Signature 2019 (2018 R4) System Requirements

This document contains the client hardware requirements, server recommendations, and Microsoft Remote Desktop Services (previously known as Terminal Server) minimum hardware requirements that are supported by the WennSoft Professional Services Team. The requirements and recommendations are based on the experience of various customers and information from Microsoft. Users may need to increase these requirements due to environmental factors to achieve individual performance expectations.

It is recommended that these requirements are reviewed with your internal or outsourced IT staff before purchasing hardware.

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Client Recommendations (User Workstation or PC)

The following applications may be installed:

- · Microsoft Dynamics GP
- Signature Service Management
- Signature Job Cost
- · Signature Equipment Management
- Signature Job Import
- Microsoft Office

The requirements for a user client machine running Job Cost, Service Management, or Equipment Management can be found under *Client Requirements* in the <u>System Requirements for Microsoft Dynamics GP 2018 documentation</u>¹.

The requirements for Microsoft Dynamics GP 2018 Web Client can be found online at <u>Microsoft Dynamics GP 2018</u> System Requirements².

Server Recommendations

To determine what profile best fits the user count, modules used and transaction volume for your environment. See *Server Recommendations: Customer Profile* in the <u>System Requirements for Microsoft Dynamics GP 2018</u> documentation³. Use the Customer Profile as a recommendation for your server hardware implementation.

¹ https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/

² https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/

³ https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/

Remote Desktop Services Requirements

We recommend that you set up a dedicated Remote Desktop Services server (previously known as Terminal server). There may be performance losses if SQL Server is running on the Remote Desktop Services server. To help offset performance losses, we recommend that you have two separate servers: one server with Remote Desktop Services and one server for SQL Server. To optimize system efficiency, we recommend using Remote Desktop Services or Citrix servers as application client machines.

For specific requirements, see *Remote Desktop Services Requirements* in the <u>System Requirements for Microsoft</u> <u>Dynamics GP 2018 documentation</u>⁴.

Additional Module Requirements

Depending on the Signature modules being implemented, the following table lists the required servers and the applications that may be installed on each server in a typical environment.

Item	Requirements
Microsoft SQL Server	 SQL Server 2017, 2016, or 2014 SQL Reporting Services (Optional) IIS 7.0 or greater (Optional) Instances: Signature/Dynamics CRM SQL Reporting Services
Web Server (IIS) – Internal	 Signature Interaction Manager Web Service – <u>Additional requirements (page 5)</u> Signature SMS Customer Portal Signature Registration Signature MobileTech Web Service
Web Server (IIS) – External	 Signature Customer Connect – <u>Additional requirements (page 5)</u> Signature Job Cost Portal
Microsoft Windows Server	 Internet Information Services (IIS) Signature Interaction Manager .NET Framework 3.5 or higher A separate machine is recommended.

⁴ https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/

Item	Requirements
Application Servers	 Microsoft Dynamics GP Signature Service Management Signature Job Cost Signature Equipment Management Signature Job Import Microsoft Office Signature Job Cost Portal Security Signature Interaction Manager
	⚠ May be multiple servers using Terminal Server and/or Citrix or multiple client desktops.

A NOTES:

- It is recommended to have a duplicate test system that mirrors the production system. This is not a requirement but not having a duplicated system may lead to issues in production that are not encountered in the test environment.
- Leave at least 25 percent free space for each hard drive or volume on each server.
- For SQL Server, leave 50 percent free space for each hard drive.
- SQL Server should not be installed on the Remote Desktop Services/Citrix servers.
- WennSoft has customers who are successfully operating their production Microsoft Dynamics GP/ Signature systems in a virtual environment.
- When you deploy a system in a virtual environment, make sure that you have sufficient hard disk space to avoid performance problems.
- Each computer that you deploy in a virtual environment should meet or exceed the random access memory (RAM) requirements and the hard disk space requirements. Use the requirements for systems that are deployed in a non-virtual environment.
- In addition to Microsoft, other software vendors have software in the market that provides virtual environment functionality. WennSoft does not test or support Signature software running together with non-Microsoft hardware virtualization software.
- You may need to enable port 1433 for TCP/IP in the Windows Firewall to ensure that the incoming ODBC requests are accepted.

Web Server (IIS)

At least one Web Server (IIS) is required to handle the Signature Registration Web Service. In a typical network environment, this server is maintained inside the firewall.

Depending on customer requirements, some of the Signature applications may be installed on different Web Servers (IIS) based on where the server is located. For example, Signature Customer Connect is an external facing application and may be accessed outside the firewall.

The following Signature applications may be installed on this server:

- Signature Customer Connect
- Signature Interaction Manager Web Service
- Signature Job Cost Portal
- Signature Portal Web Service
- · Signature Product Registration Web Service

Item	Requirements		
Operating System	Microsoft Windows Server 2016, 2012 R2, or 2012; Standard, Enterprise, or Web edition plus service packs or higher		
	⚠ Web Edition requires a full version of MS SQL Server 2017, 2016, or 2014.		
Processor	550 MHz or faster processor		
	▲ Verify the system can be upgraded to 4 processors for Standard Edition or 8 processors for Enterprise Edition.		
Recommended Available RAM	8 GB		
Web Server	IIS 7.0 or higher *		
Microsoft .NET Framework	Microsoft ASP .NET Framework 3.5 or higher		
Internet Explorer (for web applications)	Edge, 11 Chrome with IE Tab extension installed.		
Microsoft Office	Microsoft Office 2016, 2013		

^{*}The applications listed above have difference dependencies that are noted in the system requirements documentation for each module. The above chart is a combination of all known elements for the combination of modules listed above.

Signature Interaction Manager with Customer Connect

Assumes one Web Server (IIS) is already setup to handle the Signature Registration Web Service. Customer Connect is an external facing application and is accessed outside the firewall.

Interaction Manager is required for the use of Customer Connect, see <u>Web Server (IIS) requirements (page 4)</u> for more information.

Item	Requirements	
Operating System	Microsoft Windows Server 2016, 2012 R2, 2012 Standard, Enterprise, or Web edition plus service packs or higher Web Edition requires a full version of MS SQL Server 2017, 2016, or 2014.	
Processor	2.8 GHz or faster processor Verify the system can be upgraded to 4 processors for Standard Edition or 8 processors for Enterprise Edition.	
Recommended Available RAM	8GB	
Web Server	IIS 7.5 to 8.5	
Microsoft .NET Framework	Microsoft ASP .NET Framework 4.5 or higher Prerequisite: ASP .NET MVC4	
Desktop Supported Browsers	Internet Explorer Edge, 11ChromeFirefox	
Small-Form Device Supported Browsers (Customer Connect only)	Internet Explorer Edge, 11ChromeSafari	

Customer Portal

Installation Files

- PortalSMSIntegration-18-2-1.exe
- PortalWebService-16-0-01-05.exe
- PortalWebSiteCustomer-16-0-1-01.exe

Required Components

The machine that contains this	Must have these components installed
Microsoft SQL Server	SQL Server 2017, 2016, or 2014 Your system also must have SQL Mail set up and tested in order for the I've lost my password link on the Customer Portal login page to work properly.
Signature Portal web service	Microsoft Windows Server 2008 R2 or later Internet Information Services (IIS) 7.5 or later Microsoft ASP.NET Framework 3.5 or later
Customer Portal website application	Windows Server 2008 R2 or later IIS 7.5 or later ASP.NET Framework 4.0 or later
Signature Portal Security application	ASP.NET Framework 4.0 or later
Service Management (SMS) Integration application	ASP.NET Framework 4.0 or later

Job Cost Portal

Installation Files

- PortalSecuritySetup-16-0-01-08.exe
- PortalWebService-16-0-01-05.exe
- PortalWebSiteJobCost-16-0-01-01.exe

Required Components

The machine that contains this	Must have these components installed
Microsoft SQL Server	SQL Server 2017, 2016, or 2014
Signature Portal web service	Internet Information Services (IIS) 7.5 or later Microsoft ASP.NET Framework 4.0 or later
Job Cost Portal website application	IIS 7.5 or later Microsoft ASP.NET Framework 4.0 or later
Signature Portal Security application	Microsoft ASP.NET Framework 4.0 or later

Schedule

A check is performed during installation to verify that .Net Core has been installed. If not, a hyperlink to view information and a download link is provided. To install prior to installing Schedule visit https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/?tabs=aspnetcore2x#install-the-net-core-windows-server-hosting-bundle.

Item	Requirements		
Operating System	Microsoft Windows Server 2016, 2012 R2, 2012 Standard, or later		
Processor	2.8 GHz or higher processing speedDual core CPU (minimum)		
Available hard disk space	20GB of available space		
	⚠ Computers with more than 16GB of RAM will require more disk space for paging, hibernation, and dump files.		
Minimum Available RAM	16GB		
Web Server IIS	v7.5 or 8.0		
Other	1 Gbps connection speed recommended		
.Net Core	2.2		
Supported Browsers	Chrome		

 $^{5\,}https://docs.microsoft.com/en-us/aspnet/core/host-and-deploy/iis/?tabs=aspnetcore2x\%23 install-the-net-core-windows-server-hosting-bundle$

MobileTech

Do not install MobileTech server components on your SQL Server. Install the MobileTech Administration application on your MobileTech web server.

The following applications may be installed on this server:

- Signature MobileTech Administration
- Resco Cloud Portal
- Signature MobileTech Integration Sync
- .NET 4.5.2 Full Framework (will be installed automatically if not already installed)

Component	Requirements
SQL Server	Microsoft SQL Server 2017, 2016, or 2014 Do not install MobileTech server components on your SQL Server machine. Install MobileTech Administration on the MobileTech web server.
Operating system	 Microsoft Windows Server (Standard or Datacenter Edition): 2016, 2012, 2012 R2 Windows PowerShell 5.1 or higher
Microsoft SQL Server Reporting Services (SSRS)	Connectivity to the SSRS report server that you use for the Signature modules and Microsoft Dynamics GP is required. Printing reports offline is not currently supported. You will need to add the IIS APPPOOL\RescoCloud user to the SQL Server Reporting Services Home Folder permissions page. For instructions on adding a user specific to your filtered to your SQL Server version, see https://docs.microsoft.com/en-us/sql/reporting-services/install-windows/reporting-services-configuration-manager-native-mode?view=sqlallproducts-allversions .
Internet Information Services	IIS 7.5 or 8.0
Web Service server	 2.8 gigahertz (GHz) or higher processing speed 16 GB available RAM (minimum) Dual core CPU (minimum) 20 GB available hard disk space (recommended) 1 gigabit per second (Gbps) connection speed (recommended) A Computers that have more than 16 GB of RAM will require more disk space for paging, hibernation, and dump files.

Component	Requirements
Device communication	 Wireless (Wi-Fi) Cellular wireless wide area network (WWAN)
Mapping API Key	If you will be using the Mapping feature on a Windows computer, you will need to obtain a Google Maps API key at https://cloud.google.com/maps-platform/pricing/ . (Select Dynamic Maps and then select Maps JavaScript API.)

Support Information

For technical support questions, contact your partner or, if enrolled in a support plan directly with WennSoft, you can enter a new support request by using the following information:

Contact a WennSoft Support Professional:

- Get Phone Support by calling 262-317-3800
- Log into the Customer Support Center and submit a support request online
- Search Signature TechKnowledge for Self-Support

Hours:

- Normal support hours are 7:00 a.m. to 6:00 p.m. Central Time
- After-hours and weekend support is available for an additional charge. Please contact WennSoft Support for additional information.
- WennSoft will be closed in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day.

For more information, call (262) 821-4100 or visit www.wennsoft.com⁶.

http://www.wennsoft.com		