Signature 2020 (18.03b05) System Requirements

Version: Signature 18.03b05

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.

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].

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].

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[4].

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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
4 https://mbs.microsoft.com/customersource/northamerica/GP/learning/documentation/system-requirements/
  MDGP2018_system_requirements_web_apps

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 documentation</u>[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 <u>System Requirements for Microsoft Dynamics GP documentation</u>[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	• 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) *Instances:* • Signature/Dynamics • CRM • SQL Reporting Services
Web Server (IIS) – Internal	• Signature SMS Customer Portal • Signature Registration • Signature MobileTech Web Service
Web Server (IIS) – External	• Signature Job Cost Portal
Microsoft Windows Server	• Internet Information Services (IIS) • .NET Framework 3.5 or higher ⚠ A separate machine is recommended.

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

⚠ **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.

The following Signature applications may be installed on this server:

- Signature Job Cost Portal
- 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 ⚠ 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 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	SQL Server 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard) 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 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard)
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

Item	Requirements
SQL Server	Microsoft SQL Server: 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard) ⚠ Do not install Schedule server components on your SQL Server machine. Install Schedule on the Schedule web server.
Operating System	Microsoft Windows Server (Standard or Datacenter Edition): 2019, 2016, 2012, 2012 R2
Processor	• 2.8 GHz or higher processing speed • Dual-core CPU (minimum)

Item	Requirements
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	3.1.4 (Installed during the installation/upgrade process.)
Supported Browsers	Chrome, Microsoft Edge (version 79 or higher), Firefox
Mapping API Key	If you will be using the Mapping feature, you will also need to obtain a Google or Bing Mapping API key: • 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	Microsoft SQL Server: 2019 (Enterprise, Standard, or Express), 2017 (Enterprise, Standard, or Express), 2016 (Enterprise or Standard), 2014 (Enterprise or Standard) ⚠ 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): 2019, 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 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) ⚠ Computers that have more than 16 GB of RAM will require more disk space for paging, hibernation, and dump files.
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/. You will need the Maps JavaScript API (Maps > Dynamic Maps).

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.com[7].

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7 http://www.wennsoft.com