

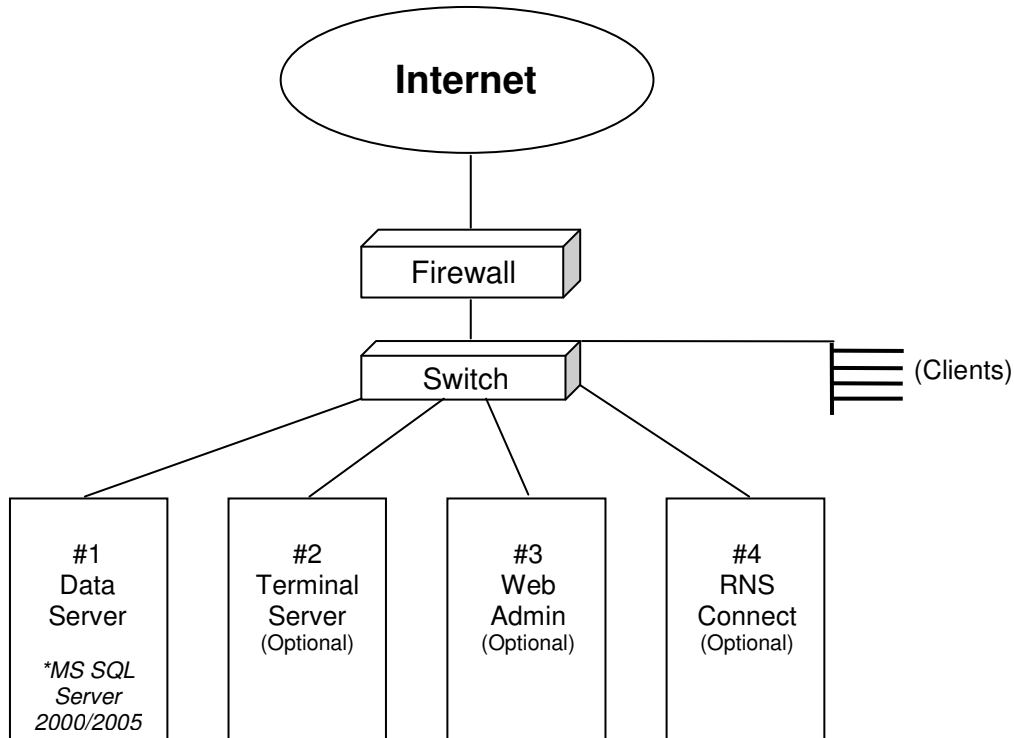
RNS Enterprise Edition Hardware Requirements

Compatible with RNS v9.0
Last Updated 12/4/08



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Sample Configuration



Recommended Specs

Machine #	Processor	Memory	Disk Storage	Other
#1 Data Server (MS SQL Server 2000 or 2005)	1 or 2-2GHz or greater	2gb or >	Raid 1,5 Min. 25gb free	10/100/1000 NIC and/or Load Bal Dual NIC MS Server 2000/2003 and MS SQL Server 2000 or 2005 installed
#2 Terminal Server	2-1GHz or greater	2gb or >	Raid 1,5 Min. 25gb free	10/100/1000 NIC and/or Load Balance Dual NIC MS Server 2000/2003 w/ TS turned on
#3 Web Admin (Web Server)	1 or 2-866Mhz>	512mb	Raid 1,5 Requires 2gb	[D:] will be the expected install drive for the web site. MS Windows 2000/XP Professional **Vista is <u>not</u> Supported
#4 RNS Connect	866Mhz>	512mb	Raid 1,5	MS Windows 2000/XP Professional installed **Vista is <u>not</u> Supported

RNS recommends the Dell PowerEdge™ 1600 or 2600 model Servers (see attached)

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Supported Configurations (workstations)

- ***Operating System.*** The RNS Enterprise Edition client installation is intended for a Microsoft Windows 2000 Professional (SP4 or higher), Windows XP Professional (SP2 or higher) or Windows Vista Business/Ultimate (SP1 or higher) computer. In Terminal Server Installs, the client is dependant on the Terminal Server client software, not the application software.
- ***Windows 95/98/ME/XP Home/XP Media Center/Vista Home Basic/Vista Home Premium platforms are not supported***
- ***Hard Drive*** - 25 GB Hard Drive
- ***Processor.*** A Pentium™ or AMD™ class processor with a minimum rating of 1GHz is required. (*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.
- ***Memory.*** Each client computer requires a minimum of 1GB RAM installed, however it is strongly recommended that 2GB RAM or greater be installed.
- ***Video Resolution.*** Super VGA Monitor w/ a minimum resolution of 1024x768. In Terminal Server Installs, the client is dependant on the Terminal Server client software, not the application software.
- ***Other Hardware*** - CD-ROM Drive & UPS battery backup
- ***Software Installed*** – Microsoft Word 2000/XP/2003, Microsoft Outlook 2000/XP/2003 or Outlook Express (Installed, Configured/Working & on the most current service packs)
- ***Internet Explorer.*** All clients listed above require Microsoft Internet Explorer (IE) 6.0 or higher installed with all current updates.

Date/Time Synchronization

- It is imperative that all workstations on the network be Date/Time Synchronized. Typically, a Microsoft Windows 2000/2003 Server configured as a Domain Controller (DC) will provide this ability. However, if there is no DC on the network this feature must be configured by your hardware support personnel. Time/Date stamps are written on every record during Add, Edits or Deletes. If the workstations are not Date/Time synchronized, records may be missed in some program feature updates.

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 or SQL Server 2005 (or optionally SQL Express 2005) 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). **Money Saving TIP - RNS recommends purchasing MS Small Business Server 2003 Premium edition which includes an MS SQL Server 2000/2005 license.**
- In addition to MS SQL Server 2000 or MS SQL Server 2005 software, separate client CAL's (computer access licenses) must be purchased for connection to a Microsoft Windows 2000 or Windows 2003 server AND for SQL Server 2000 or SQL Server 2005.

Typical Installation Combinations include:

- RNS Client(s) on a LAN connected to a Microsoft SQL 2000 or 2005 Server.
- RNS Client(s) on a LAN or WAN using Microsoft Terminal Server Clients to connect to a Microsoft Windows 2000 or 2003 Terminal Server. In this case, it is recommended that there be an additional or separate Microsoft Windows 2000 or 2003 Server running Microsoft SQL Server 2000 or 2005. 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 required 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. This can be another machine on the network, an external hard drive or tape drive.
- 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 1.5gb, 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 2000/XP/Vista, as the operating system controls most printing functions. **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 applications use 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 e-mailed or faxed the Tech Note called "NEBS Info".

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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.

Microsoft Word 2000/XP/2003, Outlook 2000/XP/2003 and Access 2000/XP/2003

- Microsoft Word 2000/XP/2003. Microsoft Word is required to perform document merging between RNS and Microsoft Word.
- Microsoft Outlook 2000/XP/2003. Either Microsoft Outlook or Outlook Express may be used as an email client with the RNS Application. The choice is made in the R90.ini file located in the application installation directory.
- Note that while you may run the RNS application by itself or in a Terminal Server session, to obtain full use of the application features, Microsoft Word 2000/XP/2003 and Outlook (Express) 2000/XP/2003 are also required to run in the client session.
- Separate client CAL's (computer access licenses) must be purchased for each connection to Microsoft Word 2000/XP/2003 and Microsoft Outlook 2000/XP/2003.
- Microsoft Word 97 is not supported.
- Outlook Express is currently included at no charge with Internet Explorer 6.0.
- MS Access 2000/2003 is required in order to perform custom queries and maintenance.

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.