



ISIS 7 Implementation Guidelines

ISIS supports the following system recommendations for the ISIS Version 7 Workstation and Server components. Before installing the ISIS system, be sure that the systems you are working with meets or exceeds the minimum hardware and software requirements and your network environment can support the product.



Client Requirements

Hardware component Requirements for installing ISIS 7 Workstation

Computer	Intel Pentium/Celeron family or compatible Pentium III Xeon or higher processor minimum; 1.1 GHz or higher recommended
Memory (RAM)	512 MB or more recommended
Hard Disk Space	1 GB or more recommended; actual requirements depend on your system configuration and the applications and features you choose to install
Monitor	Super VGA (1,024x768) or higher resolution
Pointing device	Windows Compatible mouse or pointing device
CD-ROM drive	Required for ISIS installation
Operating System	<p>Windows XP Professional</p> <ul style="list-style-type: none"> • Service Pack 2 <p>Windows XP Tablet PC Edition</p> <ul style="list-style-type: none"> • Service Pack 2 <p>Windows Vista</p> <ul style="list-style-type: none"> • All Versions
Additional Software Components	<p>Microsoft Outlook or Office</p> <ul style="list-style-type: none"> • Version 2003 or higher • Required For Email Functionality within ISIS 7 • The Outlook Conduit required for the feature is installed automatically by the ISIS Installer
	<p>Business Objects - Crystal Reports</p> <ul style="list-style-type: none"> • Version 11 • Required for Reporting and Documentation Creation • Installed Automatically by the ISIS 7 Installer
	<p>Adobe Systems – Acrobat Reader</p> <ul style="list-style-type: none"> • Version 8 or Higher • Required for Reporting Viewing • Installed Automatically by the ISIS 7 Installer If Required

Notes: The computer running ISIS 7 Workstation must also have access to a computer within the same network running ISIS 7 Server.



Server Requirements

Hardware component Requirements for installing ISIS 7 Server

Computer	Intel Pentium/Celeron family or compatible Pentium III Xeon or higher processor minimum; 1.1 GHz or higher recommended
Memory (RAM)	2 GB or more recommended
Hard Disk Space	10 GB or more recommended; actual requirements depend on your system configuration, the applications and features you choose to install as well as the amount of Cases you typically process annually.
Monitor	Super VGA (1,024x768) or higher resolution
Pointing device	Windows Compatible mouse or pointing device
CD-ROM drive	Required for ISIS installation
Operating System	Windows Server 2003, Standard Edition or Higher

Notes: We recommend running ISIS Server on a dedicated file server, however, it is possible to install on a workstation that meets the minimum requirements specified above. Although a more cost effective solution for smaller organizations (1-3 Users), overall application and database performance will be affected by choosing this option.



Network Connection Requirements

We recommend that you consider the following types of connections when planning your system:

- For a system that uses a local area network (LAN), connect directly through a Dedicated ISIS Server.
- For a system that uses a wide area network (WAN), connect using Windows Server 2003 Terminal Services or a similar remote connection product.



Database Planning Requirements

You may place the ISIS Database files on any computer capable of file sharing. Currently ISIS 7 is a file based database system that uses Microsoft ADO and ODBC as its connection layer. There are no minimum requirements identified for the database location other than providing enough space for it to grow (10 GB minimum). The computer must be part of the operational environment with access to the ISIS 7 Server in the same network. We are planning to support Microsoft SQL and Oracle DB systems in future versions of ISIS available 2008 for our larger customers.



Additional Help

ISIS was designed to use standard computer network technologies for ease of deployment and customization. Although we have strived to make it fit in any standard network environment we understand that every company is different. Our support department will gladly assist you in answering any questions regarding ISIS and how it fits into your existing environment.

ISIS Support
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