



# Client Care Desktop

Minimum Hardware and Software Requirements



SYNAPTIC  
CLIENT CARE

Version 1.0

Client Care Desktop (CCD)		4.50.x	* Small Business Editions not supported
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
14.x	14.x	Server * <ul style="list-style-type: none"><li>• Server 2012 Standard R2</li><li>• Server 2012 Standard</li><li>• Server 2008 Standard R2 SP1</li><li>• .Net Framework 4.5 or higher</li></ul>	<ul style="list-style-type: none"><li>• CPU: 4-Core</li><li>• RAM: 8 GB</li><li>• Hard drive:<ul style="list-style-type: none"><li>○ 80+ GB minimum 10GB free</li><li>○ 10,000 rpm or SSD</li></ul></li><li>• High performance network adapter</li></ul>
		Workstation <ul style="list-style-type: none"><li>• Windows 10 (Pro and Enterprise)</li><li>• Windows 8.1 (Standard and Pro)</li><li>• Windows 8 (Standard and Pro)</li><li>• Windows 7 SP1</li><li>• .Net Framework 4.5 or higher</li><li>• .Net 3.5 installed / enabled</li></ul>	<ul style="list-style-type: none"><li>• 2 GHz or faster</li><li>• 4 GB RAM</li><li>• 10Gb Hard Disc space</li></ul>
CCD Server – Connectivity			
VPN	Please note that performance over VPN is completely dependent on the performance of your internet connections.		
Wireless	Using wireless networks with CCD, is not recommended due to the unstable nature of the wireless protocol, and the persistent connection used between CCD Server and Workstation.		
Thin Client (Citrix or Terminal Server)	For information on running CCD on Citrix or Terminal Services, please contact our Installation Team on 0800 028 0033.		

Client Care Desktop (CCD)		4.2.x 4.3.x 4.4.x	* Small Business Editions not supported. Server 2012 not officially supported by FileMaker but system usage on Server 2012 has not raised any issues  ** Windows 10 not officially supported by FileMaker but system usage on Windows 10 has not raised any issues
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
11.x	11.x	Server * <ul style="list-style-type: none"><li>• Server 2012*</li><li>• Server 2008 R2</li><li>• Windows 7 Professional</li><li>• Server 2008 Standard SP2</li><li>• Server 2003 Standard SP2</li><li>• .Net Framework 4.5 or higher</li></ul>	<ul style="list-style-type: none"><li>• CPU: Dual-Core</li><li>• RAM: 4 GB</li><li>• Hard drive:<ul style="list-style-type: none"><li>○ 80+ GB minimum 10GB free</li><li>○ 10,000 rpm or SSD</li></ul></li><li>• High performance network adapter</li></ul>
		Workstation <ul style="list-style-type: none"><li>• Windows 10 **</li><li>• Windows 7</li><li>• Windows Vista</li><li>• Windows XP Professional</li><li>• Windows XP Home SP3</li><li>• .Net Framework 4.5 or higher</li><li>• .Net 3.5 installed / enabled</li></ul>	<ul style="list-style-type: none"><li>• 2 GHz or faster</li><li>• 2 GB RAM</li><li>• DirectX9 with WDDM or higher</li><li>• 10Gb Hard Disc space</li></ul>
CCD Server – Connectivity			
VPN	Please note that performance over VPN is completely dependent on the performance of your internet connections.		
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Client Care Desktop (CCD)		4.0.x 4.1.x	* Small Business Editions not supported
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
9.x	9.x	Server * <ul style="list-style-type: none"><li>• Server 2003 Standard SP2</li><li>• Server 2000 SP2</li><li>• Windows XP Professional SP2</li></ul>	<ul style="list-style-type: none"><li>• CPU: Dual-Core</li><li>• RAM: 4 GB</li><li>• Hard drive:<ul style="list-style-type: none"><li>○ 80+ GB minimum 10GB free</li><li>○ 10,000 rpm or SSD</li></ul></li><li>• High performance network adapter</li></ul>
		Workstation <ul style="list-style-type: none"><li>• Windows XP SP2</li><li>• Windows Vista</li></ul>	<ul style="list-style-type: none"><li>• 1 GHz or faster</li><li>• 1 GB RAM</li><li>• 10Gb Hard Disc space</li></ul>
CCD Server – Connectivity			
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