

Civic Platform 9.3.0 Supported Environments

Description

Supported Environments

A PDF version of the supported environments is attached to this page and may provide a better user experience.

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Hardware Requirements

The following table lists the nominal hardware requirements for the host machines, which comprise an Accela Civic Platform implementation.

Host Name	Processor	RAM	Hard Drive
Civic Platform Client	Intel Core i3, 3GHz	4 GB	20 GB free space
Civic Platform Web Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized ¹	8 GB	RAID-1 (or better) storage with 20 GB free space
Civic Platform Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized ¹	8 GB	RAID-1 storage with 20 GB free space
Database Server	Multicore Intel processor w/ large (preferably multisocket) processor cache	16 GB (small agency) 32GB (medium agency) ≥64 GB (large agency)	Oracle: RAID-10 storage sufficient to hold historical data and new data. Microsoft SQL Server: RAID-10 storage for database log files sufficient to h log file generation rate.
Accela Citizen Access Web Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 8 GB free space
Accela GIS Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 20 GB free space
Accela Mobile Office (client)	Intel Pentium or Intel Centrino dual core processor	8 GB ²	40+ GB
Accela Mobile Office (server)	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	8 GB ²	RAID-1 (or better) storage with 10 GB free space
Accela IVR Application Server	Multicore Intel Processor (single or multisocket). Minimum 2 vCPUs if virtualized. ¹	6 GB	RAID-1 (or better) storage with 20 GB free space

¹ Each Civic Platform service needs 2 core vCPUs. If you intend to install Civic Platform services (av.biz, av.web, and av.cfm) onto one server, make sure the server has a minimum of 6 cor

² **Accela Mobile Office Memory Considerations:** There are many factors that determine application performance with respect to memory in Windows. In theory, there is no set limitation be allocates as much memory as an application needs. As physical memory (RAM) fills up, Windows will use the hard drive with a technique known as memory page caching. If space on the h However, Accela Mobile Office memory is managed by the .NET Framework, where memory is allocated in a special designation known as a "heap". This is typically limited to 2GB for 32-bit within its size limitation.

As records are loaded into AMO, performance may degrade when the following conditions are true, especially if the system drive is getting low on space:

- **For 64-bit operating systems:**

Less than 2GB Physical Memory (installed RAM) is available and the reserved bytes in managed heap exceeds 3 GB.

- **For 32-bit operating systems:**

Less than 1GB Physical Memory (installed RAM) is available and the reserved bytes in managed heap exceeds 1.5 GB.

This is a broad generalization; every system can exhibit poor performance due to a variety of factors, low memory being just one.

Supported Operating Systems

This section details the operating systems that each Accela Civic Platform component supports.

The Operating System Life Cycle

Accela supports 2 versions of each supported operating system (OS) – the current version and the immediately preceding version. When an OS version reaches the end of its life cycle and m

Accela Civic Platform Components	Operating Systems			
	Windows7 (32 bit or 64bit)	Windows8 or Windows 8.1 (64bit)	Windows10 with Internet Explorer 11 and Edge only	Windows Server 2008 R2
Civic Platform Client	✓	✓	✓	
Civic Platform Web Server				✓
Civic Platform Application Server				✓
Citizen Access Web Server				✓
Citizen Access	✓	✓	✓	
Accela GIS Server				✓
Mobile Office Client (laptop)		✓	✓	
Mobile Office Client (tablet)		✓	✓	
Mobile Office Server				✓
Accela IVR Application Server				✓
Accela Analytics				
Accela Electronic Document Review	✓	✓	✓	
Mobile Apps <ul style="list-style-type: none"> • Accela Mobile • Contractor Central • Code Officer • Inspector • Work Crew 				
Web Apps ¹ <ul style="list-style-type: none"> • Civic Insight • CRM (Citizen Relationship Management) • Mobile Citizen Access Client 				

¹ Web applications run on the major web browsers (Chrome, Firefox, IE, Safari) and are mobile responsive.

Supported Third-Party Products

The following table lists the third-party products that each Accela Civic Platform component can work with. The third-party products run on the same operating system as the Accela component.

Third-Party Products	Civic Platform Components					
	Civic Platform Client	Citizen Access 3	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web S
Silverlight 5	✓	✓ ⁷				
Silverlight Run-Time Edition 5						
Microsoft IIS 7.x; Microsoft IIS 8.x						✓
Microsoft .NET Framework 4.6	✓ ⁸					✓
Microsoft .NET Framework 4.7		✓	✓ ⁹			✓
TLS 1.2 (internet protocol for Transport Layer Security)	✓ ¹⁶	✓	✓	✓	✓	✓
SSL Certificate (optional... required for PCI compliance)				✓	✓	✓

Third-Party Products	Civic Platform Co					
	Civic Platform Client	Citizen Access 3	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web S
JBoss Application Server 7.2.0, JBoss Web Server 7.4.9 integrated with Tomcat version 6.0.45 (Civic Platform) or 6.0.37 (AIVR) Java SE 7u671				✓	✓	
PDF Viewer/Writer (to support EDR feature) Adobe Acrobat Pro XI, DC	✓					
ComparA 4.03.1024 (to support document comparison)	✓					
JRE 8	✓					
Microsoft Internet Explorer 11 (32 bit) ¹⁴	✓ ⁶	✓				
Microsoft Edge 38	✓	✓				
Firefox 47		✓				
Safari 10 in Mac OS X 10.10		✓				
Google Chrome 55	✓	✓				
Opera 29		✓				
Microsoft Exchange Server 2007 SP1, 2010, 2010 SP1, and 2013					✓	
Accela Report Writer ¹					✓	
Crystal Reports V11 (XI) r1, r2; V11 (XI) Enterprise; 2008 V1 (No Patch); 2008 V2, V3 (Embedded); Server 2011; Server 2013 with Enterprise 4.1					✓	
Crystal Reports Runtime Engine v13.0.22			✓ ¹⁷			
Oracle Reports 11g					✓	
MS SQL Reporting Server 2008, MS SQL Reporting Server 2012					✓	
Oracle 11gR2 (11.2.0.3+), 12cR1, 12cR2, Enterprise Edition, Standard Edition, and Standard Edition One	✓	✓			✓	
Microsoft SQL Server 2012 ² and 2014	✓	✓			✓	✓
Microsoft SQL Server 2012						
MySQL 5.6						
Microsoft Report Viewer 2008 and 2010			✓			
Esri ArcGIS Engine 10.5.x with network extension			✓ ¹			

Third-Party Products	Civic Platform Co					
	Civic Platform Client	Citizen Access ³	Accela Mobile Office Client	Civic Platform Web Server	Civic Platform App Server	Citizen Access Web S
Railo (open source CFMX engine recommended as an alternative to Adobe ColdFusion 7 Enterprise Edition)				✓		
Adobe ColdFusion 7 Enterprise Edition				✓		
Voxeo Prophecy Server 14, VoiceXML, Premium ASR/TTS or Nuance 9						
Esri ArcGIS Network Analyst for Server 10.4.x, 10.5.x						
Esri ArcGIS Server Standard 10.4.x, 10.5.x; Esri ArcGIS Server Enterprise Advanced 10.4.x, 10.5.x Esri ArcGIS 10.4.x, 10.5.x for Server Standard; Esri ArcGIS 10.4.x, 10.5.x for Server Enterprise Advanced						
JAWS 16 screen reader	✓	✓				
PayPal SHA-256 certificate for payment processing	✓	✓				

¹ Provided by installer.

² See vendor information about supported environments.

³ Accela Mobile Citizen Access client requirements are the same as Citizen Access client requirements.

⁴ Not used.

⁵ Accela IVR only supports Tomcat version 6.0.37 and JDK versions 1.6.0_15-windows.x32 or 1.6.0_15-windows.x64. Accela IVR does not require JBoss.

⁶ Civic Platform pages use Internet Explorer 5 Quirks Mode when loaded in Internet Explorer 10. Do not change the document mode.

⁷ A compatibility issue exists between Silverlight and JAWS screen-reading software. Because some Accela objects may use Silverlight technology, JAWS users may encounter accessibility

⁸ Civic Platform Client requires .Net Framework to run Accela Electronic Document Review.

⁹ You must install the .NET Framework on both the Accela Mobile Office server and the Accela Mobile Office client machine before installing the Accela Mobile Office Server and Accela Mot

¹⁰ Accela GIS Silverlight and JavaScript application servers need the exact same version of Esri products including ArcSDE, Network Analyst for Server, and ArcGIS Server. Also use the sa

¹¹ Not used.

¹² Accela GIS server version based on Silverlight.

¹³ Accela GIS server version based on Javascript.

¹⁴ Discontinued support for Microsoft Windows Internet Explorer 10 and prior.

¹⁵ ArcGIS 10.4.x and later requires Oracle 12c or SQL Server 2012 to support pagination. Earlier versions of ArcGIS do not support pagination.

¹⁶ Depends on browser TLS 1.2 setting.

¹⁷ Users of Mobile Office 9.3.0 and later using Crystal Reports must install or upgrade to Crystal Reports v13.0.22. The Crystal Report Runtime installers can be downloaded from the Mobile install Crystal Reports.

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Products