

Facility Hardware Requirements (March 2012)

This hardware specification is valid for the following versions of Facility and ePortal:

12.1, 12.2 (June), 12.3 (November)

Supported Platforms		
Server OS	Windows Server 2003	Standard
	R2 is supported	Enterprise
	Windows Server 2008	Standard
	R2 is supported	Enterprise
SQL Server	SQL Server 2005	Any edition, except for Express
	SQL Server 2008 R2	
Workstation OS	Windows XP	SP3
	Windows Vista	Business and Ultimate Only
	Windows 7	Professional and Ultimate Only
Web Browsers (for Facility ePortal)	Internet Explorer	Versions 8 and 9
	Firefox	Versions 4

Server and Workstation Specifications

The following points should be considered when choosing a server for Facility.

Drives

We strongly recommend that the server is configured with a minimum of 5 drives, using the following RAID configuration:

- Two drives configured in RAID 1 for the Operating System
- Three drives in a RAID5 array for the database and Facility software

The RAID controller(s) should handle RAID1 and RAID5 via hardware (not software).

The OS partition needs to be 36GB or higher.

The data partition needs to be 72GB or higher.

Backup Software

If you are purchasing a backup software suite, it is recommended that you purchase the compatible SQL agent. Due to the SQL database being constantly live, normal backup software cannot get a true backup of the DB without the SQL agent.

Your software vendor will be able to advise you on this matter.

Operating System

Facility Administration and ePortal are both 32-bit applications; however, they may run on a 64-bit version of Windows Server with the latest service pack installed.

Should the software be installed on a 64-bit server, only SQL Server application can be run in 64-bit mode.

Where your server has greater than 4GB RAM we recommend a 64-bit version of Windows Server is installed in order to reference more than 4GB RAM.

SQL Server Licenses

Your school will need to purchase SQL Server with corresponding Client Access Licenses (CALs).

The number of CALs required is subject to the number of clients that will concurrently use the system. You will need one CAL for each person accessing ePortal or Facility Administration – if you have 50 teachers taking roll call in ePortal you will need 50 licenses.

When approaching 50 or more clients, a processor license can be purchased for around £300 (if you purchase this from an approved Academic license reseller), and this will cater for an unlimited number of connections. Please note that servers with dual processors will double the cost for processor licenses.

Your software vendor will be able to advise you on this matter.

SQL Server Installation

If you are a new school, installing Facility for the first time we recommend that you do not install SQL Server yourself – a Serco engineer will do this during the installation process. Please make sure that SQL Server media with the relevant service pack is available at the time of installation.

If you are an existing customer installing a new server, please follow the installation guide available from the firstline knowledge base, or request a technical consultancy from your Account Manager if you require a Serco engineer to carry out this work.

Third Party Software

In order to minimise the risk of conflicts between Facility and any third party products we would advise against installing any software other than SQL Server, Facility, ePortal, antivirus and backup software and other Serco software as applicable.

Should any issues arise potentially relating to the server, the support team will request all other software is removed and potentially could charge a consultancy fee for investigation if the issue is found to be caused by any third party software.

For use in an establishment with 1000 pupils or less where Behaviour Management is not in use:

Facility Server (running Facility Administration, SQL Server & ePortal)		
Hardware	Minimum Specification	Intel Xeon Quad core CPU or AMD equivalent 4GB ECC RAM 2x 10/15k SAS drives in RAID 1 for OS 3x 10/15k SAS drives in RAID 5 for Data
	Plus standard devices such as	Video card, screen, keyboard, mouse, DVDROM, gigabit network card, etc.
Database	Minimum specification	See supported platforms
Operating System	Minimum Specification	See supported platforms
	ODBC Drivers	Microsoft SQL Server will require Microsoft Data Access Components (MDAC) 2.80 (or higher)
Backup Software	Compatible SQL agent	See earlier note

For use in an establishment with over 1000 pupils or any establishment using Behaviour Management:

Facility Server (running Facility Administration, SQL Server & ePortal)		
Hardware	Minimum Specification	2x Intel Xeon Quad core CPU or AMD equivalent 8GB ECC RAM 2x 10/15k SAS drives in RAID 1 for OS 3x 15k SAS drives in RAID 5 for Data
	Plus standard devices such as	Video card, screen, keyboard, mouse, DVDROM, gigabit network card, etc.
Database	Minimum specification	See supported platforms
Operating System	Minimum Specification	See supported platforms
	ODBC Drivers	Microsoft SQL Server will require Microsoft Data Access Components (MDAC) 2.80 (or higher)
Backup Software	Compatible SQL agent	See earlier note.

For any workstation accessing Facility Administration:

Facility Workstation (accessing Facility Administration)		
Hardware	Minimum Specification	Single 2.0ghz Intel or equivalent AMD processor 2GB RAM
	Plus standard devices such as	Video card, screen, keyboard, mouse, network card, etc.
Operating System	Minimum Specification	See supported platforms on page 1.
	ODBC Drivers	Microsoft SQL Server will require Microsoft Data Access Components (MDAC) 2.80 (or higher)