

RNS Enterprise Edition Hardware Requirements

Compatible with RNS v9.0
Last Updated 08/03/2010



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Below are the minimum hardware requirements for your Windows XP™ Professional/Vista Business or Ultimate/Windows 7 Professional or Ultimate Clients and Server, using the SQL Express 2005 engine (supplied by RNS) or Microsoft SQL Server 2000/2005/2008

Administrative Workstation [or] Dedicated Server

- Operating Systems - Microsoft Windows XP Professional (SP2 or higher), Windows Vista Business/Ultimate (SP1 or higher) or Windows 7 Professional/Ultimate for networks set up as a Workgroup; or Microsoft 2003 Server (SP1 or higher), Small Business Server 2003 (SP1 or higher), Windows 2008 Server or Small Business Server 2008 for networks set up as a Domain.
- Processor - 1 GHZ Minimum (2 GHZ or greater recommended)
- Hard Drive - 25 GB Hard Drive Minimum
- Memory - 1 GB Ram Minimum (2 GB or greater required for Vista/7/Server 2000/Server 2003/Server 2008 machines; recommended for all others)
- Video Resolution – Super VGA Monitor w/ minimum resolution of 1024x768
- Software Backup - CD-R/CD-RW or DVD-RW Drive; External Hard Drive; Tape Drive (one of these)
- Other Hardware - UPS battery backup
- Database Engine - Microsoft SQL Express 2005 (supplied by RNS). Optionally, Microsoft SQL Server 2000/2005/2008 (supplied by customer) for larger companies.
- Software Installed - Before installing SQL Server 2005 Express Edition, you must download and install the .NET Framework 3.5 with Service Pack 1 from this [Microsoft Web site](#). (this is already included in the Windows Vista/7 operating systems) RNS does not recommend using the machine designated as the Database Server as a workstation, however if it is the following will need to be installed as well: Microsoft Word 2002 or higher, Microsoft Outlook 2002 or higher or Outlook Express (Installed, Configured/Working & on the most current service packs)

Clients (workstations)

- Operating Systems - Microsoft Windows XP Professional (SP2 or higher), Windows Vista Business/Ultimate (SP1 or higher) or Windows 7 Professional/Ultimate. It is recommended that all workstations be running the same operating system (version number) with the same version release number. In Terminal Server Installs, the client is dependent on the Terminal Server client software, not the application software.
- **Note: Microsoft Windows 95/98/2000/ME/XP Home/XP Media Center/Vista Basic or Home Premium/Windows 7 Home Premium platforms are not currently supported.**
- Processor - Intel Pentium 1 GHZ Minimum (2 GHZ or greater recommended). As a guideline, any processor of 1GHZ or greater should provide a good foundation for the application reservations. Accounting and Reporting activity will see significant improvement at higher speeds. If your environment includes a Microsoft Terminal Server, the processor speed of the client computer is irrelevant, because the application is run from the Terminal Server.
- Hard Drive - 25 GB Minimum Hard Drive
- Memory – 1 GB Ram Minimum (2GB or greater recommended, required w/ Vista/Windows 7)
- Video Resolution - Super VGA Monitor w/ minimum resolution of 1024x768
- Other Hardware - CD-ROM Drive & UPS battery backup
- Networking – Clients & data server must be networked together in either a Simple Workgroup or Server Domain via a LAN (workstations must be able to “see” each other & the data server)
- Software Installed – Microsoft Word 2002 or higher, Microsoft Outlook 2002 or higher or Outlook Express (Installed, Configured/Working & on the most current service packs); .NET Framework 3.5 with Service Pack 1 (this is already included in the Windows Vista/Windows 7 operating systems)
- Internet Explorer. All clients listed above require Microsoft Internet Explorer (IE) 8.0 or higher installed with all current updates

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***Web Administrator Host Computer Requirements**

(For RNS Web Availability Module ONLY)

- Operating System – Separate Stand Alone Machine with Microsoft Windows XP Professional (*w/ service pack 2 or higher*), Vista Business/Ultimate (*SP1 or higher*) or Windows 7 Professional/Ultimate.
- **Note: Microsoft Windows 95/98/2000/ME/XP Home/XP Media Center/Vista Home platforms are not supported and we will not install the web module on computers with these operating systems.**
- Processor – 1GHZ processor or higher
- Hard Drive – 1GB or more of free hard disk
- Memory - 512mb Ram or greater (1GB or more is recommended)
- Internet Explorer - Microsoft Internet Explorer (IE) 8.0 or higher.
- Internet Connection - Dedicated Internet connection, T1, DSL, ISDN or cable.
- FTP Connectivity
- This product **cannot** be installed on a Microsoft Terminal Server or on a machine whose current utilization exceeds 50%.
- This machine **cannot** be used as a RNS client workstation (i.e. – the RNS program cannot be installed on the Web Admin machine.)
- Optional; IIS, FTP and SMTP

***RNS Connect Computer Requirements**

(For RNS Connect Module ONLY)

- Operating System – Separate Stand Alone Machine with Microsoft Windows XP Professional (*w/ service pack 2 or higher*)
- Processor – 1GHZ processor or higher
- Hard Drive – 1GB or more of free hard disk
- Memory - 512mb memory or greater
- Connection to Central Telephone System via a RS-232 serial cable
- Connection to RNS rental management software database via a LAN network cable or VPN
- Software Installed - Hansen CASH Software; RNS Connect Software (*provided by RNS*)
- This machine **cannot** be used as a RNS client workstation.

Microsoft SQL 2000 Server Database

The RNS Enterprise Edition client application requires Microsoft SQL 2000 Server databases which are supplied by RNS at the time of installation, however the 'engine' or software product Microsoft SQL Server 2000, SQL Server 2005 and SQL Server 2008 are not supplied by RNS and are the customers responsibility to purchase, install, backup and support; including installing the Enterprise Manager and service packs up to the current version (3). If you don't have one of these products RNS will supply SQL Server 2005 express. **Money Saving TIP - RNS recommends purchasing MS Small Business Server 2003 Premium edition which includes an MS SQL Server 2005 license.**

In addition to SQL Server 2000, SQL Server 2005 and SQL Server 2008 software, separate client CAL's (computer access licenses) must be purchased for connection to a Microsoft Windows 2003 or 2008 server AND for SQL Server 2000, SQL Server 2005 and SQL Server 2008.

Typical Installation Combinations include:

- RNS Client(s) on a LAN connected to a Microsoft SQL 2000, 2005 or 2008 Server.
- RNS Client(s) on a LAN or WAN using Microsoft Terminal Server Clients to connect to a Microsoft Windows 2003 or 2008 Terminal Server. In this case, it is recommended that there be an additional or separate Microsoft Windows 2003 or 2008 Server running Microsoft SQL Server 2000, 2005 or 2008. Note that With Terminal Server environments, a document may be obtained from the RNS Support team pertaining to optimizing Terminal Server for RNS.

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Network Cards, Cable and Hubs

Each computer will require one PCI network interface card and cabling to the server via Ethernet Thin (coax) or Ethernet TP (twisted pair). A fast Ethernet hub (100mbps) and cards are highly recommended and all wiring installed should be designated Category 5 type.

Network Connections

The RNS program requires a constant connection to the database to run, meaning there must be a constant connection from the workstation to the data server. This connection can be achieved via a LAN (local area network) or WLAN (wireless local area network) or mixture of both. RNS recommends the LAN setup because a hardwired network would provide the most stable and constant network connection between client and data server. **If utilizing a WLAN (wireless local area network) it should be noted that this can be problematic due to the fluctuation in signal strength and increased possibility of signal loss. If the network connection between the workstation and data server is lost during a data operation, data corruption may occur and RNS cannot be held responsible for issues relating to poor or lost network connections.

External Hard Drives, Tape Drives and Data Storage

Required Backup Strategy

You are responsible for performing backups on the (RNS) databases, templates and other files that are created or modified by you or anyone who uses or comes in contact with this application.

At a minimum, daily backups of all files are required. It is recommended that these daily backups be stored on a source other than the server for a period of at least two weeks before being overwritten. RNS highly recommends having at least one of the following pieces of hardware to do so: CD-R/CD-RW or DVD-RW Drive to do CD Backups; Tape Drive to do Tape Backups; or External USB Hard Drive to do Backups.

Backup hardware, software and media are not supplied by RNS.

It is strongly suggested that after a backup plan and equipment have been implemented, that a restore is performed to confirm that the correct files are included and that the operators are familiar with the procedures. Database size varies from approx. 225mb to 1.5 GB, plus transaction logs and on-disk backups.

UPS Battery Backups

RNS highly recommends having a UPS Battery Backup on the Data Server, Web Admin Machine (*if applicable*) & Call Accounting Machine (*if applicable*) to give an extra 15 minutes or so of run time to be able to close applications in the event of a brown-out or black-out. It is also recommended for each workstation.

Printers

Printer must be compatible with Windows XP/Vista/Windows 7, as the operating system controls most printing functions. Note that when printing from our software, if you are printing a report it will go to the printer designated by the program as your report printer. This works for checks, custom forms, etc. **RNS highly recommends using a laser printer for all of your printing needs. (Important: The only types of dot-matrix forms that are supported by RNS are checks & receipts, all other reports are laser only.)**

Check Stock

RNS recommends and use's Nebs check stock. Please refer to your RNS users guide for more information. **No** software modifications will be made to fit any other check formats. To order checks prior to installation please call RNS and ask to be faxed the Tech Note called "Nebs Info".

Open database

RNS applications use open architecture databases which allow users to query and report on data outside of the application. But at no point can a third party product or company post any information into the database. If it is detected that information has been entered outside of the application, then the warranty and support agreements are null and void and RNS is not responsible for the integrity of the program or data contained within.

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Software That Needs to Be Purchased and Installed Prior to RNS install & training

- ❑ **Microsoft WORD for Office (2002 or higher)** is needed to complete the mail merge process. MS Word needs to be installed on all machines that will want to perform mail merge with the RNS program.
- ❑ In order to have the ability to e-mail your guests, owners, vendors, salesmen, inquiries, purged guests and the RNS support staff, you must have either **Microsoft Outlook 2002 or higher** or Outlook Express version 5 or higher installed and configured to send and receive e-mail.
- ❑ We suggest having a copy of MS Access 2002 or higher installed on one machine in your network to assist our support department.
- ❑ If you have purchased the RNS Web Availability Module, please refer to the Web Admin hardware requirements sheet for specifications of the machine that will be running the Web Administrator.

***IMPORTANT** – The described software *must* be installed prior to your RNS installation date. Failure to have Microsoft Word and Outlook installed on the appropriate machines may limit the functionality of features within the RNS program. RNS does not guarantee the compatibility of any other software versions than what is listed above. All operating systems must be running the same version number with the same service release #.

RNS software products support only the following formats:

(Program changes will not be made to these formats)

Date Formats;

M-D-YY
M-D-YYYY
MM-DD-YY (Recommended)
MM-DD-YYYY

Time values;

h:mm:ss tt (hour, minute, second am/pm).

Currency format of "\$" or US Dollars. These dollar formats extend to the hundredths position or two digits after the decimal position. (i.e. \$1000.00).

Percentage values only to two digits after the decimal position. (i.e. 10.00%)

***By signing below you agree to have all necessary hardware and software installed and working properly prior to your RNS installation. Failure to have all necessary hardware and software installed on the correct machines may result in postponement of your RNS installation or additional training fees. RNS does not guarantee the compatibility of any other software versions than what is listed above.*

**Customer Signature

Date

After signing, please fax back to Mandy Moore, 941-746-1484.

The information contained in this document is subject to change without notice.