

Accura Hardware Requirements & Guidelines

Recommended Spec for Networked Accura Client

Processor: Intel Core i5 or equivalent, Intel Core i7 or equivalent recommended

Memory: 4GB minimum

Disk: 20GB free space minimum

Monitor: 1280x1024 desktop resolution in high colour; 1920x1080 desktop resolution in high colour for systems with the Scheduling module

Operating system: Windows 7 Pro 64-bit or higher – Windows XP is **not** supported, Windows Vista is **not** recommended

Recommended Spec for Non-Dedicated Server for networked clients (2 to 5 users)

Processor: Intel Core i7 or equivalent

Memory : 8GB minimum

Disk: 40GB free space minimum

Monitor: 1280x1024 desktop resolution in high colour; 1920x1080 desktop resolution in high colour for systems with the Scheduling module

Backup device: USB HDD, NAS or Cloud such as Dropbox

Operating system: Windows 7 Pro 64-bit or higher – Windows XP is **not** supported, Windows Vista is **not** recommended

Recommended Spec for Dedicated Server (up to 10 users)

Thinstuff XP/VS Terminal Server for Windows (separate purchase necessary)

Processor: Intel Core i7 or equivalent

Memory: 8GB minimum for 5 users, +1GB for each additional user

Disk: Solid State Disk (SSD) with 40GB free space minimum

Automated daily backup: USB HDD, NAS or Cloud such as Microsoft Azure Backup

Operating system: Windows 7 Pro 64-bit or higher. Windows 2003 is **not** supported. Windows 2008 is **not** recommended

Recommended Spec for Dedicated Server (over 10 users)

Processor: Intel Xeon Quad-core or equivalent with enough cores/processors to support the proposed amount of users

Memory: 12GB for 10 users, +1GB for each additional user

Disk: 40GB, dedicated SSD hard drive, Raid 1 (mirrored) SSD array recommended

Automated daily backup: USB HDD, NAS or Cloud such as Microsoft Azure Backup

Operating system: Windows Server 2008 R2 or higher. Windows 2003 is **not** supported. Windows 2008 is **not** recommended

Remote Desktop Services required

Accura Online Recommendation

A separate web server is not required to run Accura Online; it is a fully hosted solution. Only an 'always-on' broadband connection is required

A dedicated Accura server is required with always-on remote access for Accura Support

Software Requirements to use Certain Features of Accura

Microsoft Dot Net Framework 4.5 required to run the Scheduling module

MAPI emailing is **not** recommended. However, Live Mail, Thunderbird, Outlook 2007 or higher required for MAPI-based emailing

Emailing via an SMTP server **is** recommended

Acrobat Reader required to use PDF previews and online help

Office 2007 recommended minimum, Word 2013 is **not** supported for quote or mail merge exports

Outlook 2007 or higher required to use appointment, tasks and email synchronisation

Voice Over IP client software required to use integrated VOIP calling

TAPI-compliant phone system required to use integrated phone dialling

Account with Boom-SMS, BulkSMS or Dynmark required to use SMS instant messaging

Account with eFax, MyFax or Interfax required to use internet-based faxing

Account with GroupMail required for email broadcast link tracking

Account with EasyPost required for carrier integration

An active broadband internet connection is required to use online help, live chat, SMTP-based emailing, internet faxing, VOIP, SMS, & CRM route planning

Accounts software

Supported accounts packages include MYOB, QuickBooks, Sage and Xero accounts.

Zed Axis recommended for importing into QuickBooks (additional charge may apply)

Accura Hardware Requirements & Guidelines

Server & Operating System Guidelines for Accura Multi-User systems

1 to 5 user licenses: no dedicated server is required – Accura runs across the network

5 to 10 user licenses: dedicated server required, Thinstuff XP/VS remote desktop server recommended – Accura runs via Remote Desktop Services

Above 10 user licenses: dedicated remote desktop server required - Accura runs via Remote Desktop Services

Windows Home, Starter or Basic Editions (including Windows 8 Standard) are **not** supported on client PCs for multi-user systems

Macintosh OS X supported as client operating system when used with a Windows Remote Desktop Server or Thinstuff XP/VS Terminal Server

Multi-site connectivity, home working, iPhone access and similar possible when used with a Windows Remote Desktop Server or Thinstuff XP/VS Terminal Server and a fast broadband internet connection

Supported Remote Desktop Server: Windows 2008 R2 or higher. Small Business Server cannot be used as a remote desktop server

Novel, Unix and Linux **not** supported for server operating systems

Network attached storage (NAS) devices **not** recommended in place of a dedicated server

Virtual Server recommendations

Virtual servers should have similar specifications to a 'real' counterpart as described above

Virtual servers **must** be assigned a physical HDD, **not** a virtual HDD

A virtual Windows server can be hosted on suitably specified Macintosh servers

Networking Guidelines for Accura Multi-User systems

1GB/s network cards and switch

Fully installed Category 5 cabling with wall sockets recommended. Loose lay cabling not recommended

Microsoft TCP/IP networking protocol and file sharing service required

Wireless networking not supported

Wide Area Networking not supported except when using Remote Desktop Service or similar remote access technology

Accura Support Access

An always-on access to the Accura Server is recommended to assist with support, troubleshooting and future upgrades

Remote desktop is the preferred method of remote access. However, any method that can be arranged is usually acceptable

Please note: Accura (DDS Ltd) are not responsible for formatting or configuring any of your Server, PC or Network requirements.

Data Design Services regard your system security as a high priority. We will never disclose remote access details to any third-party. We will be happy to adhere to any reasonable security protocols as dictated by your company or IT security provider.