



Client Care Desktop

Minimum Hardware and Software Requirements



SYNAPTIC
CLIENT CARE

Client Care Desktop (CCD)		5.xx.x	* Small Business and Essentials editions are not supported ** Server 2016 not officially supported by FileMaker but system usage on Server 2016 has not raised any issues
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
14.x	14.x	Server * <ul style="list-style-type: none"> ✓ Server 2016 Standard** ✓ Server 2012 Standard R2 ✓ Server 2012 Standard ✓ Server 2008 Standard R2 SP1 ✓ .Net Framework 4.5 or higher 	<ul style="list-style-type: none"> ✓ CPU: 4-Core ✓ RAM: 8 GB ✓ Hard drive: <ul style="list-style-type: none"> ○ 80+ GB minimum 10GB free ○ 10,000 rpm or SSD ✓ High performance network adapter
	14.x	Workstation <ul style="list-style-type: none"> ✓ Windows 10 (Pro and Enterprise) ✓ Windows 8.1 (Standard and Pro) ✓ Windows 8 (Standard and Pro) ✓ Windows 7 SP1 ✓ .Net Framework 4.5 or higher ✓ .Net 3.5 installed / enabled 	<ul style="list-style-type: none"> ✓ 2 GHz or faster ✓ 4 GB RAM ✓ 10Gb Hard Disc space
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)		4.5x.x	* Small Business and Essentials editions are not supported ** Server 2016 not officially supported by FileMaker but system usage on Server 2016 has not raised any issues	
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14.x	14.x	Server * <ul style="list-style-type: none">Server 2016 Standard**Server 2012 Standard R2Server 2012 StandardServer 2008 Standard R2 SP1.Net Framework 4.5 or higher		<ul style="list-style-type: none">CPU: 4-CoreRAM: 8 GBHard drive:<ul style="list-style-type: none">80+ GB minimum 10GB free10,000 rpm or SSDHigh performance network adapter
	14.x	Workstation <ul style="list-style-type: none">Windows 10 (Pro and Enterprise)Windows 8.1 (Standard and Pro)Windows 8 (Standard and Pro)Windows 7 SP1.Net Framework 4.5 or higher.Net 3.5 installed / enabled		<ul style="list-style-type: none">2 GHz or faster4 GB RAM10Gb Hard Disc space
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<div> <div>Client Care Desktop (CCD)</div> <div> 4.2.x 4.3.x 4.4.x </div> <div> * Small Business Editions are 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 </div> </div>			
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
11.x	11.x	Server * <ul style="list-style-type: none"> Server 2012** Server 2008 R2 Windows 7 Professional Server 2008 Standard SP2 Server 2003 Standard SP2 .Net Framework 4.5 or higher 	<ul style="list-style-type: none"> CPU: Dual-Core RAM: 4 GB Hard drive: <ul style="list-style-type: none"> 80+ GB minimum 10GB free 10,000 rpm or SSD High performance network adapter
	11.x	Workstation <ul style="list-style-type: none"> Windows 10 *** Windows 7 Windows Vista Windows XP Professional Windows XP Home SP3 .Net Framework 4.5 or higher .Net 3.5 installed / enabled 	<ul style="list-style-type: none"> 2 GHz or faster 2 GB RAM DirectX9 with WDDM or higher 10Gb Hard Disc space
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Client Care Desktop (CCD) <div> 4.0.x 4.1.x </div> <small>* Small Business Editions are not supported</small>			
FileMaker Server	FileMaker Pro	Operating System (Windows Only)	Recommended Minimum
9.x	9.x	Server * <ul style="list-style-type: none"> ✓ Server 2003 Standard SP2 ✓ Server 2000 SP2 ✓ Windows XP Professional SP2 	<ul style="list-style-type: none"> ✓ CPU: Dual-Core ✓ RAM: 4 GB ✓ Hard drive: <ul style="list-style-type: none"> ○ 80+ GB minimum 10GB free ○ 10,000 rpm or SSD ✓ High performance network adapter
	9.x	Workstation <ul style="list-style-type: none"> ✓ Windows XP SP2 ✓ Windows Vista 	<ul style="list-style-type: none"> ✓ 1 GHz or faster ✓ 1 GB RAM ✓ 10Gb Hard Disc space
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.		
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