



Hardware and Software Requirements for Server Applications

IVS Enterprise Server Version 11.3+

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INTRODUCTION

Minimum Hardware Requirements Statement

Any recommendations regarding personal computers, servers and applications which may be implemented using RMG Networks software are based on RMG's experience and understanding of the customers' intended use of RMG products. As with any computer-based system, individual requirements and performance may vary. The optimal configuration of software and hardware may depend on a variety of factors, such as the configuration of the RMG software installed, outbound message activity, number and complexity of applications monitored, the size and complexity of the user program options selected, the amount and rate of delivery of the data to the personal computer where the Intelligent Visual Solutions (IVS) Enterprise Server (ES) system resides by other computer systems, and many other factors.

This document outlines specific selected products and application usage to determine the recommended minimum PC configurations for RMG client and server software. Unless otherwise specified, customer is responsible for provision and setup of any network/LAN devices and/or connections.

Hardware that does not meet the minimum requirements may result in varying degrees of performance degradation. RMG Technical Support may require bringing the hardware platform into compliance with stated specifications before support can be provided.

SES11.3 and IVS ES12.x HARDWARE AND SOFTWARE REQUIREMENTS FOR SERVER

For server side requirements and all prior versions:
www.rmgnetworks.com/company/requirements

Server

Operating Systems	Windows Server 2008 R2 SP1 Standard Windows Server 2008 R2 SP1 Enterprise Windows Server 2008 R2 SP1 Datacenter
Language Version	English
Processor	2 CPU sockets (quad-core minimum) (multiple single-core CPU's not supported) @1.8GHz minimum, server class processor
Memory	8GB RAM
Hard Disk Storage	System Drive (C:\) requires 20GB Available Install Drive requires 80GB Available
Administrator Account	Administrator account required to install the RMG server software. With the following permissions confirmed: <ul style="list-style-type: none"> SeBackup (Back up files and directories) SeDebug (Debug Programs) SeSecurity (Manage auditing and security log) UAC disabled
Dedicated Server	System resources solely reserved for RMG server, all other server applications (other roles, features, and/or services) restricted ex: no other SQL Server or IIS Web hosting or disk sharing
Network Configuration	RMG server requires static IP, IPv4. Citrix\Novell networks are not supported. Server network connection must be able to access necessary domains, servers, media players, systems, data sources and the internet as necessary. Multihomed NIC Not Supported.

Secure Server (optional)

SSL Certificate	From trusted 3 rd party Certificate Authority(CA) or trusted CA on your domain. Self-Signed certificates are not supported.
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Ports and Protocols (Core Product)

Contemporary Web Service based Products: (IVS Design Studio, IVS SDAs, IVS InView)	Server inbound ports: 80, 8011-8018 Secure Server uses: 443 in place of port 80 above <i>Does not include any data collector specific ports</i>
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These default ports are added to Windows Firewall. Configuration of third party firewall software and other network devices is the responsibility of the customer.

Installation Notes	<p>Server may need exclusions from real-time virus scan and other third party scanning software for RMG directories, file folders, the file content therein and some running processes . Specific details on folder structure and running processes to potentially exclude is available upon request.</p> <p>Please note: RMG recommends installing the server on a non-virtual, standalone server to ensure optimal performance. This recommendation may become a requirement at any time under the following conditions:</p> <ol style="list-style-type: none"> 1. If required by RMG as part of the solution design/architectures to meet customer needs 2. If required by RMG to resolve server performance issues attributed to inadequate system resources <p>To achieve optimal performance, customer understands that they are responsible to accommodate RMG's possible recommendations to decrease the processing time on the RMG server, which may include but is not limited to, installation of SQL 2008 R2 standard or enterprise, pre-processing calculations before being sent to the RMG server, increasing refresh rates to decrease queries on the RMG server, etc.</p>
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Virtual Servers	<p>Servers running in virtual environments must have dedicated resources, (non pooled resources of both CPU and memory), that meet or exceed the system requirements above. A performance test of CPU, memory, and disk storage access will be done to ensure no host resource contention of those resources. RMG approves the following virtual environments: Microsoft Virtual Server 2005 R2 SP1, Windows Server 2008 and 2008 R2 Hyper-V, and VMWare ESX version 3.5 and 4.0. VMWare ESX version 5.0 is approved for SES Version 12.x</p> <p>RMG will not require customer to recreate and troubleshoot every issue in a non-virtual server environment; however, RMG does reserve the right to request our customers to diagnose certain issues in a native certified operating system, operating without the virtual environment. RMG will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.</p> <p>Any time spent on investigation of problems that may, in the sole opinion of RMG, be related to the virtual environment, will be handled in the following fashion:</p> <ol style="list-style-type: none"> 1) RMG will provide standard support to all RMG server products. 2) If a problem is encountered while RMG server products are running in a virtual environment, the customer may be required to recreate the problem on a non-virtual environment, at which time RMG will provide regular support. <p>If the customer is unable/unwilling to recreate the problem in the non-virtual environment, company shall not be required to provide normal support. However, the client can authorize RMG to investigate the virtual environment related items for an additional charge of RMG's normal technical support rates for non-covered issues. If such investigation shows that the problem is virtual environment related, the client may contract with RMG to provide a software change to resolve the issue if such a resolution is possible.</p> <ol style="list-style-type: none"> 3) Regardless of the problem type or source, if the problem is ultimately determined to be a non-virtual environment related issue - time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual, without requiring the client to pay the charges mentioned above, unless the issue was due to another factor that is not covered under RMG's normal support.
Virtual Clients	<p>Company does not support any virtual environment for client (non-server software) applications.</p>

RMG OnTarget News Content

Notes	<p>To receive RMG OnTarget News subscription content, server will need internet access.</p> <p>http://ontarget.simon.com/simon/services/general/loginws.aspx?op=HelloWorld port 80</p> <p>https://my.simon.com port 443</p> <p>It is required that this subscription communication is not filtered, modified, blocked or cached.</p>
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