Edition may be used for smaller implementations where the number of contact records will not exceed 10,000 and the maximum number of concurrent thankQ users does not exceed 8. This edition of SQL Server is limited to support only 2 server CPUs (Standard Edition has a limit of 4 CPUs) and is also limited to lower RAM usage on the server. Workgroup Edition also does not come with SQL Server Integration Services (SSIS) which allows for complex links to other data sources to be managed.</p>
Network	<p>Minimum: 10/100 Mbps</p> <p>Recommended: 100 Mbps/1 Gbps</p>

Notes:

Servers running both Exchange Server and SQL Server may experience performance problems as both of these systems are resource-hungry. If performance problems occur, you may need to consider the need for a dedicated database server.

1.4 Web server requirements

Processor	Minimum: <ul style="list-style-type: none"> • x86 Processor: 1.0 GHz • x64 Processor: 1.4 GHz Recommended: <ul style="list-style-type: none"> • 2.0 GHz or faster
Memory (RAM)	Minimum: <ul style="list-style-type: none"> • 1 GB Recommended: <ul style="list-style-type: none"> • 4GB or more <p>This is subject to number of users. The recommended server specifications for thankQ systems above 100 concurrent users are available on request.</p>
Disk Space & Configuration	<p>The web server should provide at least the following in terms of free disk space</p> <p>32-bit: <ul style="list-style-type: none"> • 1 GB 64-bit: <ul style="list-style-type: none"> • 2 GB </p>
Operating System	Minimum: <ul style="list-style-type: none"> • Windows Server 2008 R2 (with latest service packs) Recommended: <ul style="list-style-type: none"> • Windows Server 2012 R2 (64 bit) (with latest service packs) <p>Note: IIS must be installed</p>
.NET Framework	.NET 4.0 / 4.5
Network	Minimum: <ul style="list-style-type: none"> • 10/100 Mbps Recommended: <ul style="list-style-type: none"> • 100 Mbps/1 Gbps

Notes:

- The web server needs to be on the same office network as the database server
- An SSL certificate will also be required on the web server
- If you require that users are able to access the application from outside your office network (e.g. to access it from home) then it must be deployed to a server in your DMZ. Please note that in this case you will need to configure your firewalls so that the web server has access to the database server.

- It may be possible for the database server to host the application too if there is sufficient space in the database server's load – please let us know if this is your intention
- Any firewall software must be configured to allow outbound SMTP traffic
- An SMTP server (i.e. a server that is capable of sending emails via SMTP) must be made available to be used by the website. In some cases, the website host server can also act as the SMTP server

1.5 Windows service requirements

Usually the thankQ windows service is installed on the web server. It can be installed on the database server or can be installed on a separate server - please let us know if this is your intention. The requirements for the thankQ windows service are the same as for the web server.

1.6 Supported platforms and browsers

The thankQ application is delivered through a web browser. The table below details the possible browsers that may be used.

Windows Desktop	Chrome, Firefox, Internet Explorer
Mac	Safari
iOS	Safari
Android	Android Browser
Windows RT	Internet Explorer
Windows Phone	Internet Explorer

Note: Only the latest versions of these browsers are supported.

1.7 Supported versions of MS Office

Microsoft Office	Microsoft Office 2007 / 2010 / 2013
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Notes:

- Click-To-Run versions of Microsoft Office are not supported
- Office 365 on the Microsoft Office Professional Plus service plan is supported. This plan provides you with a desktop copy of Microsoft Office and as such our integration will function as with desktop versions of Microsoft Office
- Microsoft Exchange Online and Microsoft Office Web Apps are not supported
- Microsoft Office 64 bit applications are not supported as Microsoft advise against installing Microsoft Office 64 bit with 3rd party add-ins such as are required for full thankQ (<http://technet.microsoft.com/en-us/library/ee681792.aspx>).

1.8 Additional software components

1.8.1 Web portal servers

Web Server	<p>The requirements are the same as for the main thankQ web server listed above.</p> <p>Notes:</p> <ul style="list-style-type: none">• An SSL certificate will be required on the web server• The web server needs to be on the same office network as the web portal database server• The web server must be in your DMZ. Please note that will need to configure your firewalls so that the web server has access to the web portal database server• It may be possible to host the web portal on the main thankQ web server, if it's in the DMZ and if there is sufficient space in the server's load - please let us know if this is your intention• Any firewall software must be configured to allow outbound SMTP traffic• An SMTP server (i.e. a server that is capable of sending emails via SMTP) must be made available to be used by the website. In some cases, the website host server can also act as the SMTP server
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Database Server	<p>The requirements are the same as for the main thankQ database server listed above.</p> <p>Notes:</p> <ul style="list-style-type: none"> • It may be possible to host the web portal data on the main thankQ database server if there is sufficient space in the server's load – please let us know if this is your intention
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1.8.2 API server

Web Server	<p>The requirements are the same as for the main thankQ web server listed above.</p> <p>Notes:</p> <ul style="list-style-type: none"> • An SSL certificate will be required on the web server • The web server needs to be on the same office network as the web portal database server • The web server must be in your DMZ. Please note that will need to configure your firewalls so that the web server has access to the web portal database server • It may be possible to host the web portal on the main thankQ web server, if it's in the DMZ and if there is sufficient space in the server's load – please let us know if this is your intention
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1.8.3 Calling application server

Web Server	<p>The requirements are the same as for the main thankQ web server listed above.</p> <p>Notes:</p> <ul style="list-style-type: none"> • An SSL certificate will be required on the web server • The web server needs to be on the same office network as the main database server • The web server must be in your DMZ. Please note that will need to configure your firewalls so that the web server has access to the database server • It may be possible to host the calling application on the main thankQ web server, if it's in the DMZ and if there is sufficient space in the server's load – please let us know if this is your intention
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1.8.4 Mobile application server

Web Server	<p>The requirements are the same as for the main thankQ web server listed above.</p> <p>Notes:</p> <ul style="list-style-type: none">• An SSL certificate will be required on the web server• The web server needs to be on the same office network as the main database server• The web server must be in your DMZ. Please note that will need to configure your firewalls so that the web server has access to the database server• It may be possible to host the mobile application on the main thankQ web server, if it's in the DMZ and if there is sufficient space in the server's load – please let us know if this is your intention
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1.9 Additional infrastructure considerations

There are a variety of factors beyond our control that may affect the perceived performance of thankQ. These include, but are not limited to, speed and volume of network traffic, the impact of virus checking software and multi-use of servers. As such, the specifications provided are not a guarantee of performance in any environment.

Microsoft Small Business Server is a package which includes Exchange and SQL Server. thankQ will run on this software, but its performance may be affected by Exchange Server use. We recommend that if performance becomes unacceptable, then you should consider increasing the amount of RAM, or moving to a dedicated database server

It is worth reiterating again here that a full version of SQL Server is required (**not** SQL Server Express) including a full version of Management Studio (**not** Management Studio Express). We recommend that you check that this configuration of SQL Server is offered before deciding to proceed with a Small Business Server package.

We strongly advise our customers to equip their servers with a tape backup system or at least back up the data by a tape system from another server. thankQ systems are configured to take database backups regularly; these will typically be stored in a file location on the server itself. The most popular tape backup systems will back up SQL Server databases. Backing up thankQ data and files are the responsibility of each customer and should form part of your organisation's general backup policy.

We request that customers provide a form of remote access to the servers hosting the different components of thankQ in order to be able to provide the highest standard of support. If no remote access provision is available, support costs will be increased in line with the associated costs incurred by us in telephone support, preparing releases for remote deployments and any related factors.

Please note that SMTP email account for system emails and SMTP emails, postcode anywhere address lookup account, Mailchimp account and postcode anywhere bank validation will not be provided by Access and should be sourced directly from the relevant supplier.