

# CSSP Applications

# System Requirements



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**1 Server Requirements**

Minimum Server Requirements

Typical application Hard Disk requirements

**2 Workstation Requirements****3 Other recommended items**

## System Requirements for CSSP Applications running under Windows XP, 2003, Vista, 2008.

These requirements are for guidance only. The actual requirements for your installation will change depending, for example on the number of users, other applications being used, etc

This information is subject to change without notice, by the manufacturers.

Some requirements may change with later releases of the software.

It is strongly recommended to check the specification of any new hardware/operating environment with CSSP prior to purchase, but CSSP will not be held liable for any advice. If consultancy is required this can be provided on a contract basis.

Due to the complicated nature of modern systems and the combinations of hardware and software no guarantee can be made that CSSP software will work with no issues on your system. If in doubt a full list of the proposed or installed applications will need to be supplied.

### Please note the following particular items

#### Anti-virus Software (AV)

The nature of AV software and the way it has to work that it can cause issues. IBM does not recommend any particular brand of AV software. CSSPs and IBMs experience with the major AV software products are as follows:-

**McAfee** has been known to cause issues.

**AntiGen** causes UniData not to restart after a re-boot. A manual re-start of UniData is required

**Norton's (Symantec)** and **eTrust/InoculateIT** both work OK.

It is recommended to exclude the data folders (typically called CSSPDATA) from online or interactive checking. For performance and locking reasons the files in these folders are not executable or standard Windows files (.DOC, .XLS etc) so a virus infection of any of these is extremely unlikely.

Anti-virus software with built-in firewalls, worm protection etc. can block or interfere with access to Cheops/UniData even when these components are supposedly "disabled". With personal or consumer versions this may require the software to be either removed or re-installed without the component present. Software where this has been observed includes

**McAfee Security Center**  
**McAfee Internet Security Suite**  
**Norton Antivirus**  
**Trend**

#### Other Software

**Kaseya** has been seen to cause the server to stop accepting UniData logins after some time. Console error dialogs have to be cleared or the server rebooted

## Backup Software

Retrospect backup software has been shown to cause IBM UniData not to work.

**Retrospect Express** which is bundled with a number of third party backup products is also incompatible with UniData. The symptom being UniData installs OK but on reboot the database service will not start as per Retrospect full product.

It is bundled with some Fujitsu, Iomega, Maxtor external hard drive units plus tape drive units as per the attached link.

[www.dantz.com/en/partners/oem\\_solutions.shtml](http://www.dantz.com/en/partners/oem_solutions.shtml)

## Terminal Services

### Generally

The way the database and application works means there are multiple connections to the database server from the client. UniData uses a mechanism called Device Licensing to track these connections and only consume 1 license from these multiple connections for any single client. Terminal Services is a special case as instead of separate clients there are separate sessions from a server. The exact details of what it depends on are not clear but it does depend on DNS resolving the clients name correctly.

### Terminal Services and Remote Sites

When access is required from a remote site the Device Licensing mechanism is more likely to fail due to it not being able to resolve the multiple connections correctly. When it does fail each connection uses a database license so the site will run out of licenses very quickly.

Please note the following

- a) Terminal Services not over a VPN - where the remote client PC is establishing the connection to the server via the external or public IP address of the site (using "Port Forwarding") then this will fail.
- b) Terminal Services over a VPN - where the connection is made via a VPN then this may work. However there are a lot of variables or variations for VPNs so there is no guarantee of what will work. The type of VPN that has worked most often is a Microsoft PPTP VPN terminated on a Microsoft server running DNS on the domain or active directory.
- c) Wide Area Networks - These are essentially similar to VPNs but are usually transparent to the end users.

### Terminal Services and LAN Clients

Normally this works correctly but there have been a few cases where Device Licensing has not worked correctly. Updates to UniData have helped fix these but in cases where updates have not fixed it we have identified the problem to DNS not resolving the client PC name correctly.

### Citrix

Our experience has shown Device Licensing seems to be more robust with Citrix.

## Remote Access

For timely, cost effective support CSSP strongly advise that remote access via, VPN direct Remote Desktop session or other means is arranged. If not done the options for support become considerably limited and may require costly site visits to resolve issues that can be done far more efficiently via remote access.

Typical hardware requirements for IBM U2 UniData (database) and Cheops (application)

## 1 Server Requirements

### IBM U2 UniData Relational Database Release 6.x (or later)

UniData supports the following versions of Windows: -

- Windows XP Professional (32 bit SP3, 64 bit SP2, SP3)
- Windows 2003 (32 bit SP2(R2), 64 bit SP2(R2))
- Windows 2003 SBS (32 bit SP2(R2))
- Windows Vista Business or Ultimate (SP1)
- Windows 2008 Server (SP1 64 bit, SP1(R2))

IBM UniData **does not support** the following versions of Windows on a server: -

- Windows NT4
- Windows 2000
- Windows XP Home
- Windows Vista Home Basic, Premium

**Note:** - Windows 2003/2008 with Terminal Services can be loaded on the same server. In a normal environment we would expect the Terminal Services server and the UniData server to be separate machines and this is supported.


Service Packs

*Windows XP – SP3*

*Windows 2003 – SP2*

*Windows Vista Business/Ultimate - SP1*

*Windows Server 2008 - SP1*

 **Special note regarding hardware requirements for Windows server**

We strongly recommend only using hardware on the Microsoft Hardware Compatibility List (HCL). If problems encountered are related to use of non-HCL hardware support may not be provided by IBM UniData support

Microsoft has a Windows hardware Compatibility List Check at <http://www.microsoft.com/hcl/> for a complete list of supported devices.

**Minimum Server Requirements**

- Pentium 4 or higher
- 2 GB of Memory (minimum)
- 2 GB of available hard disk space
- Minimum 5 GB of disk space on an NTFS partition
- CD-ROM drive
- VGA or higher-resolution display adaptor - 800 x 600 required
- Network adaptor card – 100 Mbit

Internet connection for remote support

**Note:** SATA/IDE based servers may not provide suitable response times in a multi-user configuration

**Typical RAM requirements** in addition to the RAM requirements for the operating system and other non-CSSP applications.

Number of Users	Additional RAM – Mbyte
1 to 10	256
11 to 20	512
21 to 30	756
130	5 Gbyte
250	10 Gbyte
400	16 Gbyte

Multiple CPUs (SMP Symmetrical Multi Processors)

Recommend multiple CPU or cores for 20+ users as well as multiple 10,000 RPM (or faster) SASI/SCSI hard drives in RAID-1 or RAID-5 configuration with hardware RAID controllers.

**Typical application Hard Disk requirements**

**CSSP applications**

- Software 1.5GB
- RDBMS (IBM UniData) 250MB
- Typical Project 5 to10MB

**Allow for a minimum of 2G byte**

## 2 Workstation Requirements

### Cheops

Minimum System Requirements:

XP Professional or Vista Business / Ultimate  
Monitor and graphics adapter to be capable of 800x600 resolution or better

**Note: Windows XP Home and Vista Home not supported**

- Pentium 4 or better
- 1GB of memory
- Hard disk with 100MB of free disk space
- CD-ROM for installation
- TCP/IP compatible network card (100Mbit) and TCP/IP software

## 3 Other recommended items

Uninterrupted Power Supply (UPS) to protect system from power fluctuations plus software to perform automated system shutdown when UPS battery is exhausted.

Backup device (e.g. DVD/DAT/CD/LTO). Recommend backup device capable of backing up whole system.

Backup software to perform automated backup with no user intervention beyond loading correct media and configured to perform full backup each working day. Recommend the software allow the backup of open files.

Anti-virus software configured to automatically scan disk updates and to update its virus definitions. Server and all workstations should have this software installed.