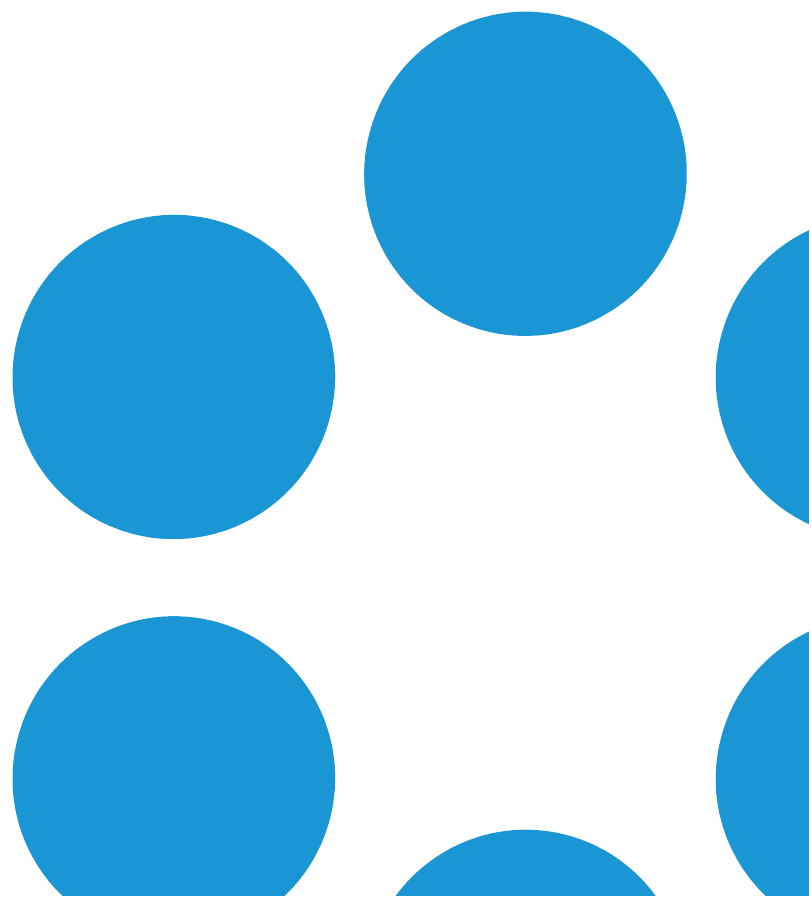




vFire 9.11

Prerequisites Guide

Version 1.0





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## Version Details

This guide supports the version of the product listed, and supports all subsequent versions until the document is replaced by a new edition. The table below contains version details for the guide.

Version Number	Date	Details
1.0	12 September 2018	These prerequisites outline the requirements for vFire 9.11. There are no changes from the previous version of the software.

## Copyright

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## About this Guide

This guide describes the software and hardware requirements for the current version of vFire, vFire Self Service and the vFire apps.




! This version of the guide contains instruction for the latest version of the vFire software. If you are running an earlier version of vFire please refer to [alemba.help](https://alemba.help).

## Intended Audience

This guide is written for system administrators responsible for installing vFire, vFire Self Service, and the vFire apps.

## Standards and Conventions

The following standards and conventions are used throughout the guide:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
<b>Field name</b>	Fields are highlighted in bold text.



## Introduction

This document describes the requirements for the current version of vFire Core, Nano, vFire Officer & Portal, and the vFire app software, and should be read prior to installation to ensure that your hardware, server and client requirements are met.

Minimum recommended specifications are given for each requirement. In some instances, such as Hardware CPU and memory, you can use a higher spec than the minimum recommended in order to increase your system's performance.

If you have any further questions regarding prerequisites, please contact the Alemba Service Desk.



## Web Server Requirements

This section details the hardware and operating system requirements for running the Web Server component of vFire Core (that is, the main application). Multiple web servers can be configured under a load-balancer; contact Alemba Support for consultation on the best configuration for individual requirements.

We recommend that you install the database on a separate dedicated server.

## Hardware Requirements

vFire Core requires a 64-bit Windows server. The web server hardware requirements for vFire Core are listed below.

Hardware	Minimum Requirement (per system)	Recommended Requirement (per system)
CPU	2 CPU Cores	4 CPU Cores
Memory	1 GB RAM	16 GB
HD	1 GB of available space	2 GB of available space



If your site has a large volume of data, you should consider using hardware with a higher specification.





## Operating System Requirements

Below are the minimum requirements for the operating system.

Operating System	IIS Version	Hardware	Additional Requirements
Windows Server 2008 R2 (64-bit)	IIS 7.5	64-bit	.NET 4.5.2;
Windows Server 2012	IIS 8.0		MMC 3.0 or above;
Windows Server 2012 R2	IIS 8.5		PowerShell 5
Windows Server 2016	IIS 10.0		



Upgrading Windows Server 2008 to Windows Server 2012 or 2016 is not a supported Server upgrade path. We recommend that you always create a new machine for a change in the operating system of a server rather than upgrading.

## Running vFire on Virtualized Servers

Virtual machines are supported when the guest operating system is supported by vFire Core and the virtual machine vendor. As a minimum, you should have 2 CPUs and 16GB of RAM on your virtual machine. Ensure that the CPUs are not over committed.



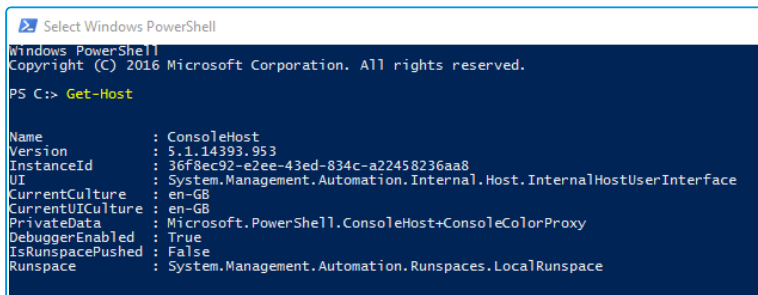
Your virtual directory must be configured correctly to ensure smooth upgrade of .NET to 4.5.2. See the **Installation and Upgrade Guide** for more details.



## PowerShell Requirements

You must be running PowerShell 5.0 or above on the web server.

If PowerShell is already installed on your server, you can identify which version you are running by starting a PowerShell session (key **PowerShell** into your search bar and select the app), and then typing **Get-Host** at the command prompt. The version number will be displayed along with the rest of the app information.



```
Select Windows PowerShell
Windows PowerShell
Copyright (C) 2016 Microsoft Corporation. All rights reserved.


PS C:\> Get-Host

Name           : ConsoleHost
Version        : 5.1.14393.953
InstanceId     : 36f8ec92-e2ee-43ed-834c-a22458236aa8
UI             : System.Management.Automation.Internal.Host.InternalHostUserInterface
CurrentCulture : en-GB
CurrentUICulture : en-GB
PrivateData    : Microsoft.PowerShell.ConsoleHost+ConsoleColorProxy
DebuggerEnabled : True
IsRunspacePushed : False
Runspace       : System.Management.Automation.Runspaces.LocalRunspace
```

To upgrade to, or install version 5, you will need to install the Windows Management Framework (WMF) 5.0 or higher. You can identify and download the package you require for your OS platform here - <https://msdn.microsoft.com/en-us/powershell/wmf/5.0/requirements>.

## Additional Requirements

The web server must include Internet Explorer 11 or above.

 Although this version of Internet Explorer is not supported by Microsoft for Windows Server 2012, it can be downloaded and installed with only limited impairments to functionality.

Install all language packs associated with the non-English characters used by Analysts at sites that use Unicode databases. This enables the indexing service on the web server to perform indexing correctly.



## Web Server FAQs

**? What are the web server prerequisites for setting up production and test environments for vFire Core?**

You should install the production environment on its own web server or virtual machine and install the test environment on other servers. When testing an upgrade of vFire Core, a separate test environment will ensure the integrity of any customizations that have been applied in the production environment.

**? What are the web server prerequisites for vFire Core to support POP3/IMAP/SMTP over SSL?**

The web server should be able to communicate with the POP3/IMAP/SMTP server.

**? How should the web server be optimized?**

Alemba recommends optimizing the web server for background service performance.



## Database Server Requirements

This section details the requirements for running the database component of the current release of vFire Core.



We recommend that you install vFire Core on a separate server to the database server.

## Hardware Requirements

Your database vendor's documentation should provide the minimum recommended hardware configuration required for the database version you intend to deploy.



## Database Engine Requirements

vFire Core supports the following database engines.



Also see **SQL Server Requirements** on [page 13](#).

	9.2.0	9.2.1	9.2.2	9.2.3	9.3	9.4	9.5	9.6	9.7	9.8	9.9	9.10
SQL Server 2008 SP1 , 2008 R2 (32 or 64 bit)	Y	Y	Y	Y	Y	Y	Y	Y	Y*	Y*	Y*	Y*
SQL Server 2012 (64 bit)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SQL Server 2014 (64 bit)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SQL Server 2016 (64 bit)	N	N	N	N	N	N	Y	Y	Y	Y	Y	Y



\* SQL Server 2008 is not supported if you are using the Alemba API and/or Rapid Start.

vFire Core does not support SQL Server Express editions.

## SQL Server Requirements

SQL Server 2008 requires **Full-Text Search** to be enabled in the Feature Selection section.

SQL Server 2012, 2014 and 2016 and above require the **Full-Text and Semantic Extractions for Search** feature to be enabled.

## Database Account Requirements

The database login account that is used for vFire during normal system operation and system upgrades must:

- be a member of the **db\_owner** group
- be granted VIEW DATABASE STATE permission for the vFire database



- be granted VIEW DEFINITION permission for the vFire database
- have VIEW SERVER STATE permission on the master database
- have permission to execute xp\_regread on the master database



When **DB NT Auth** is selected in the Database tab of the system properties in Server Console, you must ensure the account "NT AUTHORITY\SYSTEM" has been granted **db\_owner** permissions to the database and **sysadmin** permissions to the database server before running the Upgrade MSI. The MSI connects to the database using that account and therefore it must have these permissions for the upgrade to complete successfully.



VIEW DATABASE STATE and VIEW SERVER STATE are needed by the Statistics Tool, and by the Alemba API to read from dm\_db\_index\_usage\_stats to synchronize the cache between API instances, vFire Core, and anything else which might use the database.



The permission to execute xp\_regread is needed so the API services can read the HKLM\SYSTEM\CurrentControlSet\Control\TimeZoneInformation reg key from SQL Server.

You can use the script below to create the account and apply the relevant permissions. The comments indicate the commands that are executed at each stage of the script, so you may choose to use only part of the script, if you are working with existing logins.

```
--create the vFireLogin login
CREATE LOGIN vFireLogin WITH PASSWORD = 'password'
GO
Use vFireDb;
GO
IF NOT EXISTS (SELECT * FROM sys.database_principals WHERE name = N'vFireUser')
BEGIN
--create a user in vFireDb for the vFireLogin login
CREATE USER vFireUser FOR LOGIN vFireLogin
--make the user a member of the db_owner group
EXEC sp_addrolemember N'db_owner', N'vFireUser'
END;
GO
--grant the user minimum permissions for the vFireDb database
GRANT VIEW DATABASE STATE TO vFireUser;
GRANT VIEW DEFINITION TO vFireUser
USE master;
```



```
GO
IF NOT EXISTS (SELECT * FROM sys.database_principals WHERE name = N'vFireUser')
BEGIN
--create a user in master for the vFireLogin login
CREATE USER vFireUser FOR LOGIN vFireLogin
END
--grant the vFireLogin login minimum permissions for the master database
GRANT VIEW SERVER STATE TO vFireLogin
--grant the vFireUser user minimum permissions for the master database
GRANT EXEC ON master.dbo.xp_regread TO vFireUser
GO
```

## Network Location

The network location of the database server to the vFire Core server will have an impact on performance. Network switching and firewall configurations need to be considered in the design of the system.

## Database Testing for Resource Manager

If you are upgrading from an earlier version of vFire to 9.10, you should run the DatabaseChecker.exe file, as described in the Upgrade guide, prior to running Resource Manager. This checks that your database has all of the query tables necessary to run Resource Manager successfully. For more details, see [Running the vFire Patch Tool](#).



## Client Requirements

This section details the client requirements for the current release of vFire Core.

### vFire Core

The current release of vFire Core is supported on Microsoft Windows clients with the following browser and operating system combinations.

Internet Explorer 32-bit and 64-bit browsers are supported. By default, vFire Core runs in 32-bit mode in Internet Explorer. The 64-bit client is available as a separate installer, but is not automatically deployed.

	Windows Vista	Windows 7	Windows 8.1	Windows 10
Internet Explorer 9	Y*	N	N	N
Internet Explorer 11	N	Y	Y	Y

\* Microsoft documents that extended support for Vista ends in April 2017.

We advise that you ensure that you have installed all critical browser updates to ensure smooth operation.

! Designer is not compatible with Vista and Internet Explorer 9. A known limitation with vFire Core and Vista/IE9 prevents screens rendering correctly in Designer.

### ActiveX Support

The current release of vFire Core client requires permission to download and execute signed ActiveX controls. If this is not feasible, you can install the ActiveX controls using the available MSI package.

You need to configure browser settings for vFire Core (internet and intranet) to download ActiveX controls. Follow these steps.

1. In Internet Explorer, go to the **Tools** menu and select **Internet Options**.
2. In the **Security** tab, highlight the **Internet** or **Local Intranet** security level icons, depending on where the web server is located.
3. Click on the **Custom Level** button. The **Security Settings** window is displayed.
4. Select the option to enable or prompt for **Download Signed ActiveX controls**.





vFire Core signs its controls so that they are regarded as trusted controls. This should not affect the majority of sites, as most people will not have modified their default settings.

## vFire Self Service

The current release of vFire Self Service is supported on the following browser and operating system combinations.

	Windows Vista	Windows 7	Windows 8.1	Windows 10	Mac
Internet Explorer 9	Y	N	N	N	N
Internet Explorer 11	N	Y	Y	Y	N
Windows Edge	N	N	N	Y	N
Firefox	Y	Y	Y	Y	Y
Chrome	Y	Y	Y	Y	Y
Safari	N	N	N	N	Y

## Minimum Supported Browser Versions

This list describes the minimum supported browser versions for the vFire Self Service portal. All versions above the ones listed are supported.

- Internet Explorer 9 (as per table above)
- Chrome version 47.0.2526
- Firefox version 43.0.3
- Safari version 11.0



Chrome and Firefox use the 'always up to date' model of frequent background updates which regularly increases their version numbers.

Microsoft browsers are excluded from this list as only the versions specified above are supported.



## Nano

### Minimum Supported Browser Versions

This list describes the minimum supported browser versions for Nano on Windows 7, 8.1 and 10, and Mac. All versions above the ones listed are supported.

- Internet Explorer 11.0.9600.17031
- Chrome version 47.0.2526
- Firefox version 43.0.3
- Safari version 11.0



Chrome and Firefox use the 'always up to date' model of frequent background updates which regularly increases their version numbers.

### vFire Universal Access Appliance

We support all browsers on Windows 7, 8.1 and 10.

For on-premise installations (non-cloud), you will need the following:

- Windows 2012 R2 Server: The server needs approximately 5.2 GHz (2vCPU), 8GB RAM per 10 – 20 users. If the appliance is installed in a virtual environment, the VM must have access to the full allocation of resources (vCPU & RAM). It cannot be overcommitted.
- The vFire Application URL (setup in DNS)
- The vUA appliance URL (setup in DNS pointing to the vUA appliance)
- If SSL certificates are setup on the vFire Application server, the name of the certificate needs to be typed into the vUA appliance at install.
- If a test system is required on the vUA appliance, it will require a separate appliance to be installed.

### vFire Officer and Portal

Microsoft Silverlight is required to run vFire Officer and Portal. Microsoft Silverlight can be downloaded from the **Microsoft Silverlight web page**. There is a list of compatible operating systems and browsers in the **System Requirements** tab. Officer and Portal can be run on all operating systems and browsers which are supported by Microsoft.

Silverlight is supported on the following browsers.



	Internet Explorer	Safari	Firefox	Chrome
PC	Y	N	Y	N
Mac	N	Y	Y	N



## Client Prerequisites for Microsoft Office Integration

vFire Core is integrated with a number of Microsoft Office applications such as Word, Excel and Project. The client machine must have Office 2007 or above installed.

- Microsoft Office 2016 is not currently certified against any of our products, and you may encounter problems when using spellcheck and other features.

### Local Screen Resolution

Analysts using vFire Core should configure their screen resolution to a minimum screen resolution height of 700 to ensure that users can access the scroll bar in submenus in the new vFire Menu display.

This should not require adjustment of most standard and recommended settings. You are advised to view the menu to determine whether changes are needed before adjusting any settings.



## Email Server Requirements

The following email server types are supported by vFire Core.

	9.2.0	9.2.1	9.2.2	9.2.3	9.3	9.4	9.5	9.6	9.7	9.8	9.9	9.10
Exchange 2010	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exchange 2013	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Exchange 365	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y

## Email Protocols

This release supports email protocols of:

Incoming Email: POP3, IMAP and MAPI

Outgoing Email: SMTP, MAPI




Other email servers like Novell GroupWise and IBM Lotus Notes should also work, as long as one of the supported email protocols is used.



## Configuring the Server

### Before you start

Before doing an installation, check that your server and client machines meet all the prerequisites for web server deployment, database server requirements and client requirements.

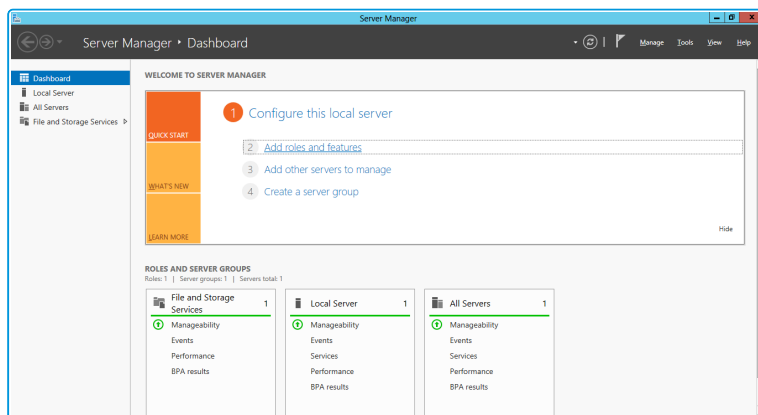
 Oracle databases are not supported for vFire 9.9 and above.

To configure Windows Server 2016 for vFire Core, follow the instructions in this section.

If you are using Server 2012, follow the instructions in **Configuring the Server in Windows Server 2012** in the **Online Help**.

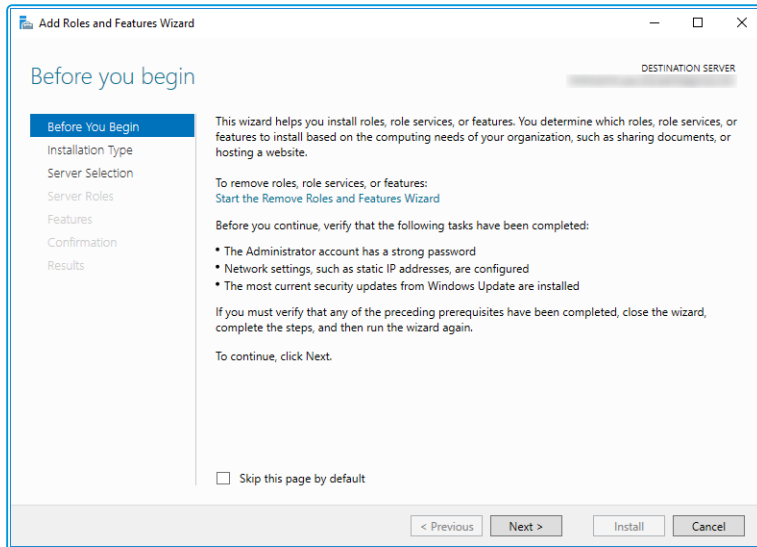
If you are using Server 2008, follow the instructions in **Adding ASP.NET to Windows 2008** in the **Online Help**.

1. Go to the **Server Manager** application, select **Dashboard**, and select the **Add roles and features** link.

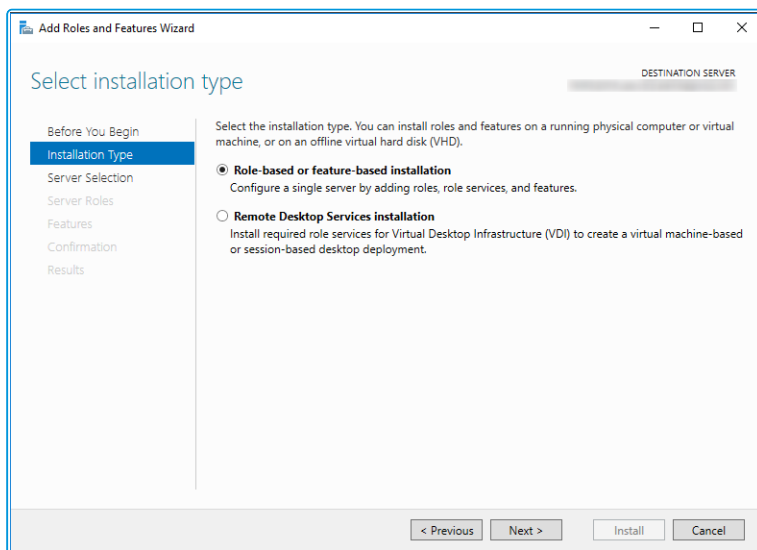




- This brings up the **Add Roles and Features Wizard** which opens on the **Before You begin** window. Read this page carefully and ensure that you have completed the tasks listed.



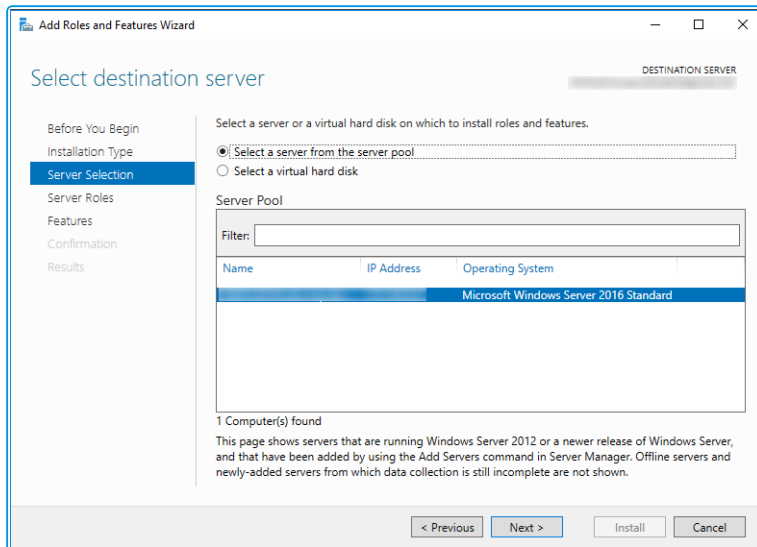
- Select **Next** to continue.
- On the **Select installation type** window, select **Role-based or feature-based installation**.



- Select **Next** to continue.

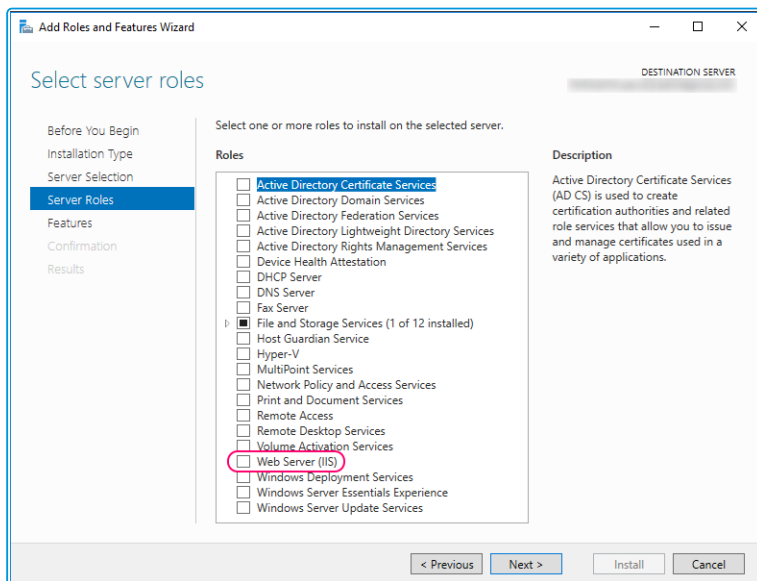


6. On the **Select destination server** window, select the server that you will be using.



7. Select **Next** to continue.

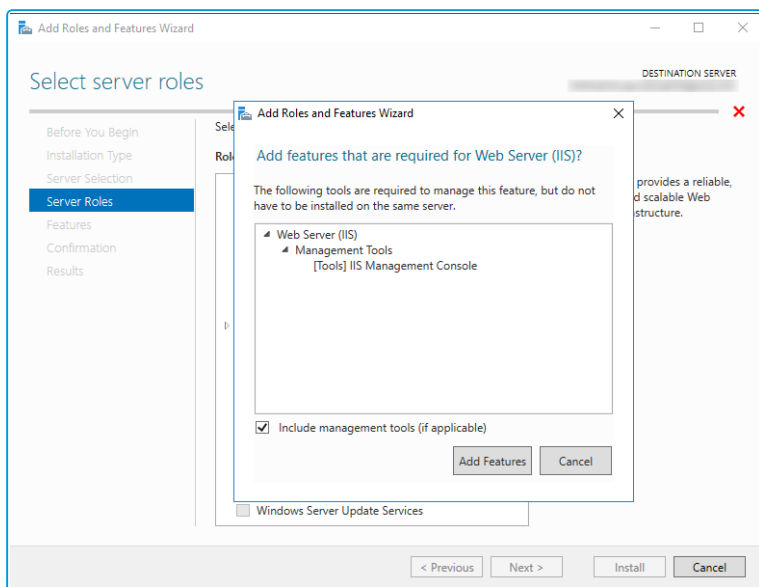
8. In the **Select server roles** window, select **Web Server (IIS)**.





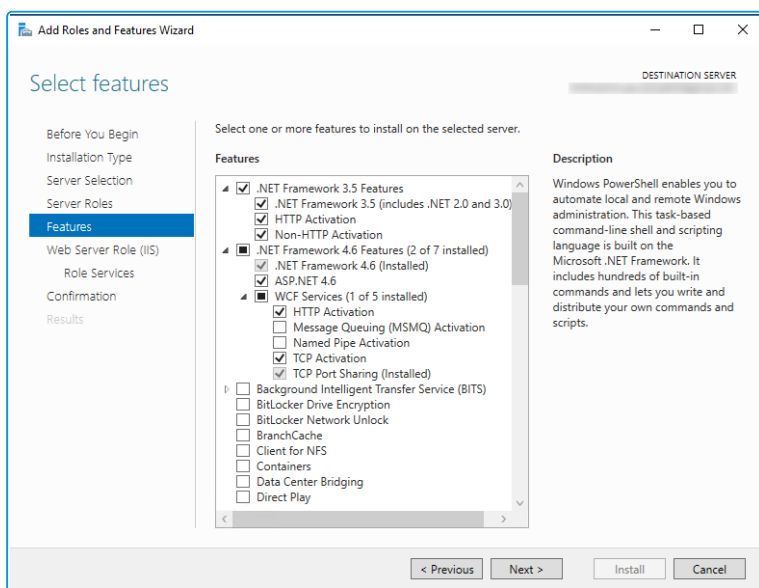


9. The **Add features** window is displayed.



10. Press **Add Features**. The window and you are returned to the **Select server roles** window.
11. Select **Next** to continue.
12. In the **Select Features** window, ensure all the following options are selected.


When the option **HTTP Activation** is selected (under sections **.NET Framework 3.5 Features** and **WCF Services**), the **Add Features** window appears. Press **Add Features**. The window closes and you are returned to the **Select Features** window.

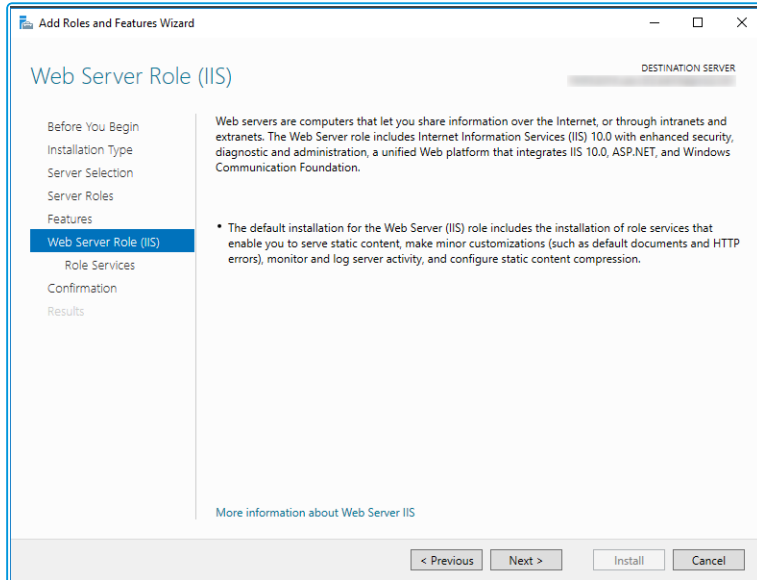


13. Select **Next** to continue.



- The **Web Server Role (IIS)** window is displayed, giving information about the web server.

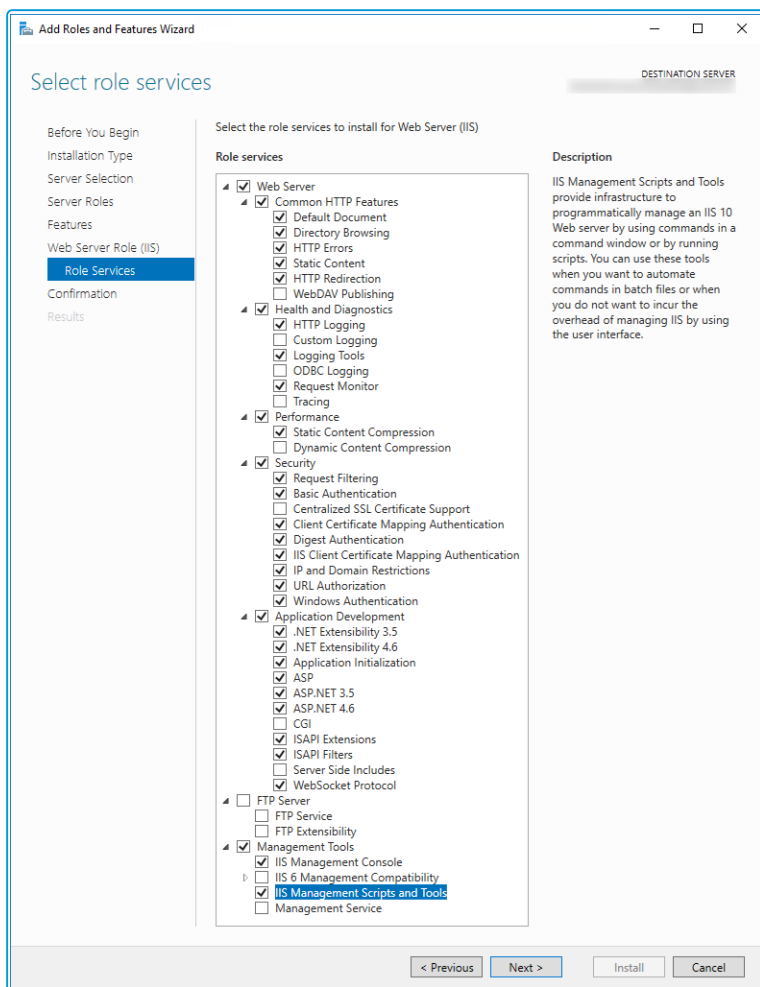
 You may not see this window if you are upgrading.



- Select **Next** to continue.



16. On the **Select role services** window, ensure that all the following options are selected.



vFire Core provides its own **Dynamic Content Compression**, which tests indicate performs slightly better than IIS Dynamic Content Compression. Disabling IIS Dynamic Content Compression is a viable option but not required.

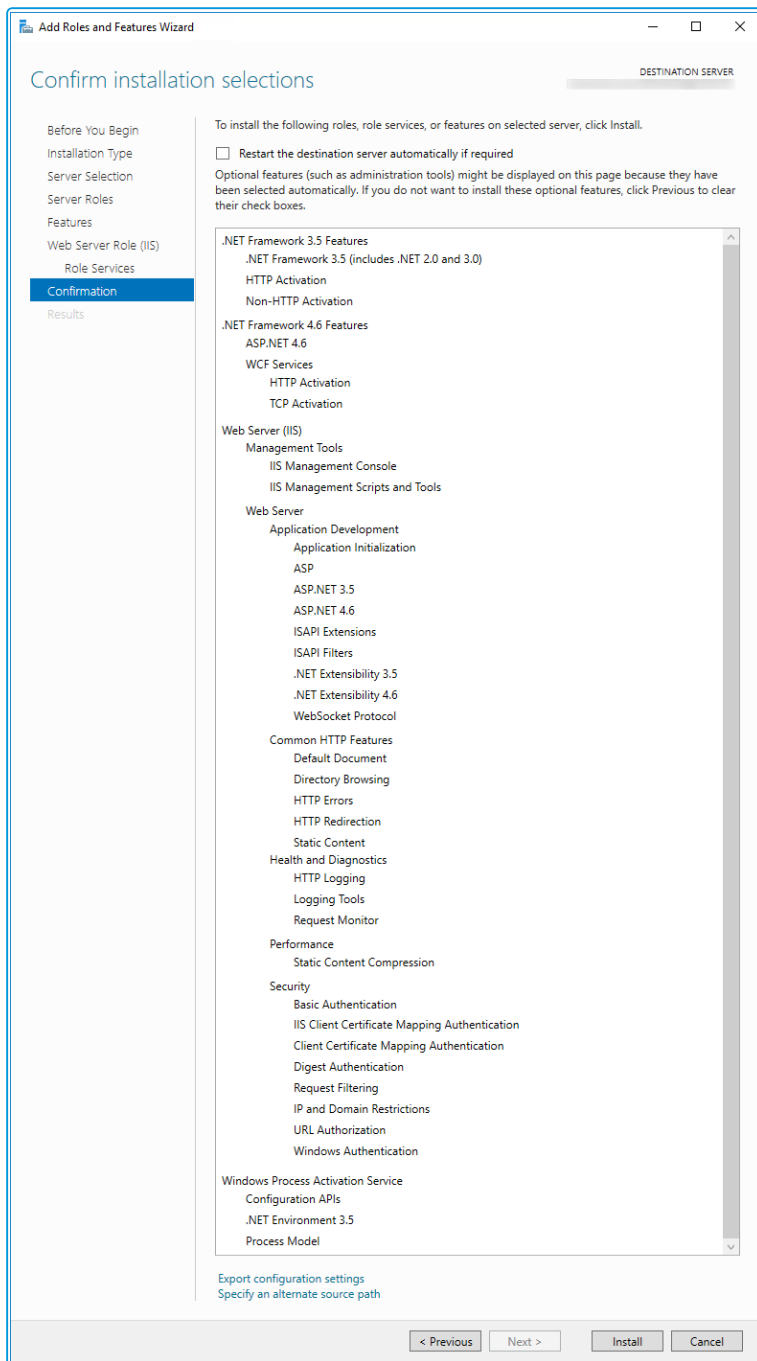


Dynamic Content Compression is automatically enabled in IIS. When disabled, the Web Server (IIS) Support Role is also disabled, therefore, it is recommended you review the Role Services enabled by the Web Server (IIS) Support Role and manually re-enable those required for your environment.

17. Select **Next** to continue.



18. In the **Confirm installation selections** window, confirm that you have the following selected.



19. Select **Install** when you are ready to proceed. When installation is complete, the results window displays all roles, role services and features which have been installed.
20. Select **Close** to close the wizard. The configuration is complete.



## What's Next

Once the configuration has been completed, the following components need to be installed:

- Microsoft .NET Framework v4.5.2 (offline installer - click [here](#) to download)
- Windows Management Framework 5.1 for Windows Server 2012 R2 (MSU file - click [here](#) to download)

The **Full-Text and Semantic Extractions for Search** is required for the **Suggested Knowledge** and **Matching Panel** features in v9.8. To install the feature on the SQL Server Database platform, you need access to the SQL Server Installer MSI. Installation instructions (via MS TechNet) are available via the following links:

- [Install and Configure Semantic Search \(SQL Server 2012\)](#)
- [Install and Configure Semantic Search \(SQL Server 2014\)](#)
- [Install and Configure Semantic Search \(SQL Server 2016 and later\)](#)

You also need to enable the feature within the system.



## User Directory Servers

The following directory servers are supported by vFire Core.

Directory Server	Version
Microsoft Active Directory	2008
Microsoft Active Directory	2012
Novell eDirectory	8
Sun Java System Directory	5



## vFire Officer App Prerequisites

Ensure that your system meets the following prerequisites before configuring your environment for the vFire Officer app.

- You need to be using vFire Core 9.2.2 or above (server version)
- Your mobile device must be able to navigate to the vFire HTML pages delivered via IIS web services. This may require you to configure your firewall.
- You must have a valid vFire login account, and be flagged as an Analyst.
- Ensure that your authentication is correctly configured for the app. See the documentation on **Authentication** in the online help for more details.
- You must know your system name and URL to configure the settings when you first use the app. Your system administrator will provide these.

## Supported Versions

The app is supported on the following iOS and Android mobile operating systems:

- Windows Phone 8.1
- iOS versions 7 or higher
- Android versions 4.3 or higher

It has been tested on the following devices. (Other devices are also supported.)

- iPhone 5
- iPhone 6
- Samsung Galaxy S3
- Sony Xperia Z3
- HTC One

## Compatibility Statement

Currently, the app is only available in English, and for the mobile phone types and platforms specified. We do not support other tablets or devices in this release.



## vFire App Prerequisites

The vFire app is designed for users to log calls, and view their calls, approvals, order and assets. Before users can install the app on their mobile devices, you need to ensure that your system meets the following prerequisites, and configure your environment.

- The app uses the **Alemba API**, which is installed by default when you install/upgrade to 9.7 or above. The Alemba API and the Alemba.web services must be running on the relevant server.
- You must be using **vFire Core 9.10.1** or above (server version). If you are running a lower version of vFire Core, users may experience issues.
- The mobile device must be able to navigate to the **vFire HTML pages** delivered via IIS web services. This may require you to configure your firewall.
- Ensure that your authentication is correctly configured for the app. See the documentation on **Authentication** in the online help for more details.
- Users must have a **valid vFire login** account, and be flagged as a User and/or Analyst.
- Users must know their **system name and URL** to configure the settings when they first use the app, or change device.
- The app is currently available on Windows 8.1 and 10; iOS version 11; and Android version 6.0.1 phones or higher.

## Tested Platforms

The app has been tested on the following devices. (Other devices are also supported.)

- HP Elite X3 running Windows 10 Mobile
- iPhone 6+ running iOS 11.2.6
- Samsung Galaxy S5 running Android version 6.0.1

## Compatibility Statement

Currently, the app is only available in English, and for the mobile phone types and platforms specified. We do not support other tablets or devices in this release. If in doubt, please assume that the prerequisites outlined above are accurate.






## Prerequisites Checklist

The recommended requirements for the new vFire system are as summarized below. If you have any queries or require further information, consult the relevant sections in the **Prerequisites**, **Install** and **Upgrade** documentation.





Element	Requirement	Check?																														
Application Server	<p><b>Operating System:</b></p> <table border="1" data-bbox="414 383 1267 987"> <thead> <tr> <th data-bbox="414 383 643 512">Operating System</th> <th data-bbox="643 383 774 512">IIS Version</th> <th data-bbox="774 383 938 512">Hardware</th> <th data-bbox="938 383 1267 512">Additional Requirements</th> </tr> </thead> <tbody> <tr> <td data-bbox="414 512 643 663">Windows Server 2008 R2 (64-bit)</td> <td data-bbox="643 512 774 663">IIS 7.5</td> <td data-bbox="774 512 938 987" rowspan="3">64-bit</td> <td data-bbox="938 512 1267 663">.NET 4.5.2;</td> </tr> <tr> <td data-bbox="414 663 643 770">Windows Server 2012</td> <td data-bbox="643 663 774 770">IIS 8.0</td> <td data-bbox="938 663 1267 770">MMC 3.0 or above;</td> </tr> <tr> <td data-bbox="414 770 643 878">Windows Server 2012 R2</td> <td data-bbox="643 770 774 878">IIS 8.5</td> <td data-bbox="938 770 1267 878">PowerShell 5</td> </tr> <tr> <td data-bbox="414 878 643 987">Windows Server 2016</td> <td data-bbox="643 878 774 987">IIS 10.0</td> <td data-bbox="774 878 938 987"></td> <td data-bbox="938 878 1267 987"></td> </tr> </tbody> </table> <p><b>Hardware Requirements (minimum/recommended):</b></p> <table border="1" data-bbox="414 1088 1267 1527"> <thead> <tr> <th data-bbox="414 1088 572 1238">Hardware</th> <th data-bbox="572 1088 898 1238">Minimum Requirement (per system)</th> <th data-bbox="898 1088 1267 1238">Recommended Requirement (per system)</th> </tr> </thead> <tbody> <tr> <td data-bbox="414 1238 572 1328">CPU</td> <td data-bbox="572 1238 898 1328">2 CPU Cores</td> <td data-bbox="898 1238 1267 1328">4 CPU Cores</td> </tr> <tr> <td data-bbox="414 1328 572 1417">Memory</td> <td data-bbox="572 1328 898 1417">1 GB RAM</td> <td data-bbox="898 1328 1267 1417">16 GB</td> </tr> <tr> <td data-bbox="414 1417 572 1527">HD</td> <td data-bbox="572 1417 898 1527">1 GB of available space</td> <td data-bbox="898 1417 1267 1527">2 GB of available space</td> </tr> </tbody> </table> <p><b>Roles/Features:</b></p> <p>Please see <b>Configuring the Server</b> in the Prerequisites Guide.</p> <p><b>Additional Requirements:</b></p> <ul data-bbox="472 1783 1031 1868" style="list-style-type: none"> <li>• .NET 4.5.2</li> <li>• Windows Management Framework v5.1</li> </ul>	Operating System	IIS Version	Hardware	Additional Requirements	Windows Server 2008 R2 (64-bit)	IIS 7.5	64-bit	.NET 4.5.2;	Windows Server 2012	IIS 8.0	MMC 3.0 or above;	Windows Server 2012 R2	IIS 8.5	PowerShell 5	Windows Server 2016	IIS 10.0			Hardware	Minimum Requirement (per system)	Recommended Requirement (per system)	CPU	2 CPU Cores	4 CPU Cores	Memory	1 GB RAM	16 GB	HD	1 GB of available space	2 GB of available space	
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HD	1 GB of available space	2 GB of available space																														



Element	Requirement	Check?
<b>Database Server</b>	<p>Minimum Supported Versions:</p> <ul style="list-style-type: none"> <li>SQL Server 2008</li> <li>  This is not supported if you are using the Alemba API.         </li> <li>SQL Servers 2012, 2014, 2016 (all 64-bit)</li> </ul> <p>Minimum Hardware Requirements:</p> <ul style="list-style-type: none"> <li>Your database vendor's documentation should provide the minimum recommended hardware configuration required for the database version you intend to deploy.</li> <li>It is recommended that you install vFire Core on a separate server to the database server.</li> </ul> <p>Additional Requirements:</p> <ul style="list-style-type: none"> <li>You must enable the Full-Text and Semantic Extractions for Search feature needs as it is required for the Suggested Knowledge and Matching Panel features introduced in v9.8</li> </ul>	
<b>Database Account Permissions</b>	<p>Ensure that the Database Account has the required permissions:</p> <p>The database login account that is used for vFire during normal system operation and system upgrades must:</p> <ul style="list-style-type: none"> <li>be a member of the <b>db_owner</b> group</li> <li>be granted VIEW DATABASE STATE permission for the vFire database</li> <li>be granted VIEW DEFINITION permission for the vFire database</li> <li>have VIEW SERVER STATE permission on the master database</li> <li>have permission to execute xp_regread on the master database</li> </ul> <p>See <a href="#">page 13</a> for more details on how to do this.</p>	



Element	Requirement	Check?
<b>Exchange Server</b>	<p>Minimum Supported Versions:</p> <ul style="list-style-type: none"> <li>• Exchange 2010</li> <li>• Exchange 2013</li> <li>• Exchange 365</li> </ul> <p>Email Protocols</p> <ul style="list-style-type: none"> <li>• Incoming Email: POP3, IMAP and MAPI</li> <li>• Outgoing Email: SMTP, MAPI</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> While the MAPI protocol is supported, it is not recommended due to the severe constraints its design places upon the flexibility of the email functionality in vFire.</p> </div>	
<b>Networking</b>	<p>The network location of the database server to the vFire Core server will have an impact on performance. Network switching and firewall configurations need to be considered in the design of the system, and are fully the responsibility of your infrastructure team. Alemba can only provide very limited guidance in this area, but can recommend third-party consultants to provide specialist advice.</p>	
<b>vFire Core Client</b>	<p>Minimum Supported Browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 11</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> (Internet Explorer 9 is supported with Windows Vista, with limitations)</p> </div> <p>Required Add-On for installations not using vUA:</p> <ul style="list-style-type: none"> <li>• vFire ActiveX Controls (downloadable from application site or via MSI package)</li> </ul>	



Element	Requirement	Check?
<p><b>vFire Self Service Client</b></p>	<p>Minimum Supported Browsers for Windows 7, 8.1, 10 desktops:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 11.0.9600.17031</li> <li>• Firefox version 43.0.3</li> <li>• Chrome version 47.0.2526</li> </ul> <p>Minimum Supported Browsers for Mac desktops:</p> <ul style="list-style-type: none"> <li>• Safari version 11.0</li> </ul>	
<p><b>Nano Client</b></p>	<p>Minimum Supported Browsers for Windows 7, 8.1, 10 desktops:</p> <ul style="list-style-type: none"> <li>• Internet Explorer 11.0.9600.17031</li> <li>• Firefox version 43.0.3</li> <li>• Chrome version 47.0.2526</li> </ul> <p>Minimum Supported Browsers for Mac desktops:</p> <ul style="list-style-type: none"> <li>• Safari version 11.0</li> </ul>	
<p><b>Active Directory Connectors</b></p>	<p>Minimum Supported Versions of Active Directory:</p> <ul style="list-style-type: none"> <li>• Microsoft Active Directory 2008</li> <li>• Microsoft Active Directory 2012</li> </ul> <p>Minimum Supported Versions of PowerShell</p> <ul style="list-style-type: none"> <li>• PowerShell v5.0</li> </ul> <p>Multiple other connectors are also supported. See the Connector Matrix for more details.</p>	



Element	Requirement	Check?
<p><b>Infrastructure Map</b></p>	<p>The following is an example of the infrastructure relationships of a standard implementation of vFire Core.</p> <div data-bbox="432 450 1118 1137" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <pre> graph TD     subgraph vFire_Core [vFire Core]         vFire_Production[vFire Production Server]         vFire_LDAP[vFire LDAP AD Connector]         AD_Domain[Active Directory Domain]         vFire_Production --- Integrated With  vFire_LDAP         vFire_LDAP --- Integrated With  AD_Domain     end     vFire_Production --- Connected to (Impacts)  vFire_Prod_DB[vFire_Prod Database]     vFire_Production --- Connected To  MS_Exchange[MS Exchange Server]     vFire_Prod_DB --- Located On (Impacts)  SQL_Server_Instance[SQL Server DB Instance]     SQL_Server_Instance --- Located On (Impacts)  SQL_Server_App[SQL Server App Server]             </pre> </div> <p>This diagram could differ significantly, depending on your internal infrastructure requirements and datacenter landscape.</p>	
<p><b>Database Checker</b></p>	<p>If you are upgrading to 9.10 from an earlier version of the software, you should run the DatabaseChecker.exe file, as described in <a href="#">Running the vFire Patch Tool</a>, to ensure that there are no corruptions in your database that may affect successful running of Resource Manager.</p>	



## Further Information

### Product Information and Online Support

For information about Alemba products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, go to [www.alemba.help](http://www.alemba.help).

Up-to-date product documentation, training materials and videos can be found at [www.alemba.help/help](http://www.alemba.help/help).



You may need to register to access some of these details.

### Technical Support

For technical support, please visit: [www.alemba.com](http://www.alemba.com) and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

### Comments and Feedback

If you have any comments or feedback on this documentation, submit it to [info@alembagroup.com](mailto:info@alembagroup.com).