RECOMMENDED SPECIFICATION OF OPERATING SYSTEMS & HARDWARE – CONNECTED GUESTS APPLICATIONS – R2.0

Supported Operating Systems

iCharge

- Server 2008 R2
- Server 2012
- Server 2012 R2 x64
- Server 2016
- Windows 7 x64
- Windows 10 x64
- VM Ware, ESXi 5.5+ or Hyper-V.

InnLine IP / 2020 Voicemail

- Windows Server 2008 x64 / x86
- Windows Server 2012 x64
- Windows Server 2016
- Windows 7 x64
- Windows 10 x64
- VM Ware, ESXi 5.5+

Installation of iCharge and InnLine IP on virtual platforms is possible. The specification of the virtual server should be the same as our recommended Hardware.

Please note that InnLine IP is only supported on VM Ware and ESXi 5.5 or later **Not Hyper-V**

InnLine 2020 cannot be virtualised due to the need for physical hardware to provide analogue or digital lines.

InnLine 2020 and InnLine IP will both require a USB port for the licensing dongle. On Virtual machines this will need to be mapped from the physical hardware to the VM.

Hardware to run BOTH iCharge and InnLine IP / 2020

Processor: Quad Core i5 (or equivalent) 3.0 GHz

Memory: 8GB DDR3

Operating System: Any x64 to utilise 8GB RAM

Hard Disk Drive: 200GB

Hardware to run ONE of iCharge OR InnLine IP / 2020

Processor: Dual Core i3 (or equivalent) 3.0 GHz

Memory: 4GB DDR3

Hard Disk Drive: 200GB

Important Notes

WE RECOMMEND THAT THE CONNECTED GUESTS SOFTWARE IS INSTALLED ON A DEDICATED PC AND NOT WITH OTHER SOFTWARE. IF IT IS INSTALLED ON A PC USED FOR OTHER SOFTWARE WE CANNOT GUARANTEE THAT IT WILL BE COMPATABLE.

Note 1: Please supply Internet access to ALL servers. This will ensure that we can deliver the most efficient installation and aftercare service.

Note 2: Both Trend Micro and McAfee Firewall and Antivirus can cause serious problems with database access and system performance. It is recommended that is removed from any Connected Guests servers. Connected Guests have not experienced any serious problems with ANY other virus scanner application; although cannot guarantee that all third-party applications are compatible with Connected Guests Products.

Note 3: The following Microsoft .NET Frameworks need to be manually installed before any software will run: Version 4.5.2

Queries should be directed to the Connected Guests Projects Team:

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