

Systems Requirement



User Guide



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Hardware Minimum Requirement

This document is for on-premises installation only.

It is optional to use separate hardware for Database Server, Web Service Server and Web Server. Running all servers on a single hardware on Microsoft Platform is fully supported.

Client Workstation

Intel Pentium IV 3.0 GHz or better CPU

Intel main board or better

4 Gigabytes(GB) of RAM or more

40 Gigabytes(GB) of available hard disk space or more

DVD-ROM

100/1000 Gigabit Adaptor or equivalent

Super VGA 1024 X 768 or higher resolution monitor

Web Server & Web Service Server

Intel Dual Core Xeon or better CPU

Intel main board or better

8 Gigabytes(GB) of RAM or more

100 Gigabytes(GB) of available hard disk space or more

DVD-ROM

100/1000 Gigabit Server Adaptor or equivalent

Super VGA 1024 X 768 or higher resolution monitor

Database Server

Intel Dual Core Xeon or better CPU

Intel main board or better

8 Gigabytes(GB) of RAM or more

200 Gigabytes(GB) of available hard disk space or more

DVD-ROM

100/1000 Gigabit Server Adaptor or equivalent

Super VGA 1024 X 768 or higher resolution monitor

Remote Access (VPN tunnel)

Router capable of configuring site-to-site or client-to-site VPN tunnel to access Web Server, Web Service Server and Database Server.

Operating System Requirement

Client Workstation

Microsoft Windows 7, 8.0, 8.1 or 10 with latest Service Pack, or

Mac OS X with latest Service Pack (or iPad)

Web Server & Web Service Server

Microsoft Windows Server 2008(32 or 64 bit) /2008 R2 (32 or 64 bit) 2012 (64 bit) /2012 R2 (64 bit) All Edition with latest Service Pack

IIS 6.0/7.0/7.5/8.5

Database Server

Microsoft Windows Server 2008(32 or 64 bit) /2008 R2 (32 or 64 bit) 2012 (64 bit) /2012 R2 (64 bit) All Edition with latest Service Pack or later

Software Requirement

Client Workstation

IE browser 9.0 or later, or

Firefox browser 40.0 or later, or

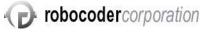
Google Chrome browser any version, or

Web Server & Web Service Server

Microsoft Visual Studio 2010 Express or higher (Development System only)

Microsoft .NET Framework 3.5 or 4.5.2 with SP1 or higher

Microsoft Report Viewer Redistribution 2012 (32bit or 64bit)



Crystal Report Runtime 13 Package

Microsoft Access Database Engine 2013 (32bit or 64bit)

Database Server

Microsoft SQL Server 2008/2008 R2/2014 (32 or 64 bit) with latest Service Pack, or

Microsoft SQL 2008/2008/2014 Express Edition, with latest Service Pack (usually for development only)

Printer Requirement

Install either local attached printer or TCP/IP network printer. Windows network shared printer might not work correctly with the Crystal Report.

Windows Server Installation

Install Web Server & Web Service Server

Install Operating System

If possible, allocate 100 GB for C: drive and 200 GB for E: drive

Format the partition with NTFS file system

Install Windows Server 2008 / 2008 R2 (32 or 64 bit) All Edition (See Appendix 1)

Install Windows Server 2012/ 2012 R2 (64 bit) All Edition (See Appendix 2)

Install Microsoft Visual Studio (Development Server Only)

Visual Studio 2013 Professional

Insert installation DVD and the autostart should kick in. Follow the on screen instruction to install **Custom** package and check all options except **SQL Server 2008 Express Edition.** Microsoft DotNet Framework 3.5 is included.

Install Windows Server 2008 SDK (Development Server Only)

Download the Windows Server 2008 SDK at this URL

http://www.microsoft.com/downloads/details.aspx?FamilyID=e6e1c3df-a74f-4207-8586-711ebe331cdc&displaylang=en

Invoke the installation by double clicking the Setup.exe. Follow the default instruction to finish the installation but make sure the "Windows Development Tools" is FULLY checked, especially the dot net option.

Install Other Software

1. Install .Net Framework 4.52

Download the .Net Framework at this URL

http://www.microsoft.com/en-ca/download/details.aspx?id=40779

Invoke the installation by double clicking NDP451-KB2858728-x86-x64-AllOS-ENU.exe. Follow the default instruction to finish the installation.

2. Install Crystal Report

If the application pool is using 32 bit, please install 32bit software; otherwise install 64 bit accordingly.

Download SAP Crystal Report 13 (32 or 64 bit) runtime for .Net Framework 4.5 or request CRRuntime_32bit_13_0_16.msi or CRRuntime_64bit_13_0_16.msi from vendor.

Invoke the installation by double clicking the CRRuntime_32bit_13_0_16.msi or CRRuntime_64bit_13_0_16.msi. Follow the default instruction to finish the installation.

3. Install Microsoft Report Viewer Redistributable 2012

Download the Microsoft Report Viewer Redistributable 2012 at this URL

http://www.microsoft.com/en-ca/download/details.aspx?id=35747

Invoke the installation by double clicking the ReportViewer.exe. Follow the default instruction to finish the installation.

4. Install Microsoft Access Database Engine 2013 Redistributable

If the application pool is using 32bit, please install 32bit software; otherwise install 64 bit accordingly.

Download Microsoft Access Database Engine 2013 Redistributable at this URL

http://www.microsoft.com/en-ca/download/details.aspx?id=39358

Invoke the installation by double clicking the AccessDatabaseEngine_x86.exe or AccessDatabaseEngine.exe_x64.exe. Follow the default instruction to finish the installation.

Run Microsoft Update

Run Microsoft Update to download and install the latest security patches.

Map Database Backup Drive

If any of the three tiers (Web Server, Web Service Server and Database Server) are not on the same hardware or virtual server, Map K drive from the Client Server to the same of the database server for the backup function of the deployment installation package (i.e. Install.exe).



Database Server Installation

Install Operating System

For Microsoft SQL Server Platform

If possible, allocate 100 GB for C: drive and 100 GB for D: drive

Format the partition with NTFS file system

Install the Windows Server 2008, 2008 R2, 2012, or 2012 R2 Edition on C: drive

Run Microsoft Update to download and install the latest security patches

It is recommended that SQL server be installed on a physical server rather than a virtual server for higher performance.

Install Microsoft SQL Server 2008 / 2008 R2 (32 or 64 bit) All Edition (See **Appendix 3**)

Install Microsoft SQL Server 2014 (32 or 64 bit) All Edition (See **Appendix 4**)

Configure Database Mail (Optional)

- 1. Start Microsoft SQL Server Management Studio. Expand Server and then expand Management;
- 2. Right click **Database Mail** and click **Configure Database Mail**;
- 3. Click **Next** on this **Welcome screen**;
- 4. On the Select Configuration Task screen, select the radio button Setup Database Mail by performing the following tasks and click Next;
- 5. On the **New Profile** window, Enter the Profile name as **RobotMail** (Auto Sender), and then click the **Add** button;
- 6. Fill out the email account information on the **New Database Mail Account** window;

- 7. On the Manage Profile Security screen, set the RobotMail as Public and Default
- 8. **Profile**. Click **Next** to proceed;
- 9. On the **Configure System Parameter** screen, verify all the parameters and then click **Next**;
- 10. Click Finish to complete the Database Mail Configuration Wizard;

Create Backup directory

- 1 Right single click on white area on right panel of Drive E
- 2 Choose "New" to create folder called "Backup"
- 3 Right single click on Backup folder on Drive E
- 4 Left single click on "Properties",
- 5 Left click on "Security" tab on Backup Properties
- 6 Left click on "Edit" button; then click "Add" button
- 7 Type "Everyone" in "Enter the object names to select"
- 8 Then click "Add" button
- 9 Put a "Check Mark" on Full Control under "Allow"
- 10 Click "Apply" button, then click "OK" button

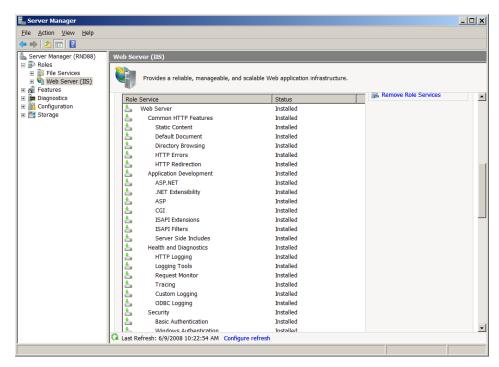
Appendix 1

Windows Server 2008 / 2008 R2 (32 or 64 bit)

After successfully install the Windows Server 2008, Drivers & Windows Updates, enable the IIS 7.0, ASP.NET by:

- 1. Click Start -> Server Manager;
- 2. At the **Server Manager** dialog box, click **Add Roles**;
- 3. Click **Next** on **Before You Begin** dialog box;
- 4. On the **Select Server Role** dialog box, select WebServer (**IIS**) and then click **Next**;
- 5. On Web Server (IIS) "Introduction to Web Server (IIS)" dialog box and click Next;
- 6. On **Select Role Services** dialog box, select required services (see **Diagram 1**), and click **Next**,
- 7. On Confirm Installation Selection dialog box, click Install
- 8. After install **Roles**, click **Add Features** on Server Manager,
- 9. On **Select Features** dialog box, select required features (see Diagram 2), and then click **Next**,
- 10. On Confirm Installation Selection dialog box, click Install,
- 11. Have the Windows 2008 Server Installation Disk inserted into the DVD device for files copying, and then click **Finish.**

Diagram 1. Web Server Services



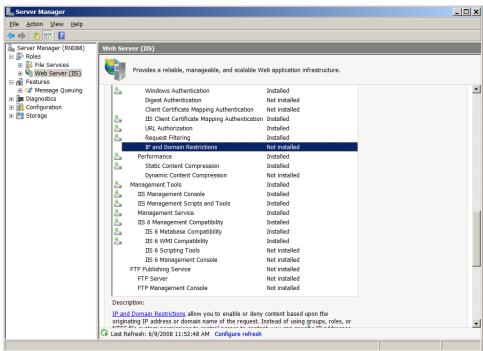
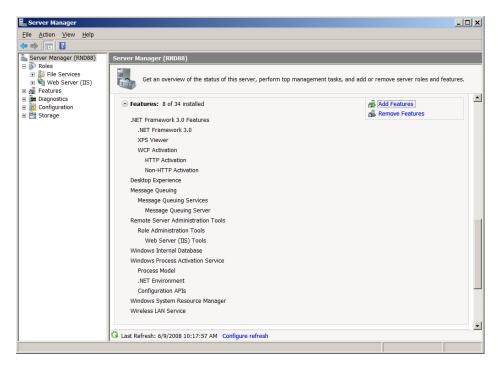


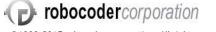
Diagram 2. Features Summary



Web Server & Web Service Server Configuration

ASP.Net State Service Require Start Automatically

- 1. Login with administrator privilege
- 2. Left single click on "Start" button
- Left single click on Control Panel
- 4. Left double click on Administrative Tools
- 5. Left double click on Services
- 6. Right click on ASP.net State Service; and left single click on "Properties"
- 7. Change "Manual" to "Automatic" on Startup type by using drop down arrow
- 8. Click "Start" to start the service; then click "OK"



Change .mp4 & add .ogg Video Format Type in IIS

- 1. Login with administrator privilege
- 2. Left single click on "Start" button
- 3. Left double click on Administrative Tools
- 4. Left double click on Internet Information Services (IIS) Manager
- 5. Highlight Server Name, and double left click on MIME Types on Center Panel
- 6. Click "Add" on Right Hand Panel
- 7. Type ".ogg" in File name extension
- 8. Type "video/ogg" in MIME Type, then click "OK"
- 9. Edit ".mp4" and change "video/mpeg" to "video/mp4".

Directories Require Full Control Permission

Inetpub and Windows in Drive C:

- 1. Right single click on Inetpub folder on Drive C
- 2. Left single click on "Properties",
- 3. Left click on "Security" tab on Inetpub Properties
- 4. Left click on "Edit" button; then click "Add" button
- 5. Type "Network Service" in "Enter the object names to select"
- 6. Then click "Add" button
- 7. Put a "Check Mark" on Full Control under "Allow"
- 8. Click "Apply" button, then click "OK" button
- 9. Repeat step 1 to 8 for Windows directory

Add Application Pool

- 1. Left click on "Start"
- 2. Highlight "Administrative Tool", and select Internet Information Services (IIS) Manager on menu box
- 3. Expand sever name
- 4. Left click on "Application Pools" on Internet Information Services Manager
- 5. Add a new AppPool with Application name
- 6. Left single click on "Appliacation" AppPool, then left click on Advanced Settings on the right hand panel
- 7. Make sure Identity is "Network Service" under Process Model
- 8. Click "OK", and close Internet Information Services Manager

Enable IIS Compression

- 1. Left click on "Start"
- 2. Highlight "Administrative Tool", and select Internet Information Services (IIS) Manager on menu box
- 3. Left click on sever name
- 4. Double left click on "Compression" icon on center panel
- 5. Put a check mark on both "Enable dynamic content compression" and "Enable static content compression

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- 6. Click "Apply" on left panel
- 7. Close IIS Manager

Appendix 2

Windows Server 2012 / 2012 R2 (64 bit only)

After successfully install the Windows Server 2012 / 2012 R2, Drivers & Windows Updates, enable the IIS 8.5, ASP.NET by:

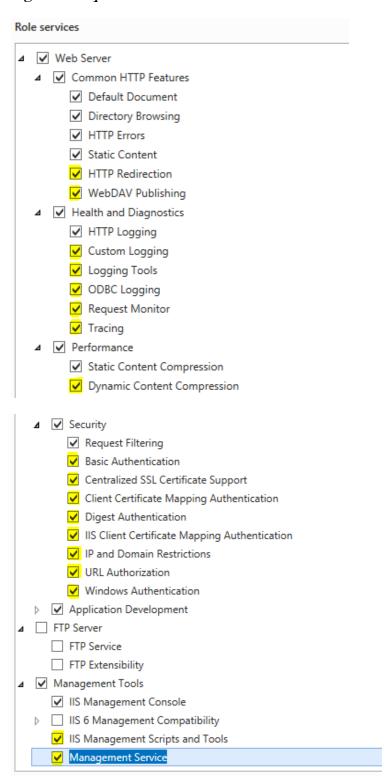
- Click Start -> Server Manager;
- 2. At the **Server Manager** dialog box, click **Add Roles**;
- 3. Click **Next** on **Before You Begin** dialog box;
- 4. Select Role-based or Feature-based Installation in Installation Type;
- 5. Put a check mark in "Select a server from the server pool", click Next;
- 6. On the Select Server Role dialog box, select **Web Server (IIS)** and click "Add Features" when dialogue box pops up, then click Next;
- 7. Adding **Features** by selecting its check box (See Figure 1.), click Next,
- 8. Click Next again on Web Server Role (IIS),
- 9. Adding Role Services by selecting its check box (See Figure 2.), and click Next,
- 10. On **Confirm Installation Selection** dialog box, click Install
- 11. After install Roles, click **Add Features** on Server Manager,
- 12. On Select Features dialog box, select required features (see Table 2), and then click Next,
- 13. On Confirm Installation Selection dialog box, click Install
- 14. Have the Windows 2012 Server Installation Disk inserted into the DVD device for files copying, and then click **Finish**.

Figure 1. Adding Features

Role services ✓ Web Server ✓ Default Document ✓ Directory Browsing ✓ HTTP Errors ✓ Static Content ✓ HTTP Redirection ✓ WebDAV Publishing ✓ HTTP Logging Custom Logging ✓ Logging Tools ✓ ODBC Logging Request Monitor ✓ Tracing ✓ Static Content Compression ✓ Dynamic Content Compression ■ Web Server (IIS) ▲ Application Development ASP.NET 4.5 .NET Extensibility 4.5 ✓ Include management tools (if applicable) Add Features Cancel ■ Windows Identity Foundation 3.5 ✓ Windows Internal Database ■ Windows PowerShell (3 of 5 installed) ✓ Windows Process Activation Service

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Figure 2. Required Service in Server Role



Web Server & Web Service Server Configuration

ASP.Net State Service Require Start Automatically

- 1. Login with administrator privilege
- 2. Left single click on "Start" button
- 3. Left single click on Control Panel
- 4. Left double click on Administrative Tools
- Left double click on Services
- 6. Right click on ASP.net State Service; and left single click on "Properties"
- 7. Change "Manual" to "Automatic" on Startup type by using drop down arrow
- 8. Click "Start" to start the service; then click "OK"

Directories Require Full Control Permission

- Open Windows Explorer,
- 2. Right single click on Inetpub folder on Drive C
- 3. Left single click on "Properties",
- 4. Left click on "Security" tab on Inetpub Properties
- 5. Left click on "Edit" button; then click "Add" button
- 6. Type "Network Service" in "Enter the object names to select"
- 7. Then click "Add" button
- 8. Put a "Check Mark" on Full Control under "Allow"
- 9. Click "Apply" button, then click "OK" button
- 10. Right single click on white area on right panel of Drive C
- 11. Choose "New" to create folder called "Import" in Drive C
- 12. Repeat step 2 to 9 for "Import" Folders
- 13. Choose "New" to create folder called "Rintagi" in Drive C

14. Repeat step 2 to 9 for "Rintagi" Folders

Deploy in Drive C:

- 1. Right single click on white area on right panel of Drive C
- 2. Choose "New" to create folder called "DeployProjectName"
- 3. Right single click on DeployProjectName folder on Drive C
- 4. Left single click on "Properties",
- 5. Left click on "Security" tab on DeployProjectName Properties
- 6. Left click on "Edit" button; then click "Add" button
- 7. Type "Network Service" in "Enter the object names to select"
- 8. Then click "Add" button
- 9. Put a "Check Mark" on Full Control under "Allow"
- 10. Click "Apply" button, then click "OK" button

Add Application Pool

- Left click on "Start"
- 2. Highlight "Administrative Tool", and select Internet Information Services (IIS) Manager on menu box
- 3. Expand sever name
- 4. Left click on "Application Pools" on Internet Information Services Manager
- 5. Add a new AppPool with Application name
- 6. Left single click on "Appliacation" AppPool, then left click on Advanced Settings on the right hand panel
- 7. Make sure Identity is "Network Service" under Process Model
- 8. Click "OK", and close Internet Information Services Manager

Enable IIS Compression

- 1. Left click on "Start"
- 2. Highlight "Administrative Tool", and select Internet Information Services (IIS) Manager on menu box
- 3. Left click on sever name
- 4. Double left click on "Compression" icon on center panel
- 5. Put a check mark on both "Enable dynamic content compression" and "Enable static content compression
- 6. Click "Apply" on left panel
- 7. Close IIS Manager

Appendix 3

SQL Server 2008 / 2008 R2 (32 or 64 bit)

I: Install SQL Server 2008 Standard Edition

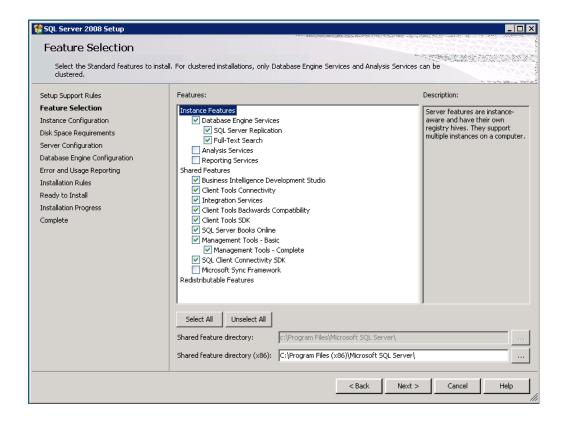
Make sure Currency Format is English (United States) in Regional & Language, it can be changed other format after SQL Server Installed, check SQL Collation Settings under Collation tab for SQL_Latin1_General_CP1_CI_AS

Create SQL Server startup user account

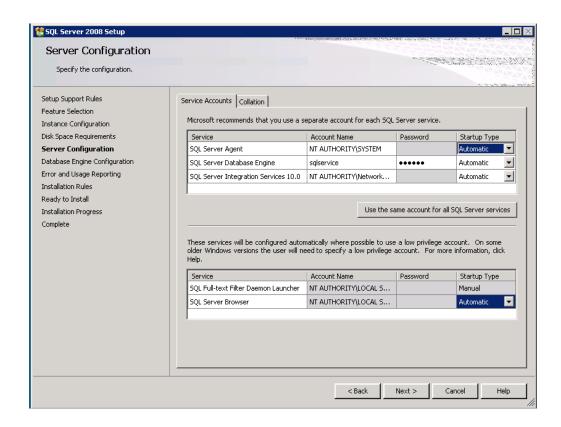
- 1. Login Server as local Administrator or Domain Administrator depends on if the server is a standalone server or a domain member server
- 2. Create a local user or a domain user e.g. sqlservice as the SQL server startup account

Install SQL Server 2008

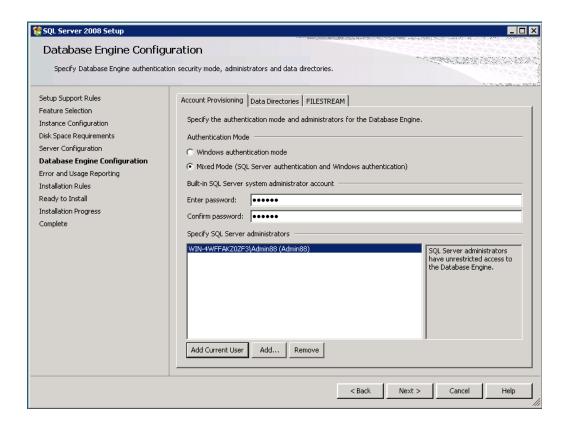
- 1. While still logging in as Administrator, insert the SQL Server 2008 Standard Edition installation DVD. Double click the **splash.hta** to invoke the installation wizard;
- 2. Click on **Install- Server components, tools, Books Online, and samples** on the startup screen;
- 3. On the End User License Agreement, check the box I accepts the licensing terms and conditions and then click Next;
- 4. On the **Support Files** screen, click **Install** to install Support Files for SQL 2008;
- 5. Click **Next** on the **Setup Support Rules** screen;
- 6. On the **Feature Selection** screen, put a check mark in selection as picture shown, then click **Next** to proceed;



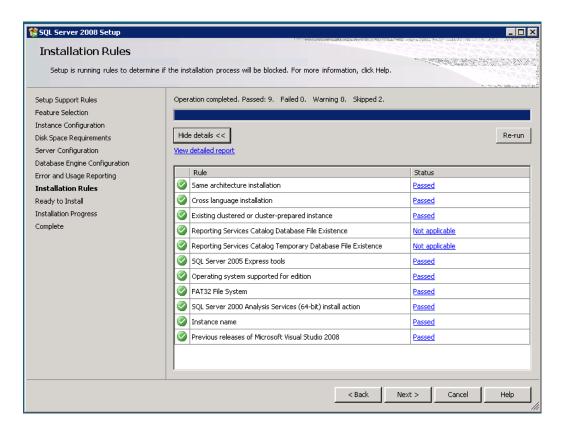
- 7. Select **Default instance** radio button on the **Instance Configuration** screen and click **Next**:
- 8. On Disk Space Requirements screen, click Next to proceed;
- 9. On **Server Configuration** screen, , select the **Use a domain user account** radio button and fill out the information according to user created for startup SQL server e.g. **sqlservice**. For **SQL Integration Services Server**, **SQL Server Agent**, and **SQL Browser**, see picture below. Then click **Next** to continue;



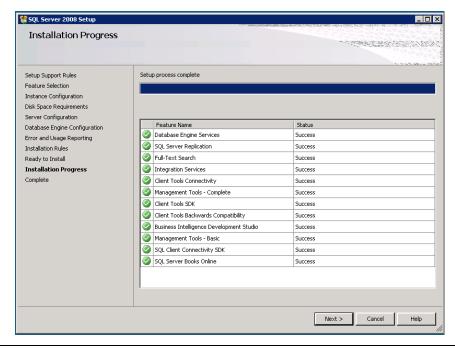
10. On **Database Engine Configuration** screen, select the **Mixed Mode (Windows Authentication and SQL Server Authentication)** and fill out the password for **sa**. Click **Add Current User** button under **Specify SQL Server Administrator**. Click **Next** to proceed;



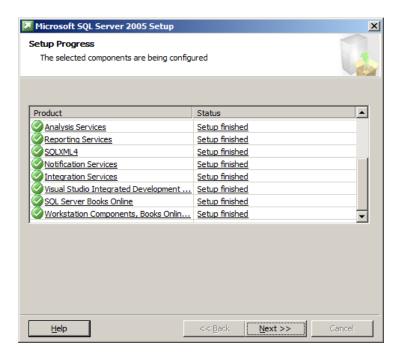
- 11. Leave default settings on Error & Usage Reporting screen, click Next to proceed;
- 12. On **Installation Rules** screen, if everything passed except Report Services. Click **Next** to proceed



- 13. Click **Install** on **Ready to Install** screen to proceed;
- 14. Click Next on Installation Progress screen to proceed;



6/30/2016



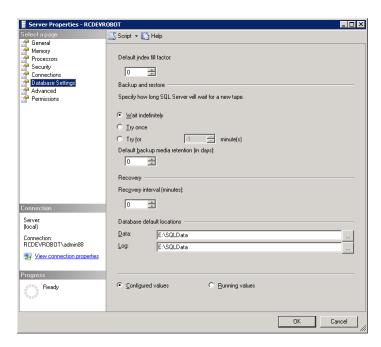
15. Click **Close** on the **Complete** screen.

Install SQL Server 2008 Service Pack

Download or insert DVD media to install the latest SQL Server 2008 Service Pack.

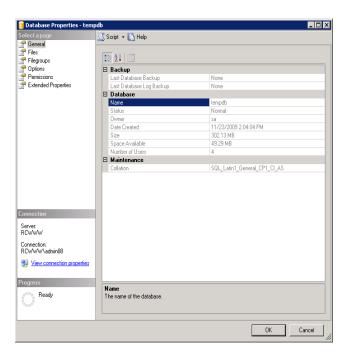
II: Configure SQL Server 2008

Set the default database / log locations

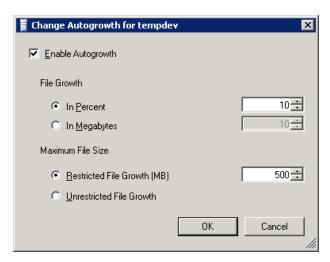


Set Tempdb Option to Prevent Transaction Log Grows Unexpectedly:

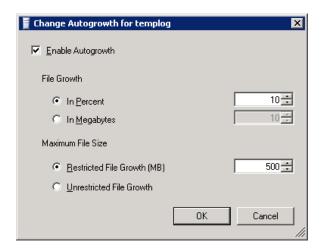
- 1. Expand Databases → System Databases → tempdb.
- 2. Right on Tempdb and select "Properties"



3. Select "Files" and click a gray button under "Auto Growth Column" on "tempdev" to limit the growth size in 10% and the maximum file size in 500MB.

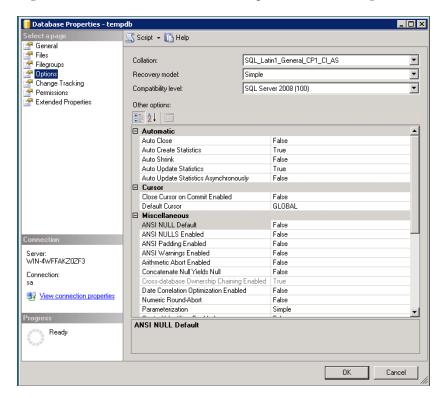


4. Select "Files" and click a gray button under "Auto Growth Column" on "templog" to limit the growth size in 10% and the maximum file size in 500MB.



Set Server Option:

Right click each database and select "Properties", select Simple mode for Recovery Model.



Appendix 4

SQL Server 2014 (32 or 64 bit)

I: Install SQL Server 2014 (32 or 64 bit) Standard Edition

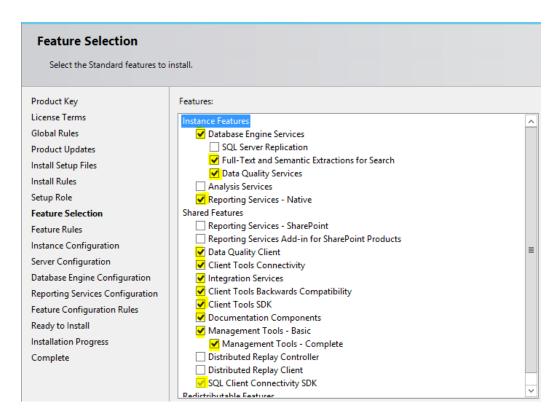
Make sure Currency Format is English (United States) in Regional & Language, it can be changed other format after SQL Server Installed, check SQL Collation Settings under Collation tab for SQL_Latin1_General_CP1_CI_AS

Create SQL Server startup user account

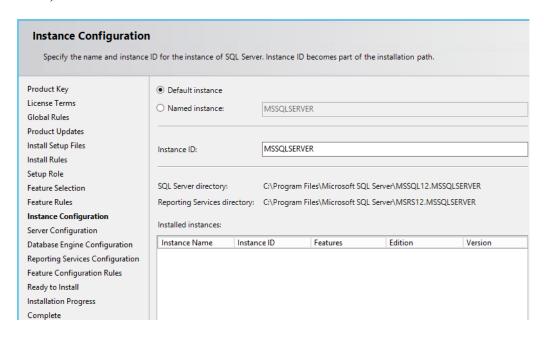
- 1. Login Server as local Administrator or Domain Administrator depends on if the server is a standalone server or a domain member server
- 2. Create a local user or a domain user e.g. **sqlservice** as the SQL server startup account

Install SQL Server 2014

- 1. While still logging in as Administrator, insert the SQL Server 2014 Standard Edition installation DVD. Double click the **setup.exe** to invoke the installation wizard;
- 2. Click on "Installation" on left panel in SQL Server Installation Center box, and click on "New SQL Server Stand-alone Installation"
- 3. Enter SQL Product Key, and click **Next**
- 4. On the End User License Agreement, check the box I accepts the licensing terms and conditions and then click Next:
- 5. On the **Setup Role** screen, make sure **SQL Server Feature Installation** is selected; and click **Next**:
- 6. On the **Feature Selection** screen, put a check mark in selection as picture shown, then click **Next** to proceed;

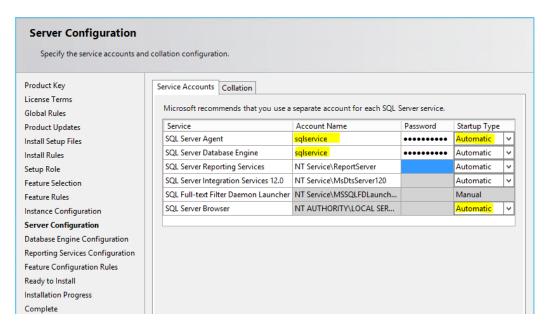


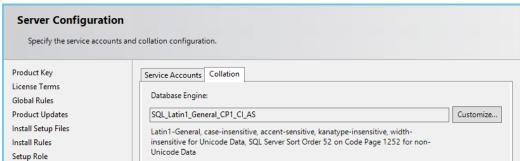
7. Select **Default instance** radio button on the **Instance Configuration** screen and click **Next**;



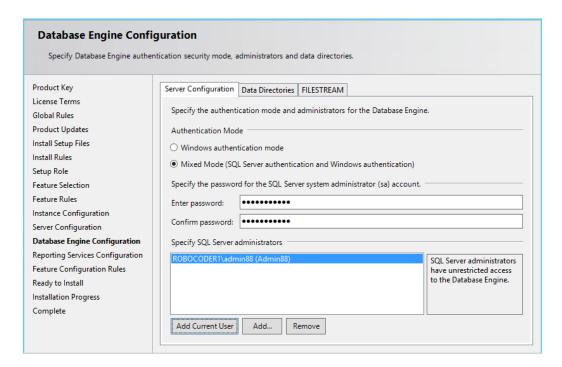
8. On Server Configuration screen, select the Use a domain user / local user account radio button and fill out the information according to user created for startup SQL server

e.g. **sqlservice**. For setting up **Server Configuration** startup account, see picture below. click on **Collation** tab, and make sure Data Engine is SQL-Latin1_General_CP1_CI_AS, then click **Next** to continue;

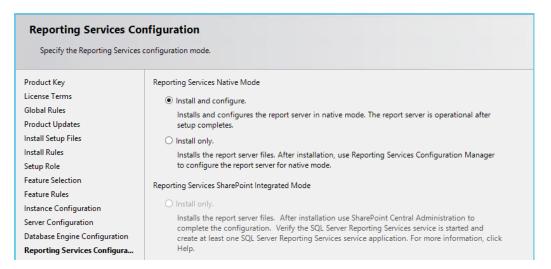




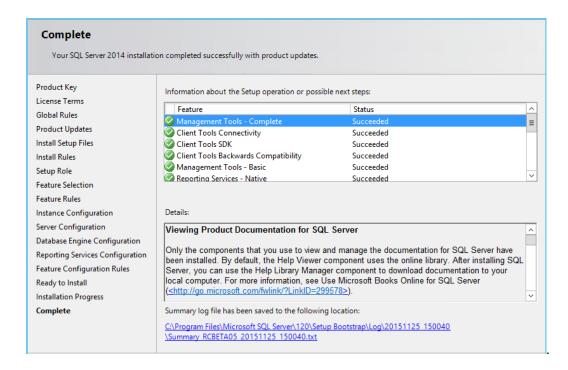
 On Database Engine Configuration screen, select the Mixed Mode (Windows Authentication and SQL Server Authentication) and fill out the password for sa. Click Add Current User button under Specify SQL Server Administrator. Click Next to proceed;



10. Leave **Install and configure** on Reporting Service Native Mode screen, click **Next** to proceed;



- 11. Click Install on Ready to Install screen to proceed;
- 12. Click **Close** on the **Complete** screen

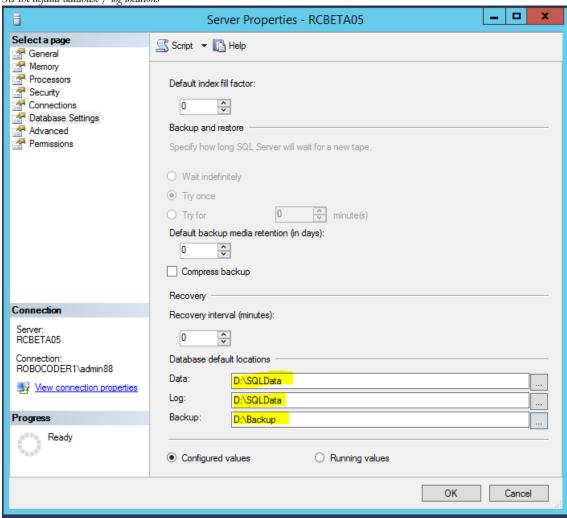


Install SQL Server 2014 Service Pack

Download or insert DVD media to install the latest SQL Server 2014 Service Pack.

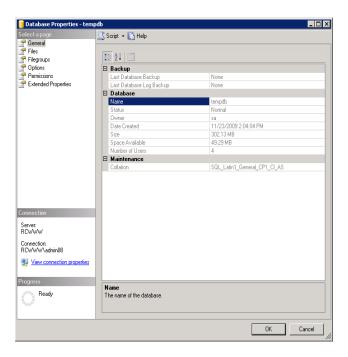
II: Configure SQL Server 2014

Set the default database / log locations

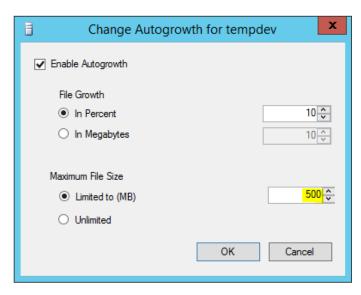


Set Tempdb Option to Prevent Transaction Log Grows Unexpectedly:

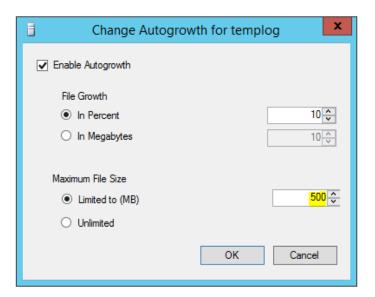
- 1. Expand Databases → System Databases → tempdb.
- 2. Right on Tempdb and select "Properties"



3. Select "Files" and click a gray button under "Auto Growth Column" on "tempdev" to limit the growth size in 10% and the maximum file size in 500MB.



4. Select "Files" and click a gray button under "Auto Growth Column" on "templog" to limit the growth size in 10% and the maximum file size in 500MB.



Set Server Option:

Right click each database and select "Properties", select Simple mode for Recovery Model.

