



Supported Platforms & Technologies

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Defero – Supported Platforms & Technologies

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Defero – Supported Platforms & Technologies

1 Overview

The information provided in this document to be used by Grapevine, its Partners and Customers to ensure the server hardware (to host Grapevine Defero Application) meets the *minimum* suitable specification for FULL deployment.

2 Version Control

Document Version	Date	Applied Changes	Updated By
0.1	2 nd April 2009	Initial release	Terry Byrne
0.2	22 nd Dec 2009	Updated to reflect recent product enhancements in version 1.1.1	Terry Byrne
0.3	15 th Jan 2010	Updated to include virtual platform support	Terry Byrne
0.4	1 st Mar 2011	Updated web browser support	T Byrne
0.5	31 st March 2014	Updated to reflect recent product enhancements in version 1.7.x	Victoria Faustova
0.6	12 th November 2014	Defined more detailed minimum Caché/Ensemble versions for 2.0	Victoria Faustova
0.7	30 th November 2014	Updated minimum requirements for Defero 2.0	Terry Byrne
0.8	1 st July 2015	Updated minimum requirements for Defero 2.0	Victoria Faustova

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3 Defero Architecture

The Defero product includes three main components: -

Server Components

1. A client and administrator web application (Defero Web Portal)
2. Message database engine (Defero Database)

External Components

3. SMS gateway (Defero SMS Gateway)

Defero can be deployed in the following configurations options: -

- All server components installed on a single Windows server or high spec Windows desktop
- All server components on separate Windows servers: -
 - Defero Web Portal on a dedicated or shared Web Server
 - Defero database on a dedicated or shared Database Server

4 System Requirements

The minimum hardware and software requirements for the installation of Defero are outlined below: -

- Hardware
 - Two identical server should be provided, one for live and one for test/training.
 - Servers must be network enabled & configured on the client LAN.
 - Defero can be hosted on a VM environment. It is recommended that additional resources (memory, CPU) are allocated to virtual servers.
- Operating system & Related Software
 - As specified in section 5 (operating system support)
- CPU & RAM Requirements – Database Server
 - Please refer to the Caché/Ensemble release notes for the server platform requirements
- CPU & RAM Requirements – Web Server
 - **CPU Required:** Quad core or equivalent
 - **RAM Required:** Recommended: 2GB or higher depending on OS requirements
- Disk Space Requirements
 - Defero Database Server
 - Caché or Ensemble Database Installation



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- A standard Caché or Ensemble installation uses approximately 750 MB (megabytes) of disk storage (not including disk space for user data). An additional 50 MB disk space is required for installation
- Grapevine recommends a minimum of 3 disk drives for a full Cache or Ensemble installation: -
 - Drive 1: system drive: 10GB HDD or higher
 - Drive 2: Cache Database Files. 20GB HDD or higher
 - Drive 3: Cache backup and journal files. 40GB HDD or higher
- Defero Web Server:
 - Drive 1: system drive: 10GB HDD or higher
 - Drive 2: IIS and Web Site installations: 20GB HDD or higher
- Defero Database Size:
 - Minimum 100 MB database to start with, with an expansion size of 25 MB when the existing database is 90% full
- The total amount of disk space required depends on the volume of messages sent through the Defero system, how long archived data (message files & database records) may be retained for, backup files & database journal files.

Please note the above specifications refer to a web server & database server supporting a single Defero installation.

The server specification may require additional memory, disk space or CPU resources if other applications are sharing the servers with Defero.

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5 Supported Technologies

The following section outlines the software and database technologies that are required for a full Defero Installation.

- Database Technologies
 - Caché 2013, Caché 2014
 - Ensemble 2013, Ensemble 2014
- Operating System Support (Database Server)
 - Microsoft Windows Server 2008 (32 bit or 64 bit) – latest version with patches recommended
 - Microsoft Windows Server 2012 (64 bit) – latest version with patches recommended
 - Please Caché & Ensemble may also be deployed on a wide range of Linux, UNIX, AIX and OpenVMS platforms. See the Caché documentation for a full list of supported platforms
- Operating System Support (Web Server)
 - Microsoft Windows Server 2008 (32 bit or 64 bit) – latest version with patches recommended
 - Microsoft Windows Server 2012 (64 bit) – latest version with patches recommended
- Web Server Software
 - IIS Version 7.5 or higher (32 or 64 bit depending on OS installed)
 - Please note IIS 8 is only supported by certain versions of Caché 2014
 - .NET Framework Version 4.0 installed on both Web Server & Database Server
- Web Browser Support for Defero Web Portal
 - Internet Explorer 9, 10 or 11
 - Google Chrome – Latest version
 - Firefox – Latest version

6 Additional Requirements

- Secure Remote Access to all Defero servers for remote support services
- Administrator access rights to Defero web server & database server
- Full access to all Defero application folders
- A shared directory with appropriate access rights will be created on the Defero database server by Grapevine to allow other systems to upload message files to Defero
- A shared directory with appropriate access rights will be created on the Defero web server by Grapevine to allow Defero users to upload contacts, recipients, clinics files to Defero

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7 Internet & Intranet Access

7.1 External Internet Access

- Defero requires a HTTP internet access to send text messages and receive incoming message receipts and responses from the Defero external SMS Gateway
- Each customer must provide a fixed external IP address that can be used for the following: -
 - To send text messages to the external SMS Gateway from the Defero Database Server
 - For security purposes to verify the source of the text messages sent to the external Defero SMS gateway. The external IP address is used in conjunction with a unique client account code and password to verify the source of text messages sent to the external Defero SMS Gateway
 - Receiving incoming text responses & message delivery receipts from the Defero SMS gateway
 - The customer's external IP address may need to be mapped/translated via NAT to point to the internal IP address of the Defero Web Server.

7.2 Internal Intranet Access

- Intranet access is required to allow internal users access the Defero web application from their desktops via the supported web browsers