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## Section: Hardware Requirements



# Detailed Hardware Requirements

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The picture above shows a bank of 6 screens connected to 1 computer, with the laptop in the foreground running The Hub to create decks and distribute them.

In this document, the machine(s) and screen(s) displaying Vizia, like the 6 screens in the background, will be referred to as destination screens.

Machines running the admin, creation and distribution in Vizia will be referred to as The Hub.

For hardware requirements for the Vizia Reporting product, please ask your Brandwatch contact.

## Requirements Introduction

Vizia is designed to run in the Google Chrome browser, which is free to download and update.

At present, no variations of Chrome (e.g. Chromium or Canary) or other browsers are tested or designed to work with The Hub. However, machines running destination screens can use

Google Chrome, Safari, Firefox and Microsoft Edge. Please note that Internet Explorer is not supported in Vizia at all.

Vizia is a SaaS software solution only, and does not include any hardware. Brandwatch is not responsible for the installation, configuration, servicing and maintenance of the hardware running Vizia, however, we can work with you to ensure you have the right solution in place.

In addition to viewing Vizia decks, you are also able to distribute content to non-personal computers remotely via the Vizia Hub. This will enable you to display new content on a the screen(s) without needing to physically interact with the machine.

In order to use this functionality, you will need to install the Vizia Chrome Extension, so please check you are able to do this. Note, this should not be installed on personal machines, as it is designed exclusively for machines running destination screens.

Recommended Hardware Specifications

Vizia is a browser based solution, and the specification for the machine running Vizia will largely depend on the number of screens it will be powering.

|           | 1 display                         | 2-4 displays  | 6-8 displays                          |
|-----------|-----------------------------------|---|---------------------------------------|
| Processor | 4 Core, >2Ghz                     | 6 Core, >2Ghz   | 6 Core, >2Ghz                         |
| Memory    | 8GB                               | 16GB  | 16GB or higher                        |
| Storage   | SSD or M2 models are recommended. | See left  | See left                              |
| Graphics  | More than 2gb onboard processing  | We would recommend Quadro P600 Card.From experience, we would not recommend the GTX 1070i | Recommended model is a Quadro NVS 810 |

If you are planning to use more than 6 screens, please talk to us about your planned configuration.

Where we have recommended specific products in the grid above, equivalent specs may be suitable.

## Displays

LED or screens designed specifically for digital signage are recommended.

The NEC Multisync or equivalent would be a good example of the type of display needed.

These models which are designed to run 24/7 will be more reliable and be better suited to be permanently installed to run Vizia, and will generally have slimmer bezels, which look more effective.

Screens that are able to spit and tile a larger display into smaller areas are generally compatible with Vizia, but these must be managed and set up by the customer on the destination screen(s) and the machine(s) running them.

Vizia is designed to work dynamically with screen sizes and resolutions. Vizia decks (content) can be designed to work in some non-standard screen formats, but are most effective in more common landscape orientations.

## Other Hardware Solutions

If you have, or are planning to install a proprietary signage or display solution, please contact Brandwatch so we can work with you to ensure compatibility with Vizia.

## Network Requirements

This section covers the requirements for the network that will be used to connect the machine running Vizia to a web connection.

We would recommend connecting machines displaying Vizia to a discrete network away from your main networks. This is due to the fact that these machines will be “always on”, and therefore will be potential access points to the network they are connected to.

Machines running Vizia Hub do not need to be connected to discrete networks, as they can be subject to the usual security policies of an organization.

## Network Performance

A wired network connection is preferable. Speed should be greater than 8Mb/S.

## Firewalls & Permissions

In order to run Vizia, the following domains should be allowed on networks for machines running destination screens and those accessing The Hub.

\*.vizia.brandwatch.com

\*.brandwatch.com

Vizia.io

In addition, permission to be able to install the Google Chrome Extension on the destination machine should be allowed. For reference, the ID for the extension is `dlpcjklcpfiinhbgdfhcdljehmnjfdod` and it can be found on the Chrome store [here](#).

## Computer Configuration Recommendations

Note that Vizia is only designed to run on the Google Chrome browser.

For computers running The Hub, most modern computer specifications should work provided they have the Chrome browser installed and are connected to a network that has the domains listed above available to access.

For computers and screens that are allocated to be running Vizia exclusively (i.e. not a personal computer that might be used for other purposes), we would recommend the following configuration.

## Sleep, Shut Down and Recovery

All sleep and power saving settings should be set to keep the machine running destination screens on at all times. This applies to both the computer and connected display(s).

In the event of a power outage or other shut down, this machine should be able to reboot and auto login to the operating system. From this state, the Google Chrome Extension will recover Vizia and reopen the relevant tabs in Google Chrome.

## Software and Software Updates

Machines running destination screens should run Microsoft Windows 10 Professional or the latest version of Mac OSX.

Google Chrome should be updated regularly, Vizia is only tested and supported on the latest version and the version immediately before that.

From time to time it may be necessary to access the machine to perform maintenance or manual updates, so either remote viewing software or a keyboard and mouse (which can be disconnected or stored securely) is recommended.

Updates should be scheduled in batches overnight. This can be automated using your usual IT processes.

## Other Support and Maintenance

It is the client's responsibility to install, manage and maintain the computer hardware and network being used to run Vizia.

Brandwatch will support the use of the Vizia product itself in line with our **standard SLAs** and **Terms and Conditions**.

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