

EVOLUTION INSTALL/UPGRADE PRE-REQUISITES

PRODUCT INFORMATION SHEET

INF107-06

OPERATING SYSTEMS

Microtrak Evolution will work on most major Microsoft operating systems including:

Windows 7
Windows 8
Windows 8.1
Windows 10
Windows Server 2008
Windows Server 2008 R2
Windows Server 2012
Windows Server 2016

It utilises SQL and the versions supported are:

SQL 2005
SQL 2008
SQL 2012
SQL 2014
SQL 2016
SQL 2017

Typical minimum hardware requirements for the Microtrak Evolution server instance are:

- Pentium 3GHz and 4GB RAM, 250GB Hard Disk space

For all server installs:

Control Panel > Programs and Features > Turn Windows features on/off:

- .NET Framework 3.5 (Includes .NET 2.0 and 3.0)
- Internet Information Services (IIS)
 - Web Management Tools
 - IIS Management Console
 - World Wide Web Services
 - Application Development Features
 - ASP
 - ASP.NET
 - .NET Extensibility
 - HTTP Errors

With Adaptace:

Control Panel > Programs and Features > Turn Windows features on/off:

- Microsoft Message Queue (MSMQ) Server
 - MSMQ Triggers

PLEASE NOTE: If comprehensive logging is required, the hard disk space should be increased accordingly.

SQL

Microtrak Evolution requires SQL server to be installed. It comes with an in built SQL2008 Express install however, if the customer's requirement is to use an existing SQL server this is possible but is entirely their responsibility.

This means that all information needs to be known before any installation takes place including the **server\instance** name and the **sa** account password. Indeed, if a new instance of SQL is to be used, this must have been created before installation.

The databases created can vary dependent on the type of Microtrak Evolution installation however, **AccessController**, **MicrotrakEvolution**, **MicrotrakEvolutionData** and **MicrotrakEvolutionBackup** will always be present.

If using the Database Integration module of **MicrotrakEvolution**, the **Adaptace**, **EvolutionAdaptace** databases will also exist.

If using the **SALTO** component, the **SALTO_RW** database will exist after the separate installation of this.

IMPORTANT NOTES:

- **ALL** installations of the software whether it be Server or Client require Administrative rights to function correctly.
- Whichever method is utilised, the customer is entirely responsible for any monitoring and/or SQL backups.
- TouchStar will not be responsible for any backing up or transfer of databases from one server to another due to any Microtrak Evolution upgrade or re-installation unless specifically agreed beforehand with the customer.
- The detach/attach and/or O/S level file copy approaches are not very useful methods of backup for SQL Server. You need a proper backup/recovery plan, which means taking proper full/diff/log backups appropriate for your tolerance for data loss. And detaching a database is almost always an inferior idea - when something happens to the ***.mdf** file during or after the detach, you then have no copies of your database.
- It is possible that Firewall rules will need to be added for the relevant Ports being used for communication e.g. 9100 and 9876 by default.

UPGRADING

It is and always has been the customer's responsibility to provide all information pertaining to any upgrade before TouchStar get involved.

This will include:

- The detailed description of what is required to take place
- Operating systems involved
- Existing TouchStar/Feedback software type and version number
- Relevant passwords
- User Accounts

No undertaking will occur until satisfactory information has been supplied. We will require access to a user account on the machine(s) with full administrator access/permissions to successfully carry out any installation.

PLEASE NOTE: In certain cases, it may be that TouchStar require files from the customer beforehand to upgrade/ alter in readiness.