



Supported Platforms & Technologies

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Defero – Supported Platforms & Technologies

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Defero – Supported Platforms & Technologies

1. Overview

This document describes the hardware and software requirements that are supported by the Defero system, as well as Network/IP details and Internet access that will be required prior to Grapevine installing and configuring the system.

2. Version Control

The version number of this document appears on the title page, and at the foot of each page. The following lists its change history:

VERSION	DATE	APPLIED CHANGES	AUTHOR
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

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3. Defero Architecture

The Defero product consists of two main components, a web application (Defero Web Portal) & a database engine (Defero Database). Defero can be deployed in the following different configurations: -

1. All components on a single Windows server
2. All components on a single Windows desktop
3. All components on multiples Windows servers: -
 - a. Defero Web Portal on a dedicated Web Server
 - b. The Defero database on a dedicated Database Server.

The above architecture is supported on both virtual and/or physical platforms.

4. Minimum Requirements

The minimum hardware and software requirements are outlined below: -

- Hardware
 - As specified in section 5 (operating system support)
- Caché or Ensemble Database Installation
 - A standard Caché installation uses approximately 550 MB (megabytes) of disk storage (not including disk space for user data). An additional 10 MB disk space is required for installation.
- CPU & RAM Requirements - Database
 - Please refer to the Caché/Ensemble release notes for the server platform requirements
- CPU & RAM Requirements – Web Server
 - **CPU Required:** Minimum = Pentium 400 MHz, Recommended: Pentium 1 GHz or higher
 - **RAM Required:** Minimum = 256 MB. Recommended: 500 MB or higher.
- Disk Space Requirements
 - The amount of disk space depends on the volume of messages sent through the Defero system and how long archived data is retained for.
 - Grapevine recommends a 100 MB database to start with, with an expansion size of 25 MB when the existing database is 90% full.
- Shared Network Directory
 - A shared directory will be required to allow external systems to upload message files to the Defero server, and for the archive of message files & other Defero log files.
- Microsoft Internet Information Server version 6 or higher
- .Net Framework version 4.0 or higher

5. Supported Technologies

The following section outlines the hardware, software and database technologies that Defero supports.

- Database Technologies
 - Caché 2008 or higher.
 - Ensemble 2008 or higher.

- Operating System Support
 - Single Database & Web Server Platforms
 - Microsoft Windows Server 2003 Family, Service Pack 1 or Higher
 - Microsoft Windows Server 2008 32 bit or 64 bit. (Note IIS must be 32 bit).
 - Separate Database Server & Web Server Platforms
 - Database Server
 - Microsoft Windows Server 2003 Family, Service Pack 1 or Higher
 - Microsoft Windows Server 2008 32 or 64 bit.
 - Caché 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.
 - Web Server:
 - Microsoft Windows Server 2003 Family, Service Pack 1 or Higher
 - Microsoft Windows Server 2008 32 or 64 bit or higher.
 - Defero can also be deployed in a Virtual Windows environment using the supported operating systems listed above.

- Web Server Software.
 - Microsoft IIS version 6 or higher (32 bit version only)
 - .Net Framework Version 4.0 or higher (32 bit version only)

- Web Browsers
 - Internet Explorer 7 or higher
 - Firefox 4 or higher
 - Google Chrome 10 or higher
 - Safari 5.0 or higher

6. External Internet Access & IP Details

- Each customer must have a fixed external IP address that can be used for the following: -
 - Verifying 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 responses from the Defero SMS gateway. In some situations the customer's external IP address may need to be translated to point to the internal IP address of the Defero Web Server or Database Server.
- Defero requires HTTP Internet Access to send text messages and receive incoming message receipts and responses from the Defero external SMS Gateway.
- Intranet Access to the Defero Web server will be required to access the System Administrator & Client Web Portals.

7. Internal Intranet Access

- Intranet access is required to allow internal client users access the Defero web application via the supported web browsers.