

Signature System Requirements

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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 Key2Act 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.

To view the Microsoft Dynamics GP Client and Server Requirements, see [System Requirements for Microsoft Dynamics GP documentation](#)¹. The requirements for Microsoft Dynamics GP 2018 Web Client can be found online at [System Requirements for Microsoft Dynamics GP Web Components documentation](#)².

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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 [System Requirements for Microsoft Dynamics GP documentation](#)³.

¹ https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements

² <https://docs.microsoft.com/en-us/dynamics-gp/web-components/introduction>

³ https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements

Web Client Requirements

The requirements for Microsoft Dynamics GP Web Client can be found online at [System Requirements for Microsoft Dynamics GP Web Components documentation](https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/mdgp2018_system_requirements_web_apps)⁴.

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 [System Requirements for Microsoft Dynamics GP documentation](https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements)⁵. Use the Customer Profile as a recommendation for your server hardware implementation.

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 [System Requirements for Microsoft Dynamics GP documentation](https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements)⁶.

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	<ul style="list-style-type: none"> • 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard) • SQL Reporting Services (Optional) • IIS 7.0 or greater (Optional) <p><i>Instances:</i></p> <ul style="list-style-type: none"> • Signature/Dynamics • CRM • SQL Reporting Services
Web Server (IIS) – Internal	<ul style="list-style-type: none"> • Signature SMS Customer Portal • Signature Registration • Signature MobileTech Web Service

⁴ https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/mdgp2018_system_requirements_web_apps

⁵ https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements

⁶ https://docs.microsoft.com/en-us/dynamics/s-e/gp/mdgp2018_system_requirements

Item	Requirements
Microsoft Windows Server	<ul style="list-style-type: none"> • Internet Information Services (IIS) • .NET Framework 3.5 or higher <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> A separate machine is recommended.</p> </div>
Application Servers	<ul style="list-style-type: none"> • Microsoft Dynamics GP • Signature Service Management • Signature Job Cost • Signature Equipment Management • Signature Job Import • Microsoft Office <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> May be multiple servers using Terminal Server and/or Citrix or multiple client desktops.</p> </div>

 **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.
- Key2Act 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. Key2Act 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.

The following Signature applications may be installed on this server:

- Signature Portal Web Service
- Signature Product Registration Web Service

Item	Requirements
Operating System	Microsoft Windows Server (Standard or Datacenter Edition): 2019, 2016, 2012, or 2012 R2, plus service packs or higher
Processor	550 MHz or faster processor <div style="border: 1px solid yellow; padding: 5px; background-color: #ffffcc;">  Verify the system can be upgraded to 4 processors for Standard Edition or 8 processors for Enterprise Edition. </div>
Recommended Available RAM	8 GB
Web Server	IIS 7.0 or higher *
Microsoft .NET Framework	Microsoft ASP .NET Framework 3.5 or higher
Microsoft Office	Microsoft Office 2016, 2013

*The applications listed above have different 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.

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	<p>SQL Server 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard)</p> <p>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.</p>
Signature Portal web service	<p>Microsoft Windows Server 2012 or later Internet Information Services (IIS) 7.5 or later Microsoft ASP.NET Framework 3.5 or later</p>
Customer Portal website application	<p>Microsoft Windows Server 2012 or later IIS 7.5 or later ASP.NET Framework 4.0 or later</p>
Signature Portal Security application	<p>ASP.NET Framework 4.0 or later</p>
Service Management (SMS) Integration application	<p>ASP.NET Framework 4.0 or later</p>

Schedule

Item	Requirements
SQL Server	<p>Microsoft SQL Server: 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard)</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> Do not install Schedule server components on your SQL Server machine. Install Schedule on the Schedule web server.</p> </div>
Operating System	Microsoft Windows Server (Standard or Datacenter Edition): 2019, 2016, 2012, 2012 R2
Processor	<ul style="list-style-type: none"> • 2.8 GHz or higher processing speed • Dual-core CPU (minimum)
Available hard disk space	<p>20GB of available space</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> Computers with more than 16GB of RAM will require more disk space for paging, hibernation, and dump files.</p> </div>
Minimum Available RAM	16GB
Web Server IIS	v7.5 or 8.0
Other	1 Gbps connection speed recommended
.Net Core	3.1.4 (Installed during the installation/upgrade process.)
Supported Browsers	Chrome, Microsoft Edge (version 79 or higher), Firefox



Item	Requirements
Mapping API Key	<p>If you will be using the Mapping feature, you will also need to obtain a Google or Bing Mapping API key:</p> <ul style="list-style-type: none"> • Google Maps: https://cloud.google.com/maps-platform/pricing/ You will need the Maps JavaScript API (Maps > Dynamic Maps), Directions API (Routes > Directions), and Geocoding (Places tab). Geocoding is required for setting coordinates. • Bing Maps: https://www.microsoft.com/en-us/maps/licensing/options


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	<p>Microsoft SQL Server: 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard)</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> Do not install MobileTech server components on your SQL Server machine. Install MobileTech Administration on the MobileTech web server.</p> </div>
Operating system	<ul style="list-style-type: none"> • Microsoft Windows Server (Standard or Datacenter Edition): 2019, 2016, 2012, 2012 R2 • Windows PowerShell 5.1 or higher
Microsoft SQL Server Reporting Services (SSRS)	<p>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.</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p> 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 SQL Server version, see https://docs.microsoft.com/en-us/sql/reporting-services/install-windows/reporting-services-configuration-manager-native-mode?view=sqlallproducts-allversions.</p> </div>

Component	Requirements
Internet Information Services	IIS 7.5 or 8.0
Web Service server	<ul style="list-style-type: none">• 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) <div data-bbox="472 611 1453 737" style="border: 1px solid yellow; padding: 5px;"><p> Computers that have more than 16 GB of RAM will require more disk space for paging, hibernation, and dump files.</p></div>
Device communication	<ul style="list-style-type: none">• 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 Key2Act, you can enter a new support request by using the following information:

Contact a Key2Act 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 Key2Act Support for additional information.
- Key2Act 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.Key2Act.com⁷.

⁷ <http://www.Key2Act.com>