

Caterease HelpDesk

Server System Requirements

Operating System Requirements

Companies with fewer than 5 users can utilize Microsoft Windows 2000 Professional or Windows XP Professional with NTFS. Companies running more than 5 users should run Windows 2000 Server or Windows Server 2003.

Display

Caterease has been designed for 16bit color displays with a resolution of 1024x768 or higher. You can run Caterease at a lower color or resolution, but it may limit some of the flexibility of the program.

Hard Drive Space

You will need a minimum of 300MB of free disk space to install Caterease and 100MB – 300MB a year for your data and backups. Some Caterease utilities will temporarily expand your database size. For this reason we recommend at least 500MB free space at all times.

Minimum Hardware Requirements

Minimum hardware is a Pentium III processor with 128MB RAM (256MB RAM for Windows XP). Hardware requirements will be different depending on what version of Windows you are running. A CD-ROM drive will be required to install the Caterease program. You will need a standalone computer to act as your server if you have more than 3 network users.

Recommended Hardware

We recommend a Pentium III Xeon (or higher) with 256MB of RAM (512MB RAM for Windows XP Server), 10K RPM SCSI hard drive running NTFS and a battery backup.

Networking

We recommend all users run a 100Mbps TCP/IP network. Many organizations can increase their network performance by removing their old network hub and replacing it with a network switch. Switches are ideal for growing businesses, particularly with employees who rely heavily on the network for large or complex database applications.

The more workstations you have the more powerful your server should be. If you have more than 10 users you should have an actual server, not a desktop machine acting as a server. This machine should have a gigabit line running to your network switch, dual processors (if needed) and 10K RPM SCSI hard drive. You may want to invest in a tape backup to protect your data from hardware failure.