

OMNITRACKER Requirements

System Requirements of OMNITRACKER 9.0



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General Notes

In addition to the system requirements mentioned in this document, OMNITRACKER also requires that all supported third-party products are installed according to their respective hardware and software requirements. It is especially important that these third-party products are installed in a way that is compatible with the products and technologies mentioned in this document.

Those products that are described as “supported” in this document are supported only as long as the respective manufacturers offer standard support for that product.

Even if a product is described as “supported” in this document, it is no longer supported if the date mentioned in the document “Retired 3rd-party product support” is reached. You can download this document from the OMNINET web site or request it via email from support@omninet.de.

OMNINET makes no warranty, implied or otherwise, about the performance or reliability of the mentioned third-party products.

Software Requirements

OMNITRACKER Client

- Windows XP with SP3, Windows Server 2003 with SP1 or SP2, Windows Vista, Windows 7, or Windows Server 2008¹. (Only 32-bit clients are provided. It is possible to run 32-bit clients on 64-bit operating systems. “Home” editions are not supported.)
- Microsoft .NET Framework version 3.5 SP1.
- If you create your own report layouts, or if you want to change the standard layouts delivered with OMNITRACKER, then licenses for one of the following products are required on each PC intended for report development:
 - Crystal Reports XI
 - Crystal Reports 2008

¹ Please note that Crystal Reports XI is not supported under Windows Server 2008.

Please note: To view and print already defined reports, at least one Crystal Reports license provided by OMNINET is required; this license, however, must not be necessarily installed on the PCs on which you are viewing the report.

- If you want to integrate the Outlook address book with the OMNITRACKER client, Outlook 2000, XP, 2003 or 2007 must be installed on the client PC. For Office 2007, the CDO package from Microsoft’s web site also must be installed.
- Microsoft Excel 2003 or higher must be installed if you want to export/import data to/from Excel.
- Microsoft Word 2003 or higher must be installed if you want to use the “mail merge” feature.
- The OMNITRACKER Windows client also can be run on Windows terminal servers or on Citrix servers.

OMNITRACKER Server

- Windows Server 2003 with SP1 or SP2 (except Windows Server 2003 Web Edition) or Windows Server 2008². (Only 32-bit servers are available. It is possible to run 32-bit OMNITRACKER servers on 64-bit operating systems.)

Windows Cluster Services can optionally be used if necessary.

- Microsoft .NET Framework version 2.0.
- OMNITRACKER supports the following databases:
 - Built-in Microsoft Jet database
 - Oracle versions 10.2.0.3³, 11.1.0.6, 11.1.0.7. The Oracle client software must have the same version number as the server.
 - Microsoft SQL Server 2005 with SP2 (with Native Client with SP2) and SQL Server 2008 with

² Please note that Crystal Reports XI is not supported under Windows Server 2008.

³ Support for Oracle 10.2 will terminate on 30-JUN-10.

- SP1 (with Native Client 10 with SP1).
- IBM DB2 V9.1 (with corresponding ODBC driver)
- Microsoft Excel 2003 or higher must be installed if you want to export/import data to/from Excel in server-side actions.
- Microsoft Word 2003 or higher must be installed if you want to use the “mail merge” feature in server-side actions.

Version Compatibility

- You must install compatible versions of OMNITRACKER clients and server. Usually, this means that clients and server must have the same version number (unless specified otherwise in the OMNITRACKER Release Notes). This also applies to the OMNITRACKER Development Environment.
- All other components (Email Gateway, Web Gateway, and so on) must have the same version number as the OMNITRACKER server.

OMNITRACKER Email Gateway

- Windows Server 2003 with SP1 or SP2 or Windows Server 2008. (Only 32-bit versions are supported.)
- Mail server: An email server providing Internet email protocols (SMTP, IMAP4 and/or POP3) or MAPI must be available.

When using the MAPI protocol, certain advanced email functionalities of OMNITRACKER can not be used.

ODBC Data Import

For ODBC data import, only those data base are supported that can be used as back-end database for the OMNITRACKER server. (See page 3.) Exception: Microsoft Jet is not supported via ODBC; there is a dedicated Microsoft Jet (MDB) import instead.

Data Export to External Databases

For data export to external databases, only those data bases are supported that can be used as back-end database for the OMNITRACKER server. (See page 3.)

OMNITRACKER Telephony Integration

The OMNITRACKER Windows client can be integrated with TAPI 2.x compliant telephony systems.

A TAPI 2.x compliant driver must be installed on each machine on which the OMNITRACKER Windows client is running.

Non-TAPI compliant telephony systems can be integrated by using OMNITRACKER’s COM-based Telephony Integration Interface. (See the Administrator’s Guide for more information.)

OMNITRACKER Web Gateway

Web Server

- Windows Server 2003 with SP1 or SP2 (including Web Edition) or Windows Server 2008⁴. (Only 32-bit versions are supported.)
- Microsoft Internet Information Server (IIS) 5.1 or higher.
- Microsoft .NET Framework version 2.0.
- For Windows Server 2008, the IIS 6 compatibility modules must be installed.

Supported Web Browsers

- Internet Explorer 6.0 – 8.0 (ActiveX must be activated for Internet Explorer 6.0; this is not necessary for versions 7.0 and 8.0).
- Mozilla Firefox 2.0 – 3.5.

⁴ Please note that Crystal Reports XI is not supported under Windows Server 2008.

JavaScript must be activated in the browser settings.

To view reports in the browser, Adobe Acrobat Reader version 5 or higher is required.

Microsoft Excel 2003 or higher must be installed if you want to export data to Excel using your web browser.

OMNITRACKER Mobile Client (OMNIVELOX)

- Required PDA operating system: Windows Mobile 5 or 6.
- CPU: at least 400 MHz.
- PDA RAM: at least 32 MByte free RAM for programs and data.
- On the OMNITRACKER server, .NET Framework 2.0 is required.
- For Windows Server 2008, the IIS 6 compatibility modules must be installed.
- If the OMNITRACKER server is a Windows Server 2008, then the IIS 6 compatibility modules must be installed.
- If the push service shall be used: Your network provider must offer the usage of IP addresses without network translation (NAT).

OMNITRACKER OCR Server

- Windows Server 2003 with SP1 or SP2 or Windows Server 2008. (Only 32-bit versions are supported.)
- Adobe Acrobat Capture 3 Cluster Edition need to be installed

Software Configuration Management Integration (SCM)

OMNITRACKER integration tools are available for the SCM systems listed below. (Please contact us regarding support further products or versions.)

- Microsoft SourceSafe version 6.0
- ClearCase version 5.0
- PVCS Version Manager version 6.8.1
- MKS Source Integrity version 7.3

OMNISCAN Inventory Scanner

The OMNISCAN inventory scanner can run on the following operating systems:

- Windows Server 2003 with SP1 or SP2 (including Web Edition) or Windows Server 2008. (Only 32-bit versions are supported.)

The scanner can scan all Windows PCs that fulfill the following requirements:

- Windows Management Instrumentation (WMI) is installed and active. (WMI is pre-installed on Windows 2003 and higher.)
- The Remote Registry Service is active.
- If a firewall is present, it must allow WMI and Remote Registry communication.

More than one inventory scanner can be installed in the network. The scanner can run on a different machine than the OMNITRACKER server.

OMNITRACKER Web Service

- Windows Server 2003 with SP1 or SP2 (including Web Edition) or Windows Server 2008. (Only 32-bit versions are supported.)
- Microsoft Internet Information Server (IIS) 5.1 or higher.
- Microsoft .NET Framework version 2.0.
- For Windows Server 2008, the IIS 6 compatibility modules must be installed.

Minimum Hardware Requirements

Server Dimensioning

The minimum hardware requirements depend on the usage scenario for OMNITRACKER.

You must take into account

- the maximum number of concurrent users, and
- whether you want to use base filters.

Using “base filters” means that you hide specific data in OMNITRACKER folders from certain users; e.g. a multi-client capable solution would require base filters.

In most cases, you obtain the maximum performance if application server and database server are running on the same machine. This requires that the machine is sized such that it can accommodate both servers; furthermore, the database server must be configured such that it leaves enough main memory for the OMNITRACKER server and the operating system.

If you want to separate application and database servers, you should make sure that both servers are connected via a 1000 MBit/s link.

Below you can find dimensioning suggestions for application and database server. If you intend to use only a single server, please add up the values for “# Processors”, “RAM”, and “Hard Drive” to obtain the suggested value for the combined server.

The dimensioning suggestions are valid for solutions without base filters. For solutions with base filters, the value of the next highest column (concurrent users) should be used.

Dimensioning of the OMNITRACKER Application Server

Concurrent Users	<=			
	25	50	100	500
Processor cores	2	2	4	16
CPU-clock speed (GHz)	2.0	2.6	2.6	2.93
L2 Cache (MB)	2x2	2x2	2x4	2x4
RAM (MB)	1024	1024	2048	4096
Hard drive: OT system files	1 GBytes (OT system files) + usage dependent space for full text search and attachments. There should be three separate hard drives for OS, full text search, and attachments.			
Processor type	Xeon, or higher			

Clock speeds are given for Xeon 51xx/53xx series (for dual core) or X73x (for quad core).

Dimensioning of the Database Server

Concurrent Users	<=			
	25	50	100	500
Processor cores	2	2	4	16
CPU-clock speed (GHz)	2.0	2.6	2.6	2.93
L2 Cache (MB)	2x2	2x2	2x4	2x4
RAM (MB)	1024	2048	4096	32GB
Hard drive DB-area	Depends on use; rule of thumb: 1-10 Kbyte per OMNITRACKER data file (+ 512MB system files) Use RAID-1 or RAID-10 for DB files and transaction log.			
Processor type	Xeon, or higher			

Clock speeds are given for Xeon 51xx/53xx series (for dual core) or X73x (for quad core)..

Dimensioning of the Web Server(s)

Concurrent Users	<=		
	25	50	100
Processor cores	2	4	8
CPU-clock speed (GHz)	2.0	2.6	3.0
L2 Cache (MB)	2x2	2x4	2x4
RAM (MB)	1024	2048	4096
Hard drive DB-area	1 GBytes		
Processor type	Xeon, or higher		

Clock speeds are given for Xeon 51xx/53xx series.

For more than 100 Web users, you should use multiple Web servers.

Client Dimensioning

For OMNITRACKER clients, you should use PCs with at least these properties:

Number of processors	1
Processor type	Pentium 4, Core 2 Duo, or higher
CPU-clock speed	800 MHz or higher
RAM (MByte)	512
Hard drive: OT system files	500 MBytes

may refer the customer to the support team of the virtualization software vendor). Please note that the vendors of Windows, Crystal Reports, SQL Server, Oracle or DB2 may have similar support restrictions.

The above mentioned virtualization software products are manufactured by companies that are independent of OMNINET. OMNINET makes no warranty, implied or otherwise, about the performance or reliability of these products.

Network Configuration (OMNITRACKER)

OMNITRACKER uses TCP/IP for communication.

For Windows Client connections, a bandwidth of min. 128 kbit/s per user is recommended. The network latency should not be higher than 50 ms.

For Web Client connections, a bandwidth of min. 256 kbit/s per user is recommended.

When operating OMNITRACKER using Terminal Services or Citrix Metaframe, a bandwidth of min. 64 kbit/s per user is recommended.

Network Configuration (OMNISCAN)

OMNISCAN uses TCP/IP for communication.

OMNISCAN transfers approximately 2-3 MBytes of data between the scanned PC and OMNISCAN.

Virtualized Hardware

OMNITRACKER server and client components can be used with virtualized hardware or virtualized operating systems (VMWare, Microsoft Virtual Server, Hyper-V).

When using OMNITRACKER in virtualized environments, support restrictions apply (e.g. the OMNINET support team may ask the customer to reproduce the problem using real hardware or