

Ascente/Traverse System Requirements For a Terminal Services Environment

Server

- Intel XEON or similar multi-core server CPU – 64bit
- 16 GB RAM base plus 2 GB per user
- 500gb or disk space or better – RAID drive redundancy recommended. For sites over 20 users, high speed SAS or similar hard drives recommended.
- DSL or other fast internet connection for support
- UPS
- Windows 2008/2008 R2/2012/2012 R2 Server Standard Edition (Not Small Business Server). MUST BE 64-bit.
- Terminal Services license for the total number of workstations to run Ascente/Traverse
- External hard drives for backup
- SQL 2008 R2, 2012, or 2014 64-bit Standard, Enterprise or Developer edition, for systems with 10-users or more. SQL 2008 R2, 2012 or 2014 Express for systems under 10-users (SQL 2008 R2 MUST be used if upgrading from CONTRAC2)
- 100baseT network.
- Anti-Virus software
- Firewall
- Special configuration notes if running in Terminal Services Mode:
 - Must add an exception to the Data Execution Prevention (DEP) feature to exclude Ascente.exe and Traverse.exe
 - Must give Terminal Server Users FULL permission to the following folders:
 - Ascente\ReportsTemporary
 - Must add Ascente\Ascente.exe as an Allowed program in Terminal Services Remote Application Manager

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Workstations

- 2.5 GHz multicore processor or better
- 4gb memory (8gb recommended)
- XGA display (1024x768), recommend 17" or larger for dispatchers
- 250 GB hard drive or better
- UPS
- Windows 10, Windows 8/8.1, Windows 7 Professional or Enterprise editions 64-bit
- Terminal Service client 100baseT network
- Anti-Virus software

We highly recommend running Ascente & Traverse in a Terminal Services environment. This will save you significantly in overall support and maintenance costs. However, the products can be run in a Client/Server environment if necessary. The requirements for this are:

Server

- Same requirements as for the Terminal Services environment with the exception that the 2 GB of RAM for each user is not required.

Client

- 2.5 Ghz or higher
- 4 GB RAM minimum, 8 GB recommended
- XGA display (1024x768)
- Only the following workstation operating systems are supported:
 - Windows 7 Professional or Enterprise
 - Windows 8/8.1 Professional or Enterprise
 - Windows 10 Professional or Enterprise

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Paging

Internet paging can be done if there is a persistent internet connection and the paging service supports e-mail or texting based paging (Verizon, T-Mobile, etc)

Backups

Backups need to be done daily to separate tapes or external USB drives and stored offsite or in a fireproof safe. Someone needs to be responsible for verifying that the backups complete every day.

Printers

- ❑ Laser/DeskJet printers only (no dot matrix printers)
- ❑ The correct print drivers for all of the printers will need to be installed on the server
- ❑ The server will need to be able to print a windows test page to all printers to be used with Ascente/Traverse.

Microsoft Office

- ❑ Any version will work, but must have a volume license if running on Windows Server 2008 or greater.
- ❑ Microsoft Excel must be installed on the server only if the Traverse Productivity Reports (Excel pivot tables) are to be used.
- ❑ Microsoft Word must be installed on the server if the export functions to MS Word are to be used or to use the spell check function in Ascente.

Remote Support

ISP will need to configure the firewall so we can access the system using Terminal Services.

Crystal Reports

Version XI Professional edition is needed to modify existing Ascente reports.

** Versions below XI will not work for editing Ascente Reports **

Virtual Machine

Ascente/Traverse can be run in a Virtual Machine environment. However, there are special considerations that need to be taken to insure proper performance. We will need to review your environment and can provide recommendations if you plan on using a Virtual Machine.

- If using Windows 2012, the network card must be a VMXNET3
- SQL should be installed on its own VM using its own core and Terminal Services on a separate VM with its own core