

Client Responsibilities. The environment for Incident Tracker must meet these requirements.

- a. Application server requirements (IIS Server).
  - i. A minimum windows server environment (virtual or physical) of operating system version 2008 enterprise must be provided. Static IP addresses must be assigned to servers used in the deployment.
  - ii. Available disk space provided must be a minimum of 50 GB. The Client cannot store more data than is permitted by available disk space. This can affect report attachments or document uploads.
  - iii. A standard install of Microsoft IIS v7 or v7.5 must be provided and ASP.NET v4.x must be installed and configured to run web sites.
  - iv. If the Client is requiring LDAP authentication, the LDAP services must be properly accessible as required by the asp.net framework to allow for querying.
  - v. Client must provide a working relay access to an SMTP service to provide for emailing functionality. This server will be the SMTP relay server.
  
- b. Database requirements: SQL Enterprise or Standard
  - i. A minimum windows server environment (virtual or physical) of operating system version 2008 enterprise or standard must be provided. Static IP addresses must be assigned to servers used in the deployment. *Please note that while it is possible to run the SQL server instance on the application server, this Tier 1 architecture solution is not recommended.*
  - ii. A standard install of Microsoft SQL server enterprise version 11 or newer must be provided (2012 or newer). The environment must allow for 5 GB of space for data files, assuming simple logging is set for the database.
  
- c. General / Other requirements
  - i. Client must provide a point of contact who will be responsible to ensure proper access is available for remote support. Client point of contact must have administrative rights to all systems mentioned above and must be available for consultation when required for troubleshooting.
  - ii. Point of Contact will be responsible for configuration of the environment and will be assigned to work with an Incident Tracker technician as needed to ensure the environment is working correctly.
  - iii. Issues such as network access lists (ACLs), firewall configurations, working SMTP relay, Virtual Local Area network (VLAN) configurations, proper DNS provisioning, secure certificate installation, and similar issues are all to be properly configured by the Client.