

GIFTS Alta 1.8 & GIFTS Alta Connections Server 3.6

2016 System Requirements and Recommendations



GIFTS Alta and GIFTS Connections support key industry standards and are integrated with top-rated products. MicroEdge regularly expands the compatibility of GIFTS Alta and GIFTS Connections with each new version, as well as with periodic maintenance releases that are available to clients with active Maintenance and Support contracts.

This article also lists supported products for GIFTS Connections. Supported products are generally older versions of certified software. We encourage you to contact Technical Support if you have problems with supported products. Be aware, however, that future releases may not address problems with supported products, and that the solution Technical Support offers may be to upgrade to a certified version.

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MicroEdge Certification Policy

GIFTS Alta is certified with the latest version of products available at the time of the release of the software. Please note that service packs, upgrades, and versions made available after GIFTS Alta has been released are typically not certified until the next release of GIFTS Alta. At that time, only the latest version of the software is certified; interim releases made available during the intervening period are not certified.

Products Certified with GIFTS Alta 1.8

GIFTS Alta is certified to be compatible with the following products.

Workstation Operating Systems

- Windows 7 or 10 Professional(*1)

Network Operating Systems

- Windows Server 2012 R2

Client/Server Platforms

- Microsoft SQL Server® 2014

Microsoft Office Professional

- Microsoft Office Professional 2013/2016^(*3)

NOTES:

- **Office 365 users** - Only a desktop installation of **Office 2013/2016** connected to Office 365 is fully compatible with all MicroEdge products.
- **Link for Outlook users** – Office 2016 has not been certified compatible with Link for Outlook. Please use Office 2013.

Email Systems

GIFTS Alta is compatible with all email software that complies with any of the following protocols:

- Microsoft Outlook® 2013/2016^(*2)
- Microsoft Exchange 2016
- SMTP

Citrix® Metaframe Presentation Server

Citrix® must be installed under a certified network operating system.

- Citrix XenApp 7.6 Feature Pack 3
- Citrix Presentation Server v4.0

NOTE: GIFTS Alta is not compatible with Terminal Services. Due to how GIFTS Alta renders graphics, it is not recommended to use Terminal Services with Remote Desktop to access GIFTS Alta.

Installation Options

This section discusses technical considerations that apply to the following implementations of GIFTS Alta:

- A standalone version for a single GIFTS Alta workstation.
- A file server version for concurrent users on a local area network (LAN) accessing GIFTS Alta from multiple GIFTS Alta workstations.

GIFTS Alta Minimum System Requirements

The following sections detail the configuration guidelines for GIFTS Alta workstations, GIFTS Alta file servers, and the database server for client/server implementation of GIFTS Alta.

GIFTS Alta Workstations

To ensure your users can take advantage of the many advanced features available in GIFTS Alta, each GIFTS Alta workstation should meet the following **minimum** requirements:

- Intel® Core i3 CPU (or equivalent) computer
For optimal performance, use the fastest available processor.
- 4 GB of RAM
- Microsoft® Windows 7 or 10 Professional
- 1GB of disk space for installation
Note that the amount of required disk space increases as your database file grows
- 1680 x 1080 resolution with small fonts
- Internet Explorer® 11.0
- Printer supported by Microsoft Windows 7 or 10

Microsoft Windows

Review the configuration of Microsoft Windows on each GIFTS Alta workstation. Ensure that each workstation has:

- The same standard Windows configuration
- The latest versions of Windows updates and service packs
- The latest versions of all printer, video, and network drivers
- A version of Windows certified with GIFTS Alta

Applications Software

GIFTS Alta is designed to work together with other applications like Microsoft Word, Excel, and many email systems. Make sure you have installed the latest software upgrade for each application.

File Server

The following system configuration guidelines apply to the GIFTS Alta file server on a local area network. The file server is the computer on which the GIFTS Alta database resides.

- Contact your systems integrator to determine the memory requirements, appropriate processor speed, and RAM needed to support GIFTS Alta and all other file server applications.
- Windows Server 2012 R2
- Sufficient hard drive space (see below)

Database Server

The following system configuration guidelines apply to the Microsoft SQL server on which the GIFTS Alta database resides.

- Contact your systems integrator to determine the memory requirements, appropriate processor speed, and RAM needed to support GIFTS Alta and all other file server applications.

- Microsoft SQL Server 2014
- Sufficient hard drive space (see below)

Storage Requirements

The following sections detail the amount of disk space you will need to install and work with GIFTS Alta. This document provides general information that you can apply to your standalone (local) or file server configuration.

	Local Install	Network Install
GIFTS Directory	500 MB	650 MB
Database	Variable	Variable
System and Help Files	300 MB	300 MB
Recommended Starting Allocation	2-5GB	5-10GB

The GIFTS Directory

The /GIFTS directory requires approximately 500 to 650mb of disk space for local and network installations of GIFTS Alta respectively.

- **Local installation:** The directory designated for GIFTS Alta resides on the local hard drive.
- **Network installation:** The \GIFTS directory resides on the file server. The program's executable files are installed in this directory, and most often remain there. However, in some cases, your System Administrator may decide to locate the program files on each user's local hard drive to improve performance.

For this reason, the different kinds of files installed in the GIFTS directory are shown separately below, so that you can calculate appropriately.

	<u>Local Install</u>	<u>Network Install</u>
Program Files	121 MB	121 MB
GCS Setup Files	41 MB	41 MB
Other Setup Files	243 MB	243 MB
Workstation Setup Files	N/A	105 MB
Miscellaneous	50 MB	50 MB
Report Templates	30 MB	30 MB
Correspondence Templates	20 MB	20 MB
Approximate Total	500 MB	650 MB

The GIFTS Alta Database

The GIFTS Alta database resides in your \GIFTS directory. For local (standalone) installations, this will be on the workstation. For file server installations, the GIFTS Alta database will reside in the \GIFTS directory of the file server.

The database will start quite small, but will grow as you enter data.

Make sure you figure out the potential size of your database when calculating how much disk space you will need. In general, you should allocate about 5 MB for each 1,000 grants in the database.

NOTE: This does not include any attachments your users may add to each record.

System and Help Files

In all types of installations, the GIFTS Alta installation process adds System files and Help files to the local system directory on each workstation. These files require approximately 300MB of available disk space on a workstation.

Calculating Your Requirements

Use the following guidelines as a starting allocation point for your standalone or file server GIFTS Alta installation:

- **Standalone installation:** Add all of the figures from the preceding sections. This is the amount of disk space required for you to install GIFTS Alta on a single workstation. Approximately 1GB.
- **File server installation:** Add the figures for the GIFTS directory and the database—the total is the amount of space required on your file server. Approximately 2GB.

Certified Browsers for IGAM

Note: All web browsers listed below were tested using their default settings.

- Internet Explorer 11
- Edge for Windows
- Mozilla Firefox (PC / Mac)
- Safari (for PC and Mac)
- Google Chrome

GIFTS Alta Connections Server (GCS)

Minimum Server Requirements

The following sections detail the configuration guidelines for GIFTS Alta Connections and Job Manager Servers.

GIFTS Alta Connections® Servers

The following system configuration guidelines apply to the computer (or computers) on which you will run the GIFTS Alta Connections Server:

- Core i3 processor (or faster)
- 4 GB of RAM
- 1 GB hard disk space for the GIFTS Alta Connections system files that are installed on the server
- Windows 7/8 Professional or Windows Server 2012/2016
- Microsoft SQL Server 2012/2016
- Current version of Internet Information Services (IIS)
- Administrative level access to all network drives where GIFTS Alta information resides, including the GIFTS Alta drive, the GIFTS Alta database, any drive containing GIFTS Alta documents, and (if applicable) access to the Oracle root directory.

Job Manager Servers

The following system configuration guidelines apply to the computer (or computers) on which you will run the GIFTS Alta Connections Job Manager:

- Core i3 processor (or faster)
- 4 GB or more of RAM
- 1GB or more of hard disk space
- Windows 7 or 10 Professional or Windows Server 2012/2016

Storage Requirements

MyGIFTS Alta® and ReviewerCONNECT® require installation of the GIFTS Alta Connections Server. If you want your MyGIFTS Alta users to be able to generate correspondence and reports online, you will also need to install the Job Manager. The tables below list the available disk space required to install these applications.

GIFTS Alta Connections Servers

GIFTS Alta Connections server requires approximately 100mb of disk space for the system files installed to the system directory.

The Job Manager

The Job Manager requires approximately 100mb of disk space for the system files installed on each network computer.

GIFTS Connections Server 3.6 Certified Products

Server Operating Systems

- Windows Server 2012 R2 ^(*4)

Client/Server Platforms

- Microsoft® SQL Server 2014

Certified Browsers for Connections Server

Note: All web browsers listed below were tested using their default settings.

This applies to GIFTS Alta Connections Server 3.6 (MyGIFTS & ReviewerCONNECT).

- Internet Explorer 11
- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Footnotes

- (*1) The Job Manager Service is not certified to run on 64-bit Windows operating systems. For 64-bit Windows, please use the Job Manager Exe instead. MyGIFTS and ReviewerCONNECT clients, please also note that Windows 7 & 8 Professional are not certified for use with the Job Manager.
- (*2) You can use any third party report writer to create reports, but if you use Crystal Reports, you must use a compatible version. MicroEdge does not provide upgrades for Crystal Reports. To purchase an upgrade for Crystal Reports, contact your software distributor.
- (*3) Only the Professional version of Microsoft Office is certified compatible with GIFTS Alta. Other editions such as Home, Business, etc. are not guaranteed compatible.
- (*4) MyGIFTS and ReviewerCONNECT are certified on Windows 7/8 and Windows Server 2008/2012 64-bit, except they cannot send email using the MAPI protocol (as used by Outlook, for example). To install and run the GIFTS Connections Server on a 64-bit operating system, you will need to set up an SMTP email service in the GIFTS Administrator module's Setup>External Preferences .

Support

Need Help or Have Questions?

If you have questions or need assistance in any way, please contact MicroEdge Technical Support.

Support Hours: M-F, 8:00 am – 8:00 pm ET

Phone: 877.704.3343

Email: helpdesk@microedge.com

Online: www.microedge.com

1. Login to **PowerME**

PowerME Login >>

2. Click the **Cases** tab (top toolbar)



3. Click **Create New Case** button

Create New Case

4. Fill out form and click **Finish** button

Finish