

# iRely Hardware and Software Requirements

## General Recommendations

- Ensure you have a strong backup solution in place.
- Ensure you have strong End Point Protection on the server that hosts the iRely System.
- Ensure you enable 2-Factor Authentication enabled.

## i21 Software Requirements (Server)

- Microsoft Windows Server
  - Version 2019 or newer
- Microsoft SQL Server
  - Version 2019 or newer
  - Standard or Enterprise Edition
  - **Express Edition is not supported**

## i21 Hardware Requirements (Server)

- **1-10 Users**
  - Intel Processor (4+ cores)
  - 32 GB DDR4 ECC RAM
  - At least a 250 GB SSD
- **11- 49 Users**
  - Intel Processor (8+ cores)
  - 64+ GB DDR4 ECC RAM
  - At least a 500 GB SSD
- **50+ Users**
  - Intel Processor (16+ cores)
  - 64+ GB DDR4 ECC RAM
  - At least a 1 TB SSD
- The above specifications are designated with physical servers in mind.
  - If you are using virtualization (VMware or Hyper-V) you can designate these values to start with.
    - virtualization allows you to change these settings quickly with minimal downtime:
  - If you have i21 Portal Users, you need to be sure to license your Microsoft SQL server using Core licensing.
    - These licenses are sold in packs of 2. Contact your vendor for pricing.
  - iRely does not support installing our applications on Domain controllers (Note from Microsoft)
    - “It is not recommended to install SQL Server on a domain controller. There are specific security restrictions when running SQL Server in this configuration and given the resource demands of a domain controller, SQL Server performance may be degraded.”
  - It is recommended that the software data is hosted on a separate partition from the operating system.
    - Typical setup would be C:\ drive for operating system and applications, and D:\ drive for iRely databases and files.
  - Reserve at least 100GB of space for the C:\ drive to allow installation of applications.
  - Reserve at least 200GB of space for the D:\ drive to allow for database growth and temp files.

## Remote Access to Customer Owned Server(s)

- It is your decision regarding how iRely technicians / support staff will access your server for as-needed support.
  - Please review the iRely [Remote Access policy here](#).
- Options include, but are not limited to: TeamViewer, AnyDesk, Quick Assist (attended)
  - If you choose a licensed product then you will need to purchase the appropriate license for the product and provide iRely a login to your subscription.
- We also offer an alternative cost-free option which is an RDP / VPN (2FA enabled) combination.
  - Instructions for setup available upon request.
  - It should be noted that access to the server is limited to 2 simultaneous connections unless an RDP license is purchased from Microsoft.

## Backups and Server Administration Responsibilities

- For on-prem servers, it is your (or your IT vendor's) responsibility to setup backup software and monitor the SQL backups. This includes any physical file backups or server images (for disaster recover) if desired.
- For hosted servers, endpoint protection, backups and all server administration are included in the hosted service.

## External URL to your i21 Site

- We request this for at least the implementation phase, it can be disabled once implementation is complete.
- The URL should be constructed using a domain name (not server IP address) and should be secure - https (SSL applied).
- Your internal IT or external IT vendor should be able to acquire the domain name, SSL certificate and construct the needed URL.

## i21 Workstation Recommendations (Client)

- Minimum Requirements for client PC's
  - Windows 10 or 11
  - 4 Ghz Dual Core processor
  - 8 GB RAM
- Latest version of Google Chrome browser.
  - Chrome browser is the **ONLY** browser supported.
- **Windows XP and Windows 7/8 are no longer supported.**

## Internet Requirements

- DSL/Cable/Fiber service with min 5 MB download/2 MB upload.
  - VPN service to remote locations required if using scales at remote locations.
  - Otherwise, VPN is recommended for secure communication between branches
- High latency service
  - Satellite or wireless internet is not recommended
- Static IP address required for eCommerce or branch/c-store access. Otherwise recommended
- Business class firewall required (with port forward capability).
  - IPSEC VPN capabilities recommended (required for scales)

## Remote Branch/C-store

### Workstations

- Minimum Requirements - Windows 10 Professional with 4 GB RAM, 200 GB HD, 2Ghz Dual Core processor
- Recommended - Windows 10 Professional with 16 GB RAM, 300 GB SSD, 2Ghz Quad Core processor
- Second network card for "Back Office" connection to registers (Sapphire, Passport, and Nucleus)
- Contact register company to confirm compatibility of register software
- Latest version of Google Chrome browser. Chrome browser is the **ONLY** browser supported.

**Remote Scale Workstations** (this workstation runs a local copy of software that communicates to main office in batches)

- Recommended – Windows 10 with 16 GB RAM, 300 GB Solid State Hard Drive, 2Ghz Quad Core processor
  - will require local instance of Microsoft SQL Server Standard Edition, not SQL Express
  - workstation will send information back to main office at a set frequency ( i.e. 15 mins)
  - then every night workstation will pull new information from main server
  - Latest version of Google Chrome browser. Chrome browser is the **ONLY** browser supported.
  - *this setup works best for locations where internet service is sporadic*
  - **Windows XP and Windows 7 are no longer supported**

### Printers

- See our list of officially supported printers below
  - [Printer and Scanner Hardware](#)

### High-speed Internet

- High latency service ( satellite internet ) not recommended, some wireless providers are capable of providing reliable service
- DSL/Cable service with min 30Mbs download and 15Mbs upload
- Static IP address may be required dependent on VPN equipment
- Business class firewall
- Business class VPN firewall needed for locations with scale

## Printers and Scanners

- [Printer and Scanner Hardware](#)