

## HelpLINE.net Technical Specification

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

Options in bold are recommended.

### HelpLINE Product

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

**Suggested minimum hardware requirements:**

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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 (including web and DB):** Pentium CPU (2 GHz or greater)  
~1GB drive space (excluding database and attachments)  
Memory 2GB RAM (including database engine)  
Intranet or Broadband/ISDN internet connection

**Management Client:** Pentium CPU (1 GHz or greater)  
~512 MB drive space  
Memory 512MB 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, etc.