

ServicePRO Technical Specifications

[NOTE: Applicable to ServicePRO Versions 14.3.1.x and above]

1. Deployment Server

Components	Minimum Requirements	Recommended Requirements
Hard Disk	4 GB available	6 GB available
Operating System	[Microsoft support ended January 2020] Windows Server 2008 R2 SP1 (64 bit) ** [Microsoft support ended October 2023] Windows Server 2012, Windows Server 2012 R2 *** [Recommended] Windows Server 2016, or Windows Server 2019, or Windows Server 2022, or Windows Server 2025	
Other	Windows Installer 4.5 Setup will install the following software if it is not already installed: Microsoft .NET Framework 4.8 or 4.8.1	

**For the recommended operating systems given above, the latest tested Service Pack is recommended.*

***Windows Server 2008 R2 End of Support by Microsoft - <https://support.microsoft.com/en-ca/help/4456235/end-of-support-for-windows-server-2008-and-windows-server-2008-r2>*

****Windows Server 2012 and 2012 R2 reached end of support- <https://learn.microsoft.com/en-us/lifecycle/announcements/windows-server-2012-r2-end-of-support>*

2. Database Server

It is strongly advised to host the Database Server and the Web Server in the same local area network in order to achieve optimum performance.

Components	Requirements
Database Management System	[Microsoft support ended January 2022] SQL Server 2008 R2 (Express, Standard and Enterprise Edition) ** [Microsoft support ended July 12, 2022] SQL Server 2012 (Express, Web, Standard and Enterprise Edition) *** [Microsoft support ended July 9, 2024] SQL Server 2014 (Express, Web, Standard and Enterprise Edition) **** [Recommended] SQL Server 2016 (Express, Web, Standard and Enterprise Edition) SQL Server 2017 (Express, Web, Standard and Enterprise Edition) SQL Server 2019 (Express, Web, Standard and Enterprise Edition) SQL Server 2022 (Express, Web, Standard and Enterprise Edition) <i>Note: SQL server should be set at "Case Insensitive" and "Dictionary Sort" SQL Server FullText Search Service must be running as a pre-requisite for ServicePRO Search Engine Functionality</i>
Operating System	[Microsoft support ended January 2020] Windows Server 2008 R2 SP1 (64 bit) [Microsoft support ended October 2023] Windows Server 2012, Windows Server 2012 R2 [Recommended] Windows Server 2016, or Windows Server 2019, or Windows Server 2022, or Windows Server 2025
Other	Net BEUI, TCP/IP, IPX/SPX, SQL Server Full-Text Search Service

**For the recommended operating systems and SQL Servers given above, the latest tested Service Pack is recommended.*

**SQL Server 2008 R2 End of Support by Microsoft - <https://learn.microsoft.com/en-us/troubleshoot/sql/general/end-support-sql-server-2008>

***SQL Server 2012 End of Support by Microsoft - <https://learn.microsoft.com/en-us/lifecycle/products/microsoft-sql-server-2012>

****SQL Server 2014 reaching End of Support - <https://learn.microsoft.com/en-us/lifecycle/products/sql-server-2014>

2.1 Database Server - Memory, Processor, Hard Disk

*Recommended requirements in **green**

Components	5 or less Privileged Users	20 or less Privileged Users	70 or less Privileged Users	Up to 100 Privileged Users	100+ Privileged Users
RAM	8 GB	8 GB/ 16 GB	16 GB/ 24 GB	16 GB/ 32 GB	32 GB
CPU	Dual Core 1.2 GHz	Dual Core 1.2 GHz / 2 GHz	Quad Core 2 GHz / 3GHz	2 Quad Core 2 GHz / 3GHz	2 Quad Core 3GHz
Storage	100 GB - 500 GB	100 GB - 500 GB Dedicated Drive for SQL Database	500 GB – 1 TB Dedicated Drive for SQL Database	500 GB – 1 TB Dedicated Drive for SQL Database	500 GB – 1 TB Dedicated Drive for SQL Database
Internal Network	100 MBps	100 MBps/ 1 GBps	1 GBps	1 GBps	1 GBps

2.1.1 Database Server Ideal Disk Configuration

For 50+ Privileged Users

Components	Requirements
Disk 1	200 GB (OS, SQL Binaries, Sys DB) RAID 1
Disk 2	200 GB SSD (TempDB)
Disk 3	500 GB (SQL Databases) RAID 10 (Allocation Unit Size - 64K)
Disk 4	500 GB (Attachments) SSD

2.1.2. Optimizing tempdb Performance

Microsoft recommends setting the tempdb Database as per the following article -

<https://docs.microsoft.com/en-us/sql/relational-databases/databases/tempdb-database?view=sql-server-ver15>

2.1.3. Support for SQL Transparent Data Encryption (TDE)

Currently the Stored Procedures and Functions in the ServicePRO Database are encrypted except for the data in the database.

Help Desk Technology has tested encrypting the data with Transparent Data Encryption (TDE) only which is built-in SQL Server since 2008 (enterprise edition).

For more information, please refer to the article from the link below:

<https://docs.microsoft.com/en-us/sql/relational-databases/security/encryption/transparent-data-encryption?view=sql-server-ver15>

3. Web Server

*Recommended requirements are in **green**.

It is strongly advised that the Database Server and the Web Server are hosted in the same local area network in order to achieve optimum performance.

Components	Requirements
IIS	IIS 7.0 and above
Operating System	[Microsoft support ended January 2020] Windows Server 2008 R2 SP1 (64 bit) ** [Microsoft support ended October 2023] Windows Server 2012, Windows Server 2012 R2 *** [Recommended] Windows Server 2016, or Windows Server 2019, or Windows Server 2022, or Windows Server 2025
Display	1280 x 768 or higher resolution / 1920 x 1080 Resolution
Other	Window Installer 4.5 Setup will install the following software if it is not already installed: Microsoft .NET Framework 4.8 or 4.8.1

*For the recommended operating systems given above, the latest tested Service Pack is recommended.

**Windows Server 2008 R2 End of Support by Microsoft - <https://support.microsoft.com/en-ca/help/4456235/end-of-support-for-windows-server-2008-and-windows-server-2008-r2>

***Windows Server 2012 and 2012 R2 reached end of support- <https://learn.microsoft.com/en-us/lifecycle/announcements/windows-server-2012-r2-end-of-support>

3.1 Server Memory, Processor, Hard Disk

*Recommended requirements are in **green**

Components	5 or less Privileged Users	20 or less Privileged Users	70 or less Privileged Users	100+ Privileged Users
RAM	4 GB	8 GB	16 GB	16 GB
CPU	Dual Core 1.5 GHz	Dual Core 1.5	QuadCore 2 GHz	2 QuadCore 2 GHz
Storage	3 GB available	5 GB available	10 GB available	10 GB available
Internal Network	100 MBps	100 MBps/ 1 GBps	1 GBps	1 GBps

4. Special Case (Database & IIS on the same Server)

When there are 5 or less Privileged Users, you can opt for having the Database and IIS on the same server.

Components	Database & IIS
RAM	16 GB
CPU	Dual Core 2 GHz
Storage	100 GB - 500 GB (Dedicated drive for SQL Database)
Internal Network	1 GBps

5. Client System - OS, Processor, Browser Requirements

Components	Minimum Requirements	Recommended Requirements
Computer Processor	1.6 GHz Processor or higher (with 50% or less CPU usage)	2 GHz Dual Core Processor 3 GHz Single Core Processor or Higher (with 50% or less CPU usage in either case)
Memory	4 GB Ram or higher (needs to be available free for ServicePRO application usage)	8 GB Ram or higher (2 GB available free for ServicePRO application usage)
Hard Disk	500 MB available space on the system drive	500 MB available space on the system drive
Display	1280 x 760 resolution or higher	1920 x 1080 resolution or higher
OS/Desktop/Tablet/Mobile/Browser	Please refer to section 5.1 and subsections.	

5.1 Client System – OS, Desktop, Tablet, Mobile, Browser, Display Requirements

Client System – Desktop – Supported Operating System & Browser

SL. Number	Operating System	Browser	Display
1.	Windows	Latest versions of any of the following Browsers: Microsoft Edge, Firefox, Chrome, Safari	1280 x 760 resolution or higher [Recommended: 1920 x 1080 resolution or higher]
2.	MAC	Latest versions of any of the following Browsers: Safari Chrome Firefox	1280 x 760 resolution or higher [Recommended: 1920 x 1080 resolution or higher]

Client System – Supported Mobile Devices

SL. Number	Mobile Devices	Browsers
1.	Apple iOS / iPadOS	Latest versions of all Supported Browsers
2.	Android	Latest versions of all Supported Browsers
3.	Chrome OS	Latest versions of all Supported Browsers
4.	Amazon Fire OS	Latest versions of all Supported Browsers

6. Mail Server

Email	Supported
Supported Email Server	Microsoft Exchange 2007 SP3 (<i>Limitation: Embedded images will not work with ServicePRO's Calendar Synchronization from Outlook to ServicePRO.</i>) [Microsoft Exchange 2007 support ended April 2017] Microsoft Exchange 2010 SP2 Rollup 6 + [Microsoft 2010 SP2 support ended October 2020] Microsoft Exchange 2013 Microsoft Exchange 2013 SP1 Microsoft Exchange Server 2016 Microsoft Exchange Server 2019 Office 365 - Microsoft Exchange Online
Supported Email Protocol	EWS, POP3/SMTP, IMAP/SMTP

7. Calendar Synchronization

7.1. Granting Application Impersonation role on Exchange 2013 or higher

<https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/how-to-configure-impersonation>

8. Screen Sharing Service

The port # that is used to configure Screen Sharing Service should be open in the server where the service is hosted [the default port than can be used is 5900].

9. Appendix

9.1. SSL Support in ServicePRO

ServicePRO can use SSL to transmit data back and forth between the client and IIS server when configured in the IIS. All connections from the application will use SSL on both ends, thus ensuring a secure connection.