

# Caterease HelpDesk

## Hardware Requirements

### Workstation

For network workstations, standalone machines and Express users.

	Windows 2000 Professional	Windows XP Professional
<b>Processor</b>	Pentium III or higher	Pentium 4 or higher
<b>Memory</b>	256MB or higher	256MB (512 recommended)
<b>Hard Drive Space</b>	300MB	300MB
<b>Video</b>	16bit color at 1024x768	16bit color at 1024x768
<b>Network Card</b> ◊	100Mbps Ethernet	100Mbps Ethernet
<b>Internet Connection</b>	Yes & IE 5.0 or higher	Yes & IE 5.0 or higher
<b>PS2 or USB Mouse</b>	Yes	Yes
<b>101/102 Key Keyboard</b>	Yes	Yes
<b>CD-ROM Drive</b>	Yes	Yes
<b>Battery Backup</b>	No §	No §
<b>Printer</b> ‡	Yes	Yes

### Server – Small Networks

For small networks with 3-5 computers.

	Windows 2000 Professional	Windows XP Professional
<b>Processor</b>	Pentium III or higher	Pentium 4 or higher
<b>Memory</b>	256MB or higher	512MB or higher
<b>Hard Drive Space</b>	300MB	300MB
<b>Hard Drive Speed</b>	IDE 7200RPM or higher	IDE 7200RPM or higher
<b>Video</b>	16bit color at 1024x768	16bit color at 1024x768
<b>Network Card</b>	100Mbps Ethernet	100Mbps Ethernet
<b>Internet Connection</b>	Yes & IE 5.0 or higher	Yes & IE 5.0 or higher
<b>PS2 or USB Mouse</b>	Yes	Yes
<b>101/102 Key Keyboard</b>	Yes	Yes
<b>CD-ROM Drive</b>	Yes	Yes
<b>Battery Backup</b>	Recommended §	Recommended §
<b>Printer</b> ‡	Yes	Yes

◊ - If purchasing the network version

§ - Battery Backups are recommended for any area prone to power failures or lightning strikes

‡ - Windows compatible printer using PCL5e or PCL6. Must support Unicode.

It's important that you discuss these requirements with your network administrator to determine your exact needs. Multitasking, system usage and other applications may increase the requirements for your system.