This document is only intended as a basic guide to Voyager Infinity/Mid Office technical requirements. Should you require more detail or information specific to your installation please contact support@voyagersoftware.com or refer to www.VoyagerSoftware.com for your regional Voyager Software office.
This document outlines important system requirements that must be met in order to ensure robust and reliable operation of Voyager’s software products. The first section provides Infinity/Mid Office Client PC/Laptop/Workstation Specifications followed by Server Specifications. Subsequent pages contain implementation related information. Please ensure you’ve read all sections for the product(s) relevant to your implementation.

1. PC/Laptop/Workstation Specs

PC/Laptop Hardware Requirements

For most users the minimum specification will provide an acceptable level of performance. However, if users are regularly involved in more intensive work, such as sending mailshots or generating reports, a higher specification machine is recommended.

<table>
<thead>
<tr>
<th>Usage</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>By running the minimum system requirements, you may experience a slight reduction in speed/performance when running complex searches, sending large mail merges and other resource intensive functions.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPU</td>
<td>Intel® Core™ i3 Processors* (Minimum Dual Core 2 Ghz+)</td>
<td>Intel® Core™ i5/i7 Processors* (Quad Core 2.5 Ghz +)</td>
</tr>
<tr>
<td>RAM (available)</td>
<td>2GB</td>
<td>4GB+</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>1200 x 768 **</td>
<td>1600 x 900 (16:9) or higher***</td>
</tr>
<tr>
<td>Network Interface Card</td>
<td>100Mbit/s</td>
<td>100/1000Mbit/s</td>
</tr>
<tr>
<td>Network Protocol</td>
<td>TCP/IP</td>
<td>TCP/IP</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Mouse</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Free Space</td>
<td>2 GB</td>
<td>2 GB +</td>
</tr>
<tr>
<td>Operating system (UK English)</td>
<td>Windows 7, 8, 8.1 and 10</td>
<td></td>
</tr>
<tr>
<td>Microsoft Office (See section 3.3)</td>
<td>Office 2013 (32bit) &amp; 2016 (32bit) (Home editions not supported)</td>
<td></td>
</tr>
</tbody>
</table>

* Or equivalent
** Taken taskbar icons are small.
*** Ultra High Definition (UHD)\4K screen resolutions (typically 3840 x 2160 or higher) are not supported.

Windows Terminal Server / Citrix

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>1 x Quad Core Xeon or equivalent*</td>
</tr>
<tr>
<td>RAM</td>
<td>2GB Per User</td>
</tr>
<tr>
<td>Free Hard Disk Space</td>
<td>20GB</td>
</tr>
<tr>
<td>Screen Resolution (Example)</td>
<td>1200 x 768</td>
</tr>
<tr>
<td>Network Interface Card</td>
<td>100/1000Mbit/s</td>
</tr>
<tr>
<td>Operating system</td>
<td>Server 2012</td>
</tr>
</tbody>
</table>
*Or equivalent based on total number of users on a TS/Citrix environment. Please contact Voyager support for more details.

Please note: SQL Server (and the Infinity database) should not be installed on the terminal server.

1.2 Incompatible Microsoft Operating Systems
Voyager Products are NOT compatible with the following Operating Systems: Windows 95/98/ME, NT, 2000, XP and Vista.

1.3 Compatible Microsoft Operating Systems
Supported workstation, laptop and server operating systems

- Windows 7 (all editions except Home)
- Windows 8, 8.1 and 10 (Professional or Enterprise)

1.4 Non-Microsoft Operating Systems
Voyager Products can only be installed on a Microsoft Windows Operating system.

1.5 Mobile Phones and Tablets
Mobile phones are not supported at present. Tablets with Full Windows operating System specified above can run Infinity.

1.6 Microsoft Office
Voyager Products can interact with the full 32bit version of Microsoft Outlook, Word and Excel. Unless otherwise specified it will not interact with and cannot be installed on non-Microsoft software. Microsoft Exchange is required for interaction with Email integration. Infinity requires Microsoft Office 2013 or Office 2016. More in section 3.3

1.7 Microsoft Outlook integration
The Infinity Outlook Add-in is installed with Infinity client and compatible Microsoft Outlook 2013 and 2016.

1.8 Additional PC/Laptop Requirements
- Microsoft .NET Framework version 4.6.2 (must be installed on all client machines prior to implementation.)
- Microsoft VTSO (latest)
- TCP/IP networking
2. **Server Specification**

Server specification is very subjective and our Support team will be happy to liaise with you in regards to your specific requirements. We will be happy to offer an opinion on either your existing hardware or a prospective purchase if required. The table below is an outline of what would be required for a typical server dedicated to Voyager Applications.

Once you have the server details, please remember to fill in and submit the hardware/software profile form [here](#).

### 2.1. Voyager Server Requirements

<table>
<thead>
<tr>
<th>FEATURE</th>
<th>Standalone</th>
<th>Up to 9 users</th>
<th>10-15 users</th>
<th>16-50 Users</th>
<th>51 Users + *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dedicated Voyager SQL and App Server</td>
<td>No</td>
<td>Dedicated SQL\App Server recommended (Combined) **</td>
<td>Dedicated SQL\App Server required (Combined) **</td>
<td>Dedicated Voyager SQL and dedicated Voyager App server required (separate) ***</td>
<td></td>
</tr>
<tr>
<td>32 or 64Bit</td>
<td>64 Bit</td>
<td>64 Bit</td>
<td>64 Bit</td>
<td>64 Bit</td>
<td>64Bit</td>
</tr>
<tr>
<td>Processor</td>
<td>Intel® Core™ i5/i7 Processors (Quad Core 2.5 Ghz +)</td>
<td>1 x Quad Core Xeon or equivalent</td>
<td>1 x Quad Core Xeon or equivalent</td>
<td>1-2 x Quad Core Xeon or equivalent</td>
<td>1-2 x Quad Core Xeon + or equivalent</td>
</tr>
<tr>
<td>RAM</td>
<td>8 GB</td>
<td>16 GB</td>
<td>20 GB+</td>
<td>SQL Server 32 GB App Server 12-16GB</td>
<td>SQL Server 32 GB + App Server 16GB +</td>
</tr>
<tr>
<td>Hard Drive Speed</td>
<td>7,200 RPM +</td>
<td>10,000 RPM + 15,000 Rec</td>
<td>10,000 RPM + 15,000 Rec</td>
<td>SSD or at least 15,000 RPM +</td>
<td>SSD or at least 15,000 RPM +</td>
</tr>
<tr>
<td>Network Card</td>
<td>100Mb</td>
<td>100Mb/1 Gigabit</td>
<td>Gigabit</td>
<td>Gigabit</td>
<td>Gigabit</td>
</tr>
</tbody>
</table>
## System Requirements

### Version

**Note:** Microsoft does not recommend installing other software on an SBS Server.

* We can provide a custom server specification for clients with 100 or more users.

** If you have 10 to 15 Voyager users you should use a dedicated Voyager SQL\App server (combined) and not run any other applications on that server such as Exchange. The server should also not be used for any other purpose such as a File Server or a Domain Controller.

*** If you have 16 or more Voyager users you should use a dedicated SQL server for Voyager and a dedicated App server for the Voyager Infinity\Mid-Office services.

Voyager will run on an x86 or x86-64 bit platform. It will not run on IA-64 Bit server.

### 2.2 Virtualisation

If you are planning on running your Voyager Database server in a virtual environment this is only supported under certain circumstances. The Virtual Guest should meet the hardware/resource requirements stated in the table above. These resources should be dedicated to the Voyager Virtual Guest. If there are other Virtual Guests on the Virtual Server and the Voyager Virtual Guest shares it’s resources with the other guests the client should be aware that there is a possibility of a performance impact. In this case the client should be prepared to increase hardware resources to the Voyager Virtual Guest.

### 2.3 Hard Drive Capacity

The amount of space required is dictated by a number of factors:

<table>
<thead>
<tr>
<th>Network Protocol</th>
<th>TCP/IP</th>
<th>TCP/IP</th>
<th>TCP/IP</th>
<th>TCP/IP</th>
<th>TCP/IP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Access Enabled</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SQL Server (Details in section 3.1)</td>
<td>SQL Server 2014/2016 ; Standard/Enterprise/Data Centre editions. <strong>Note:</strong> SQL Express is not supported</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft Office</td>
<td>Not required on the Servers and is optional. See section 3.3 for compatible versions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Firewall (Section 3.7 for more information)</td>
<td>Open Ports 9100, 38000, 38004, 38006, 38008 and 443 (HTTPS).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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*Note: Microsoft does not recommend installing other software on an SBS Sever.*
1. Are you starting with a blank database or translating an existing one?
2. How big is the database to be translated?
3. How many documents do you plan to add each week and what is their average size?
4. What growth plans do you have for the coming years?

Servers require free space on the system drive of at least equivalent to the amount of RAM. This is sometimes referred to as the “Page File”. Should a computer run low or run out of space the Operating System is likely to crash, which can be damaging to any programs (such as databases) that are running. It is recommended that a minimum of 10% of the Hard Drive capacity is always kept free on the OS drive. The data drive should always maintain 5 times the size of your database, documents and log files in free space. This allows for future growth and any upgrades to your database.

3. Implementation Requirements

3.1. Backend (SQL Server): What is Microsoft SQL Server and what do I need?

Microsoft (MS) SQL Server is a highly robust and scalable database engine used by millions of people around the world daily.

SQL Server is available in over a dozen versions/editions. Fortunately for the needs of our clients we only need to consider 1 (or possibly 2) editions. Voyager Infinity generally supports the same versions of SQL where Microsoft have active support available.

Unfortunately it’s yet more complicated in that for each of these editions there are different licensing options available and you may find you have SQL Server in one form or another with your servers Operating System (e.g. SBS or Small Business Server), or it could have been required by another application you are running. It’s certainly advised that you have your IT support team check this out.

If you don’t have SQL Server then we’ll take you through the options available step by step below:

Step 1 – Choose the edition you need

The differences between the editions can be seen in detail here [http://msdn.microsoft.com/en-us/library/cc645993(v=SQL.110).aspx](http://msdn.microsoft.com/en-us/library/cc645993(v=SQL.110).aspx) but to summarize between the editions you are only really considering Standard - anything else is overkill.

1) SQL Server Standard Edition. This supports up to 4 sockets or 16 cores of your processors, can use up to 64GB of Memory and the database size can be 524PB. The drawbacks are that it isn’t free, and that both it and MS Exchange server will both try and use as much memory as they need to which can cause a management overhead. To this end, it is not recommended that both MS Exchange and MS SQL are installed on the same server.
Step 2 – Choose the licence you need

1) SQL Standard-Retail version-User based. Effectively this is buying SQL server off the shelf. You need a server licence and an individual Client Access Licenses (CAL) per user.

2) SQL Standard-Retail version-Server based. As above but you don’t need CALs. Instead this type of licence is all based around the processor(s) in your server. You would be looking at 4 cores (which is the minimum) but you can add as many users as the server can support for this. Additional cores can be supported.

3) SQL Standard Embedded User based. Exactly the same product as option 2 but is “embedded” with Infinity. I.e. your right to use SQL Server lives and dies with Infinity – and in fact you’re limited to only using it with Infinity and not for any other applications. Voyager can supply latest supported versions under this model and there’s no significant difference between the two for typical users other than the price.

4) SQL Standard Embedded Server based. Exactly the same as option 3 but is embedded with Infinity as above.

If you were looking at the embedded option to make the server based licensing option effective you would need to be, or be confident of growing beyond, 32 users.

Step 3 – Embedded maintenance?

As Microsoft ISV partners whilst we can supply all of the options above, the embedded options are only available through Voyager due to the nature of the licence type. There is an additional option on these licenses known as embedded maintenance. Under this scheme for a supplementary annual fee we can supply you with you latest versions of SQL Server when they are available without you having to purchase the licenses again. There are some rules to this however. The maintenance plan must be taken at the time of purchase – i.e. it can’t be retrospectively applied and there must be no lapse in the plan to the upgrade point.

And that’s it! We realize that there’s a lot to take in and we’re happy to talk you though the process when you are ready.

Once you have chosen from the steps above you need to let us know what options you are going for so we can make sure that everything has been covered.
Please note that Microsoft change their licence prices monthly and hence our pricing will change in line with their adjustments. To this end any prices quoted for SQL Server will only be valid until the end of the calendar month in which the quote was provided.

Finally, if you are purchasing SQL Server from us, it would also still need to be installed /managed by your IT support in line with the rest of your systems / backup processes / etc., Voyager will supply the licenses only and SQL Server support is not covered by your Voyager support contract.

**Microsoft SQL Server**

**Please note:** Voyager Software is not responsible for the installation or ongoing support of SQL Server, and the software needs to be installed in time for your installation date.

**Full SQL Versions**

The following areas of installation are required when installing MS SQL Server:

- SQL Server Database Engine
- Integration Services
- Management Tools (Complete)
- Mixed Mode Authentication
- Please ensure that all available, SQL associated, Windows updates are installed.
- SQL instance needs a collation of Latin1_General_CI_AS (and the master database needs a collation of SQL_Latin1_General_CP1_CI_AS).

**Supported SQL Versions**

SQL Server 2014 and 2016 are supported: Standard/Enterprise/Data centre editions. Note:- SQL Express is **not** supported.

### 3.2. Network Connections

All wired network connections are fully supported and we recommend 1GB network cards for workstations.

Wireless (Wi-Fi/WLAN) networks are not supported as connection stability and performance cannot be guaranteed.

All Voyager products (on-premise installs) are not supported when used natively over a wide area network (WAN). To achieve WAN usage, Voyager products must be deployed via Terminal Services/Citrix/Remote Desktop or such similar thin-client technology. See below for more information.

Voyager Infinity SaaS does offer remote usage across the internet, as well as Infinity database hosting on MS Azure Servers. If you would like find out more information about our Infinity SaaS product, please contact [Sales@voyagersoftware.com](mailto:Sales@voyagersoftware.com)
3.3. Microsoft Office:

Voyager Software currently supports Office 2013 (32bit) & 2016 (32bit) with Voyager Infinity.

As recommended by Microsoft, all of your MS Office applications must be from the same version of Office for Voyager’s mail merge functions to work, and we highly recommend having the latest service-packs installed. If you have an Office package that is not supported by us some of Voyager’s functionality may not be available to you.

Microsoft Office 365 for Business and Voyager Software:

The 365 solution provides a cloud environment for emails and general documentation. Voyager’s applications cannot be installed in the 365 cloud environment so in order for Voyager’s products to work with this solution you must have a full installation of Microsoft Office on your PC’s. If you purchase the 365 solution for midsize businesses and enterprises, a compatible installation of Microsoft Office is provided.

Please note that while Voyager Infinity offers full compatibility with Office 365, Office 365 has usability limits and as such some emails may get stored in the drafts/outbox and will not be sent whether from Office 365 itself or from Infinity.

The limits are detailed here.

Office 365 for Home

Office 365 Home does not include any Exchange mailboxes' functionality. This Microsoft package only entitles the holders to downloadable copies of the Microsoft Office suite. If you already have the Office 365 Home plan, you will need to purchase an Office 365 for Business plan as well, to provide you with compatible mailboxes for email integration with Voyager Infinity.

3.4. Email Setup:

We only support the use of Microsoft Exchange email accounts. Outlook Express (XP and older), MS Mail (Vista/7) applications and Microsoft Workgroup Post Offices (WGPO) are not supported.

Exchange integration requires MS Exchange 2013, 2016 or Office 365 (Inc. access to Exchange Web Services)

For emails sent from Voyager Infinity we recommend Exchange for lighter day to day emails and any that need to be logged in the sent items folder. We recommend SMTP for large mailshots and to send emails if MS Exchange is not used as long as there is a configured SMTP server.
3.4. Anti-Virus Software:

You are strongly advised to install and frequently update anti-virus software. It is recommended that the software you choose be from a reputable firm with the facilities to produce regular anti-virus data file updates. Free antivirus products are not recommended for businesses.

3.5. Database Backups:

Voyager Software does not take responsibility for this vital task and will assume that our customers’ data is adequately protected at all times. Voyager Support will only be able to restore the Voyager applications if required and not any data in the data directory. Voyager recommends backups onto removable media (e.g. DAT Tape) using reputable products such as Computer Associates ArcServe or Symantec Backup Exec. Offsite storage of this removable media should also be considered.

With the full version of SQL server installed, it can be configured by your IT Company to produce a backup file from the SQL database. This file should then be included in your backup software/solution as mentioned above. The SQL database should be configured to backup to a separate drive to the data location, and have ample disk space for growth to prevent running out of disk space.

3.6. Voyager Remote Access Tools:

Voyager Support uses ISL Light/GoToAssist to connect to customer systems for remote support (see http://www.remotedesktopsupport.com for more information). It needs no installation and can be downloaded in only a few seconds from Voyager’s website as/when required under the guidance of our Support Team.

This requirement is a condition of the support agreement and enables our engineers to remotely diagnose and fix any issues that may arise and hence avoid any unnecessary onsite visits that will incur additional charges.

In order for our Support Team to give an even more effective response you can provide us with direct dial-in access to your server/database machine via Remote Desktop. If you wish to provide this detail, then please contact the Support Team for more information.

3.7. Windows Firewall


Infinity requires the following ports to be open:- 9100, 38000, 38004, 38008 and 443 (HTTPS).

In addition, if you are purchasing Mid-Office to integrate with Voyager Infinity, you will also need the following port open:- 38006

3.8. Touch Screen Monitors

Voyager Infinity supports touch screen monitors.
3.9. Using Voyager products on an SBS Server – No Longer Supported

Please be aware that Voyager no longer supports the installation of its software on Small Business Servers. This is due to the other software applications included as part of the package and the resources they utilize which can severely impact performance and potentially the stability of Voyager’s products.

If you have purchased the Premium package, Microsoft will allow you to have SQL on a separate server at the lower cost of the SBS package, speak to your provider for more information.

3.10. Remote Access

We receive a large number of requests from clients about how to make Voyager applications available remotely either for home workers or consultants out of the office on business. There are number of methods by which remote access can be achieved:

**Microsoft Terminal Services/Citrix**

Microsoft Terminal Services and Citrix allow users to run applications on a Terminal Server (TS) or Citrix server in a central location with the local pc/device only viewing the graphical information. This method provides considerable flexibility but does require some specialist knowledge in terms of the technology.

All users will require the full Microsoft Office Suite as well as Voyager to be installed under the Citrix or TS profile to ensure full integration.

The hardware specification of the Terminal server should be designed around the applications you intend to use. You should then also allow for additional 2 GB of RAM per user, per server for Infinity.

We would also recommend that a Physical Terminal Server has a minimum of 2x quad processors with hyper threading enabled for up to 20 users (or 16 VCPus for a Virtual Server).

You should also be aware that some areas in Infinity will need to have different default settings when running on a Terminal server. These include, but are not limited to, not defaulting to web profiles. As resources are shared, it may also be required to restrict the number of open records open per user at any one time.
5. Conclusion

Please feel free to contact your regional Voyager Software office for further information specific to your requirements.

For full and up to date contact details please visit our website here: www.Voyagersoftware.com