



# SERVICEPOINT 5.2

## TECHNICAL

## SPECIFICATIONS

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## 5.2 TECHNICAL SPECIFICATIONS

Below are general guidelines for servers and workstations. Bowman Systems will work with you to refine these specifications if you host your *ServicePoint* database.

### 4.X VS 5.X

You will notice these recommendations being significantly higher than those of *ServicePoint* 4.x. The main reason for this is that in *ServicePoint* 4.x the Microsoft SQL Server RDBMS was utilized. In *ServicePoint* 5 the PostgreSQL RDBMS is now used. Because the PostgreSQL is an Open Source database there is little or no licensing costs associated with its use. These recommendations assume that this cost savings should be used to purchase more robust hardware. So although the recommendations call for more robust servers, the price-point is comparable to the corresponding *ServicePoint* 4.x recommendations.

## CONCURRENT USERS

This is the maximum numbers of users simultaneously using the *ServicePoint* instance. A site might have 1000 user licenses, but rarely see a load of more than 300 concurrent users.

## SERVERS

### Database Server

Concurrent Users	Processor (64 bit)	RAM	DASD
Less than 20	2 Cores	4 Gigs	Raid 1
20 to 99	4 Cores	8 Gigs	Raid 10
100+	8 Cores	16 Gigs per 100 Users	1 Raid 10 per 100 Users

### Application Server

Concurrent Users	Processor (64 bit)	RAM	DASD
Less than 20	2 Cores	2 Gigs	Raid 1
20 to 99	2 Cores	4 Gigs	Raid 1
100+	2 Cores per 100 users	4 +2 Gigs per 100 Users	Raid 1

### Application Clustering

Additional application servers may be added for increased availability. A second Application Server is recommended for installations of more than 100 Concurrent Users. A Load Balancer is required when the second Application Server is added.

### Server Software

Operating System: Linux

Database: PostgreSQL 8.3+

## WORKSTATIONS

### **Memory**

If Vista – 4 Gig recommended, (2 Gig minimum)  
If XP – 2 Gig recommended, (1 Gig minimum)

### **Monitor**

Screen Display - 1024 by 768 (XGA)

### **Processor**

A Dual-Core processor is recommended.

### **Internet Connection**

Broadband

### **Browser**

Firefox 3+ is recommended. Internet Explorer 8 is supported. Other browsers work with varying results.