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## System Requirements - CommNet Server

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The following requirements are for the CommNet Server:

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### Operating System - Cluster and Non-Cluster

#### Windows Server 2003

Microsoft Windows Server 2003 32-bit, 64-bit and x64 Editions with a minimum of Service Pack 1

#### Windows Server 2008

Microsoft Windows Server 2008 R2 Editions

Microsoft Windows Server 2008 32-bit and x64 Editions\*

\*Core Editions not supported

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### Processors

Dual 1 GHz minimum required or higher processors recommended

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### Memory

512 MB RAM minimum required; 1 GB RAM recommended

Virtual memory should be set to twice the amount of available physical memory

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### Hard Disk

800 MB of local disk space for CommNet Server database and log file growth

300 MB of local disk space for the Microsoft SQL application and database. (Microsoft SQL Server is embedded in the CommNet Server software installation)

1GB of local disk space for the CommNet Server database growth

CommNet Server installation and upgrade require additional 200 MB of free disk space on the drive in which the Operating System and temp directory resides, to copy temporary files during the install or upgrade process.

In time, you may need to provide additional space (several GB) to allow for growth in the CommNet Server metadata. The size of the metadata depends on the number of Cells (CommCells and QSM Cells) in your enterprise. The CommNet Server software does not require that the free disk space be available on a single drive.

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### Peripherals

DVD-ROM drive

Network Interface Card

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### Miscellaneous

Microsoft SQL Server 2005 Enterprise Edition (with Service Pack 2) will be automatically installed while installing the software. Later versions of the Service Pack, if available, are also supported. (\* See Disclaimer below.)

In a clustered environment, Microsoft SQL Server 2005 (Enterprise Edition) with the appropriate service pack must be installed and clustered prior to installing the CommNet Server software. The CommNet Server software automatically uses the default or the named instance created during the SQL

installation.

Microsoft Internet Explorer (IE) versions 5.01, 6.0

Microsoft Visual C++ 2008 Redistributable Package is automatically installed. Note that Visual C++ 2008 Redistributable Package can co-exist with other versions of this software.

In a clustered environment, Java™ Runtime Environment (JRE) SEv1.4.2\_08 must be installed on the passive node manually; it is automatically installed on the active node, if not already installed.

Microsoft Internet Information Services (IIS) Web Server version 4.0, 5.0 and 6.0

IIS is required in the CommNet Server computer (or an alternate computer configured for web administration) to provide the following:

- Remote administration capability using the CommNet Browser as a Remote Web-Based Application
- View reports from a remote computer
- Launch the Books Online from the CommNet Browser

See [Web Administration](#) for more information on configuring web administration.

Microsoft TCP/IP Services configured on the computer

Internet Protocol versions 4 (IPv4) or 6 (IPv6)

The CommNet Server computer requires IPv4 to obtain permanent licenses.

If a CommNet Server has both IPv4 and IPv6 sockets enabled, the CommNet Browser will always obtain an IPv4 address. If you wish to obtain and connect with an IPv6 address, the following parameter must be added to the `java/javaw` command in the Browser's target:

```
-Djava.net.preferIPv6Addresses=true
```

For example:

```
"C:\Program Files\Java\jre1.6.0\bin\javaw.exe" -jar cv.jar cranberry 8401 -oemid=1 -  
Djava.net.preferIPv6Addresses=true
```

Note that this configuration is supported for the CommNet Browser as a stand-alone application only. If you are running the CommNet Browser as a remote web-based application, you will always obtain an IPv4 address.

For additional information on supported Internet Protocols, refer to the Network Requirements for the Common Technology Engine software.

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## Notes on CommNet Server Installation

The CommNet Server should not be installed on a compressed drive.

The Microsoft SQL Server application that is installed on the CommNet Server computer must be dedicated to support the CommNet software and cannot be shared by other applications.

The CommNet Server should not reside on a Microsoft Exchange Server or a computer with an Oracle database. Installation of the CommNet Server software on a Microsoft Exchange Server or a computer with an Oracle database may reduce system performance below acceptable levels.

The CommNet Server computer must have a static IP address. The CommNet Server software does not support Dynamic Host Configuration Protocol (DHCP).

When installing CommNet Server on a Windows Server 2008 R2 computer, you can use the `bIgnoreWindowsServicePack` registry key to bypass the service pack check. For more information, see [Considerations for Windows Server 2008 R2 - Registry Key when Installing](#).

The BullCalypso instance used by the CommNet Server requires specific SQL server settings. Verify the following settings by viewing the SQL properties using the **SQL Server Management Studio** and by

running the SQL Server system stored procedure, which is `sp_helpsort`.

- In the `Memory` tab, the dynamically configured `Maximum` memory should be 75% of the physical memory available in the CommNet Server computer
- Character Set is `1252/ISO` (default)
- Sort Order is `Dictionary order, case Insensitive`
- Unicode Collation includes `General Unicode, case Insensitive, width Insensitive`
- For Service Accounts, use the same account for each service, auto start SQL services, and the local System Account
- Verify the following from the `Data Files` tab of the `tempdb` Properties dialog box:
  - The `tempdb` SQL database has at least 100 MB of disk space
  - The `Automatically grow file` option is selected
  - The `file growth` is set to 20%

The above step does not apply to clusters. Clusters require domain login.

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Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

## System Requirements - CommNet Agent

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The following requirements are for the CommNet Agent:

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### Operating System- Cluster and Non-Cluster

#### Windows Server 2003

Microsoft Windows Server 2003 32-bit, 64-bit and x64 Editions with a minimum of Service Pack 1

#### Windows Server 2008

Microsoft Windows Server 2008 R2 Editions

Microsoft Windows Server 2008 32-bit and x64 Editions\*

\*Core Editions not supported

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### Notes on CommNet Agent Installation

The CommNet Agent software is installed on the CommServe computer. Any CommServe installed on the above-mentioned platforms are supported. There are no additional requirements for the CommNet Agent beyond the requirements of the CommServe software.

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# System Requirements - CommNet Browser as a Stand-Alone Application

Stand-Alone Application | [Remote Web-Based Application](#)

The following requirements are for the CommNet Browser as a Stand-Alone Application:

## Operating System - Cluster and Non-Cluster Processor

### Windows Windows 2003

Microsoft Windows Server 2003 32-bit, 64-bit and x64 Editions with a minimum of Service Pack 1

All Windows-compatible processors supported

### Windows 2008

Microsoft Windows Server 2008 R2 Editions

Microsoft Windows Server 2008 32-bit and x64 Editions\*

### Windows XP

Microsoft Windows XP Professional 32-bit Editions

### Windows Vista

Microsoft Windows Vista 32-bit and x64 Editions

\*Core Editions not supported

### Windows 7

Microsoft Windows 7 32-bit and x64 Editions

### Linux

Red Hat Linux AS 2.1 32-bit with kernel RH 2.4.9-e.24 Enterprise and glibc 2.2.4-26

Intel Pentium or compatible minimum required

Red Hat Linux AS 2.1 32-bit and 64-bit Itanium with kernel RH 2.4.9-e.3 Enterprise and glibc 2.2.4-26

Red Hat Linux 7.1 distributions and versions with kernel RH 2.4.2-2 and glibc 2.2.2-10

### Mac OSX

Mac OS X 10.2.8

Mac OS X 10.3.0

Mac OS X 10.3.1

Mac OS X 10.3.2

Mac OS X v10.3.2

Mac OS X v10.3.3

Mac OS X v10.3.4

Mac OS X v10.3.5

Mac OS X v10.3.6

Mac OS X v10.3.7

Mac OS X v10.3.8

Apple Macintosh computer that supports any of the operating systems identified in this table

Mac OS X v10.3.9

Mac OS X v10.4.0

Mac OS X v10.4.1

Mac OS X v10.4.2

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## Display

The graphical icons in the CommNet Browser cannot be displayed in VGA mode. This affects the appearance of the Browser's toolbar and the CommNet Browser tree. Also, some table of contents are not displayed correctly.

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## Memory

512 MB RAM minimum required; 1 GB RAM recommended

Virtual memory should be set to twice the amount of available physical memory

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## Hard Disk

35 MB free disk space

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## Miscellaneous

TCP/IP Services configured on the computer

Microsoft Internet Explorer (IE) versions 5.01, 6.0, 7.0, 8.0

Microsoft Visual C++ 2008 Redistributable Package is automatically installed. Note that Visual C++ 2008 Redistributable Package can co-exist with other versions of this software.

Internet Protocol versions 4 (IPv4) or 6 (IPv6)

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## NOTES on CommNet Installation

### JRE

For computers running an Intel Itanium-based operating system, J2SDK1.4 64-bit is required.

For computers running a non-Intel Itanium-based operating system, JRE 1.4.x or JRE 1.5.x or JRE 1.6.x versions are supported.

JRE version 1.6 is automatically installed if any of the above versions are not available.

If any of the above versions are available, the install program will use the existing software.

On Macintosh operating systems, the above JRE software version must be installed prior to installing the CommNet Browser software.

On Linux operating systems, only JRE versions 1.4.x or 1.5.x up to Update 10 are supported and must be installed prior to installing the CommNet Browser software.

If a CommNet Server has both IPv4 and IPv6 sockets enabled, the CommNet Browser will always obtain an IPv4 address. If you wish to obtain and connect with an IPv6 address, the following parameter must be added to the `java/javaw` command in the Browser's target:

```
-Djava.net.preferIPv6Addresses=true
```

For example:

```
"C:\Program Files\Java\jre1.6.0\bin\javaw.exe" -jar cv.jar cranberry 8401 -oemid=1 -  
Djava.net.preferIPv6Addresses=true
```

Note that this configuration is supported for the CommNet Browser as a stand-alone application only. If

you are running the CommNet Browser as a remote web-based application, you will always obtain an IPv4 address.

For additional information on supported Internet Protocols, refer to the Network Requirements for the Common Technology Engine software.

Java™ Runtime Environment (JRE) SE v1.5.x

### **IIS**

IIS is required in the CommNet Server computer (or an alternate computer configured for web administration) to provide the following:

- Remote administration capability using the CommNet Browser as a Remote Web-Based Application
- View reports from a remote computer
- Launch the Books Online from the CommNet Browser

See [Web Administration](#) for more information on configuring web administration.

If the CommNet Browser software is installed on a computer running IIS version 7.0, the following software components must also be installed and configured on the computer:

- ASP
  - ASP.NET
  - IIS 6 Management Capability
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Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

# System Requirements - CommNet Browser as a Remote Web-Based Application

Stand-Alone Application | Remote Web-Based Application

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The following requirements are for the CommNet Browser as a Remote Web-Based Application:

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## Supported Web Browsers

### Linux

Mozilla 1.x

Netscape 6.2

### Windows

Microsoft Internet Explorer (IE) versions 5.01, 6.0, 7.0, 8.0

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## Operating System

The CommNet Console as a Remote Web-Based Application is supported on any operating system running a supported Java-enabled web browser.

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## Miscellaneous

If the CommNet Browser software is installed on a computer running IIS version 7.0, the following software components must also be installed and configured on the computer:

- ASP
- ASP.NET
- IIS 6 Management Capability

Java™ Runtime Environment (JRE) SEv1.5.x or J2SDK1.4.2\_08 recommended.

The software can function with JRE version 1.4.2\_08 or higher.

If the above version is not available, the Browser will automatically download the latest version from the appropriate Sun website.

In some environments, it might be necessary to configure the System Settings so that `netscape` is recognized as an executable command. This can be done by adding the installation path of Netscape to the System PATH variable as follows:

```
export $PATH=$PATH:<netscape_installation_path>
```

IIS is required in the CommNet Server computer (or an alternate computer configured for web administration) to provide the following:

- Remote administration capability using the CommNet Browser as a Remote Web-Based Application
- View reports from a remote computer
- Launch the Books Online from the CommNet Browser

See [Web Administration](#) for more information on configuring web administration.

Java plug-in is not supported on Microsoft Windows Server 2008 x64 editions. To run CommNet Browser as a Remote Web-Based Application, you need to install 32-bit JRE on 64-bit machines.

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Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

## System Requirements - CommNet Explorer

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The following requirements are for the CommNet Explorer:

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### Operating System - Cluster and Non-Cluster

#### Windows Server 2003

Microsoft Windows Server 2003 32-bit, 64-bit and x64 Editions with a minimum of Service Pack 1

#### Windows Server 2008

Microsoft Windows Server 2008 R2 Editions

Microsoft Windows Server 2008 32-bit and x64 Editions\*

\*Core Editions not supported

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### Processors

See [System Requirements - CommNet Server](#).

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### Memory

See [System Requirements - CommNet Server](#).

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### Hard Disk

50 MB of disk space for the CommNet Explorer software

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### Peripherals

See [System Requirements - CommNet Server](#).

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### Miscellaneous

The CommNet Explorer software must be installed on a properly installed and functional CommNet Server.

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Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

## System Requirements - Books Online

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The following requirements are for Books Online:

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### Operating System

Books Online is supported on any operating system running a supported Java-enabled web browser.

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### Supported Web Browsers

#### Windows

Microsoft Internet Explorer 6.0

Microsoft Internet Explorer 7.0

Microsoft Internet Explorer 8.0

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### Display

It is recommended that the screen resolution be set to 1024 by 768 pixels for viewing Books Online.

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### Memory

32 MB RAM minimum required beyond the requirements of the operating system and running applications

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### Peripherals

Network Interface Card

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### Miscellaneous

Adobe® Acrobat® Reader 5.0 (or higher) for viewing the PDF files

You must have JavaScript enabled in your browser to navigate and view the contents of Books Online.

### Downloaded Versions of Books Online

The following additional requirements apply for downloaded versions of Books Online:

- At least 40 MB of hard disk space for extracted Books Online files.

See [Download Books Online](#) for more information.

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Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.