

HelpLINE.net Technical Specification

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

Recommended options are in bold.

HelpLINE Product

Current Shipping Version:	V5.1 SP3 with ActivitySCHEDULER V4.3 (SP3)
Database Types:	Microsoft Access, using drivers as installed with Windows Microsoft SQL Server 2000 and above + latest ODBC driver Oracle 10g, 11g and above + latest ODBC driver from Oracle (Express editions of the above are fine)
Reporting:	Crystal Reports V10 (run-time supplied) Supports reports designed with Crystal 8.5 and above HTMLDOC 1.8.23 (free unsupported version supplied) (on Server, for detail reports in PDF format)
Supported OS, Server:	Windows XP Pro (for evaluation) Windows 7 (for evaluation) Windows 2003 Server Windows Server 2008 Windows Server 2008 R2 (virtual server supported)
Supported OS, Management Client:	Windows 2000 (Server or Pro) Windows XP Pro Windows 7 Windows 2003 Server Windows Server 2008 Windows Server 2008 R2
Network Protocol:	TCP/IP
TCP/IP Port numbers:	3344, 1928 (plus dynamically allocated ports between Server and Management clients)
Email Protocols:	Outgoing: SMTP (including POP3/IMAP authentication) Incoming: POP3
Password Encryption:	One-way message digest
Web Server:	IIS 5.1 and above
Web Interface Browser:	Microsoft Internet Explorer 7, 8 and above Firefox Safari Opera Chrome
Java Run-time (browser):	Sun Java run-time, any version (only required for 'Connected Users' web interface)
Firewall Configuration:	Allow 2-way communication on Port 3344 (internally only)

Suggested minimum hardware requirements:

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.