

e11

e11 Help Desk Software

System Requirement Guide



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System Requirements

Software Requirements

Client Desktop

- OS: Windows (98, NT, XP, 2000, 2003), Linux or Variants
- Browser: Internet Explorer (5.5 or above), Netscape 7.x, Mozilla 1.x, Firefox 1.0, CompuServe 7, and Opera 7.11

Application Server

Server Operating System

- Red hat Linux
- Solaris 9/8/7
- Windows NT/98/ME/2000/XP/2003



Web Server Software (Any of these)

- Apache 1.3.12 and higher
- IIS 4.0 and higher



Database Server (Any of these)

- MySQL (3.23.5x to 4.0.2x)
- MSSQL (Version 7.0, 2000)
- Oracle (Version 8i,9i,10i)
- Postgres (7.x)



PHP

PHP $\geq 4.2.3$ and $\leq 4.3.10$ compiled as CGI or as Web server Module (On Unix) with the minimum following support:

- MySQL or MSSQL or Oracle (OCI) or PostgreSQL depending on the database server that is to be used
- IMAP
- GD
- [Aspell 0.50.x with English Dictionary](#)
- XML
- DOM XML.

Incoming Mail Server

- POP3 (with or without secured authentication)
- MS Exchange with POP3
- Groupware Mail Server

Outgoing Mail Server

Access to any SMTP Server

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Hardware Requirements

Client Desktop

- 500 MHz or above Processor
- 64 MB or above RAM

Application Server

Concurrent Users (Rep and Client)	Number of Tickets (Per Hour)	Minimum Server Configuration
Up to 20	50	No requirement of a separate server. You can host it on a shared server with minimum space 5 GB
Up to 50	300	<ul style="list-style-type: none">• Processor – 2 GHz or above• RAM - 512 MB or above• HDD – 20 GB or above.
Up to 100	1000	<ul style="list-style-type: none">• Processor – Dual Processor 2 GHz each• RAM - 1024 or above• HDD – 40 GB or above
Up to 300	3000	<ul style="list-style-type: none">• Processor – Dual Processor 2 GHz Each• RAM – 2048 or above• HDD – 80 GB SCSI or RAID
Up to 400	5000	<ul style="list-style-type: none">• Processor – Quad Processor 2 GHz each• RAM – 2 GB• HDD - 120 GB SCSI or RAID

- e11 Help Desk Application size 20 MB
- The space requirement mentioned above is based on the assumption that customers/ reps will be attaching documents with tickets and the average size of a ticket would be 500 KB. An increase in this average would require corresponding increase in the minimum space requirement