****

|  |
| --- |
| **ChemBioOffice Enterprise 12.6.3** |
| **Hardware and Software Guide** |

|  |  |
| --- | --- |
| **Last Updated:** | January 23, 2017 |



**Table of Contents**

[1 Introduction 3](#_Toc469935337)

[2 Hardware Requirements 3](#_Toc469935338)

[2.1 Database Server Hardware Requirements 3](#_Toc469935339)

[2.2 Web server (Middle Tier) Hardware Requirements 3](#_Toc469935340)

[2.3 Client Hardware Requirements 3](#_Toc469935341)

[3 Software Requirements 4](#_Toc469935342)

[3.1 Required Software for Database Server 4](#_Toc469935343)

[3.2 Required Software for Webserver (Middle Tier) 5](#_Toc469935344)

[3.3 Required Software for Client 6](#_Toc469935345)

[4 Technical Support 7](#_Toc469935346)

# Introduction

This document is for customers intended to deploy the PerkinElmer Enterprise Suite software. Please keep in mind that minimum hardware specifications have a considerable capacity margin and unless the system is serving more than 200 users the infrastructure at minimum specification should suffice.

The versions of dependent software that PKI applications were **Qualified** with are also **Supported**. In the **Supported** column, we will only list supported versions (based on software analysis and vendor information) on which the software was not explicitly qualified.

# Hardware Requirements

The following sections list the hardware requirements for this release.

## Database Server Hardware Requirements

|  |  |  |
| --- | --- | --- |
| **Hardware Component** | **Minimum Specification** | **Recommended Specification** |
| Memory (RAM) | 8 GB | 64 GB |
| Processor | 2 x 2.0 GHz or higher quad core processor | 4 x 3.0 GHz or higher quad core processor |
| Free Space Required on Hard Drive | 200 GB | 250 GB + 1 GB per User per Year |

## Web server (Middle Tier) Hardware Requirements

|  |  |  |
| --- | --- | --- |
| **Hardware Component** | **Minimum Specification** | **Recommended Specification** |
| Memory (RAM) | 4\* - 8 GB | 16 GB |
| Processor | 2 x 2.0 GHz or higher dual core processor | 4 x 3.0 GHz or higher dual core processor |
| Free Space Required on Hard Drive | 50 GB | 100 GB |

\*More than 4GB RAM is required only for 64-bit systems.

## Client Hardware Requirements

|  |  |  |
| --- | --- | --- |
| **Hardware Component** | **Minimum Specification** | **Recommended Specification** |
| Memory (RAM) | 4 GB | 8 GB |
| Processor | 2 GHz or higher single core processor | 3.0 GHz or higher dual core processor |
| Free Space Required on Hard Drive | 10 GB | 20 GB |

# Software Requirements

The following sections list the software requirements for this release.

## Required Software for Database Server

|  |  |  |
| --- | --- | --- |
| **Software** | **Qualified and supported** | **Supported** |
| Operating System | * Windows Server 2008 R2 Enterprise Edition SP1 (64-bit) * Windows Server 2012 Standard Edition (64-bit) * Windows Server 2012 R2 Standard Edition (64-bit) * Red Hat Enterprise Linux 7 (x86\_64) | * Windows Server 2008 R2 Standard Edition (64-bit) * Windows Server 2012 Datacenter Edition (64-bit) * Windows Server 2012 R2 Datacenter Edition (64-bit) * Red Hat Enterprise Linux 6 Update 4 (64-bit) |
| Oracle | * 11.2.0.4 Enterprise (64-bit) * 12.1.0.2 Enterprise (64-bit)   ***Notes:***   * *If you use Oracle DB 11.2.0.4, you must apply the Oracle Patch 17501296.* * *If you use Oracle DB 12.1.0.2. you must apply the Oracle Patch* *21131203.* | * 11.2.0.3 (32-bit and 64-bit) * 11.2.0.4 (32-bit) |
| Oracle Installation | * Oracle Enterprise Edition * Oracle Standard Edition   ***Note:*** *Registration and Inventory Row Level Security (RLS) is supported only on Enterprise Edition.*  ***Note****:* You must install the "Workspace Manager" feature of Oracle as part of Oracle installation. |  |
| Oracle Character Set | WE8MSWIN1252  (If you have an existing database you have to edit the Character Set if it does not match the requirement, or you have to create a new instance of oracle with the convenient Character Set.) | AL32UTF8 |
| Oracle Features | * Oracle Text * Oracle Call Interface (OCI) * Partitioning optional (Oracle Enterprise Only), this is recommended for cartridge performance. * Row Level Security (RLS is only on Oracle Enterprise Edition) * Partitioning (The database needs to be partitioned for the Datalytix feature to function properly) |  |
| CambridgeSoft Oracle Cartridge | * 15.1.0.88 |  |

## Required Software for Webserver (Middle Tier)

| **Software** | **Qualified** | **Supported** |
| --- | --- | --- |
| Operating System | * Windows Server 2008 R2 Enterprise Edition SP1 (64-bit) * Windows Server 2012 Standard Edition (64-bit) * Widows Server 2012 R2 Standard Edition (64-bit) | * Windows Server 2008 R2 Standard Edition (64-bit) * Windows Server 2012 Datacenter Edition (64-bit) * Widows Server 2012 R2 Datacenter Edition (64-bit) |
| Internet Information Services (IIS) | * IIS 7.5 * IIS 8.0 * IIS 8.5   ***Note:*** *IIS 6.0 compatibility should be installed when the installation VM has IIS 7.5 and above installed to avoid the CBOE installer roll back.* |  |
| .NET Framework\*\* | * .NET Framework 2.0 * .NET Framework 4.5.2 * .NET Framework 4.6.1 |  |
| Network | Net service connectivity to the Oracle database from the Webserver.  Clients must be able to connect to the Webserver. All clients must be able to resolve the same name to browse to the Webserver. |  |
| Microsoft Office | * 2010 Professional (32-bit) * 2013 Professional (32-bit)   ***Note:*** *Inventory Reporting Feature and ChemDraw support only MS Office 32-bit.* |  |
| Oracle Client | * 11.2.0.4 (32-bit) * 12.1.0.2 (32-bit)   Please note that Oracle Client is only required for systems with E-Notebook integration  ***Note:*** *Oracle Client Administration version is required.*  *64-bit Oracle client is NOT supported.* | * 11.2.0.3 (32-bit ) |
| Oracle Data Access Components (ODAC) includes OLEDB Provider and Oracle Data Provider for .Net | * 11.2.0.3.20 (32-bit) * 12.1.0.1.2 (32-bit)   ***Note****: ODAC needs to be installed with ODT (Oracle Developer Tools) component to avoid errors in search registration and system setting pages in Registration.* |  |
| Oracle Client Components | * SqlPlus. * SqlLoader. * Import Utility (imp.exe) * TNS Names configuration to connect the target Oracle server. |  |
| Other Applications | * Win2PDF print driver (required for PDF report format in Inventory) * Tbarcode 11 for generating barcodes   ***Note:*** *A default printer must be available for the report writer. This can be a virtual printer driver or a regular network or local printer driver. This driver will not be necessarily used, but must be available to be assigned as the default printer for the service account used by the ChemBioOffice Enterprise applications.*  ***Note:*** *Only the Win2PDF printer driver is supported for creating reports in PDF format. The “Terminal Server Edition” (TSE) of Win2PDF is required for the installation. Copy of WIN2PDF installer is provided, however must be licensed by the customer.* |  |
| Internet Explorer | * Internet Explorer (IE) 10.0 (in Windows 2012 Standard) * Internet Explorer (IE) 11.0 |  |

\*\* Should require .NET Framework 2.0 and, either.NET Framework 4.5.2 or .NET Framework 4.6.1.

## Required Software for Client

| **Software** | **Qualified** | **Supported** |
| --- | --- | --- |
| Operating System | * Windows 7 Enterprise (64-bit) * Windows 8.1 Professional (64-bit) * Windows 10 Professional (64-bit) | * Windows 7 (Professional / Enterprise / Ultimate) (32-bit/ 64-bit) * Windows 8.1 (Professional / Enterprise) (32-bit /64-bit) * Windows 10 (Professional / Enterprise) (32-bit /64-bit) |
| OS - Supported Languages | * English (US) | * English (UK) * Spanish * French |
| .Net Framework | * .NET Framework 4.5.2 * .NET Framework 4.6.1 * .NET Framework 4.6.2 (Win10) |  |
| Microsoft Office (Standard, Professional, or Enterprise) | * 2010 Professional (32-bit) * 2013 Professional (32-bit)   ***Note:*** *Inventory Reporting Feature and ChemDraw support only MS Office 32-bit.* | * 2007 Professional (32-bit) |
| Web Browser Support | * Internet Explorer (IE) 11.0 |  |
| Adobe Acrobat Professional is only required with features requiring in document signing. | * Adobe Acrobat XI Std   All versions assume the latest patch level has been applied. | * X   All versions assume the latest patch level has been applied. |
| Adobe Reader  This is required to display PDF content where Acrobat is NOT present. | * Adobe Reader X * Adobe Reader XI |  |
| ChemDraw | ChemDraw ActiveX Enterprise Constant 15.1 |  |

# Technical Support

To access FAQs, Knowledge Base articles, support forums and more, please visit:

<http://www.perkinelmer.com/informatics/support/>

For Support contact options, please visit:

<http://www.perkinelmer.com/informatics/support/contact>

**PerkinElmer Inc. | For the Better  
HUMAN HEALTH | ENVIRONMENTAL HEALTH**                                 
940 Winter Street | Waltham, MA 02451