



# EASY Client, EASY DMS, EASY Workflow

Technical system requirements

Version 5 as of build 2030

## Technical system requirements



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Please note the license terms of third-party manufacturers.

### 1 Server Operating systems

Betriebssysteme		Architektur
	<b>Microsoft Windows Server 2008 R2</b> (Standard, Enterprise)	x64 (64-bit)
	<b>Microsoft Windows Server 2012, Microsoft Windows Server 2012 R2</b> (Standard, Enterprise)	
	<b>Microsoft Windows Server 2016</b> (Standard, Enterprise)	






### 2 Databases

Datenbanksystem		Architektur
	<b>Microsoft SQL Server 2008 R2</b> (Express, Standard, Enterprise)	x64 (64-bit)
	<b>Microsoft SQL Server 2012</b> (Express, Standard, Enterprise)	
	<b>Microsoft SQL Server 2014</b> (Express, Standard, Enterprise)	
	<b>Microsoft SQL Server 2016</b> (Express, Standard, Enterprise)	
	<b>Oracle Database 11g / 11g R2</b>	x64 (64-bit)
	<b>Oracle Database 12c</b>	
	<b>MySQL 5.5 – 5.7</b>	x64 (64-bit)
	<b>MariaDB 5.5, 10.0, 10.1</b>	

## Technical system requirements

### 3 Webbrowser

The Web client can be used with the following web browsers:


Webbrowser	
	<b>Microsoft Internet Explorer 11</b>
	<b>Microsoft Edge</b> <sup>1</sup>
	<b>Mozilla Firefox</b>
	<b>Google Chrome</b> <sup>1</sup>
	<b>Safari</b> <sup>2</sup>

<sup>1</sup> For some Features Java-Applets are used. Microsoft Edge and Google Chrome have no support for Java-Applets, features which use Java-Applets are not available in these web browsers.

<sup>2</sup> With Mac OS or iOS

### 4 3<sup>RD</sup> Party Software at server system

For the Tomcat-Webserver an installation of the Java Runtime Environment (JRE) with version 1.8 is required at the Tomcat installation, also the system environment variable JRE\_HOME must be set to the installation folder of the JRE.


Java	
	Java Runtime Environment (JRE), Version 1.8 <sup>1</sup>

<sup>1</sup> for Tomcat Servlet Container (the system environment variable JRE\_HOME must be set to the installation folder of the JRE)

## Technical system requirements

### 5 3<sup>RD</sup> Party Software at client system

For some Webclient features Java-Applets are used, e.g.: Webscan, local editing attachments, CheckIn/CheckOut and viewing with otrs-viewer. If you want to use this features and the webbrowser support Java-Applets, you have to install the Java Runtime Environment (JRE) with version 1.8 at the client system.

Java	
	Java Runtime Environment (JRE), Version 1.8

### 6 Hardware

#### 6.1 Application server

Processor: state-of-the-art CPU, minimum 2 cores

Random access memory: minimum 8 GB

Hard disk drive: depends on data volume, fast I/O subsystem

#### 6.2 Database server

Please note the hardware requirements of the database distributors.

Processor: state-of-the-art CPU, minimum 2 cores

Random access memory: minimum 8 GB

Hard disk drive: depends on data volume, fast I/O subsystem

#### 6.3 Network

A Gbit network is recommended for the server connections.