

## HelpLINE.net Technical Specification

This document is a technical specification for the latest HelpLINE product.

**Recommended options are in bold.**

### HelpLINE Product

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<b>Current Shipping Version:</b>	V5.1 SP4 with ActivitySCHEDULER V5.1 SP4
<b>Database Types:</b>	<b>Microsoft SQL Server 2000 and above</b> + latest ODBC driver Oracle 10g, 11g and above + latest ODBC driver from Oracle ( <b>Express</b> editions of the above are perfectly adequate)
<b>Supported OS, Server:</b>	Windows XP Pro (for evaluation) Windows 7 (for evaluation) <b>Windows 2003 Server</b> <b>Windows Server 2008</b> <b>Windows Server 2008 R2</b> (virtual server supported)
<b>Supported OS, Management Client:</b>	Windows 2000 (Server or Pro) Windows XP Pro Windows 7 Windows 2003 Server Windows Server 2008 Windows Server 2008 R2
<b>Network Protocol:</b>	TCP/IP
<b>TCP/IP Port number:</b>	3344 (plus dynamically allocated ports between Server and Management clients)
<b>Email Protocols:</b>	Outgoing: <b>SMTP</b> (including POP3/IMAP authentication) Incoming: <b>POP3</b>
<b>Password Encryption:</b>	One-way message digest
<b>Web Server:</b>	<b>IIS 5.1 and above</b>
<b>Web Interface Browser:</b>	<b>Microsoft Internet Explorer 7, 8 and above</b> <b>Firefox</b> Safari Opera Chrome
<b>Java Run-time (browser):</b>	Sun Java run-time, any version (only required for 'Connected Users' web interface)
<b>Firewall Configuration:</b>	Allow 2-way communication on Port 3344 (internally only)

**Suggested minimum hardware requirements:**

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These minimum requirements may need to be increased if you make heavy use of HelpLINE, or other applications make heavy use of the system.

**Server:** Pentium CPU (2 GHz or greater)  
~1GB drive space (excluding database and attachments)  
Memory 2GB RAM (excluding database engine)  
Intranet or Broadband/ISDN internet connection

**Management Client:** Pentium CPU (1 GHz or greater)  
~512 MB drive space  
Memory 1GB RAM  
Intranet connection to Server

**Web Interface:** Pentium CPU (1 GHz or greater)  
~512 MB drive space  
Memory 1GB RAM  
Intranet or Broadband/ISDN internet connection

**Note:** Minimum requirements tend to increase over time, due to increased requirements for Windows, browser, security software, etc.