



Accolade® Version 10.0

Software and Hardware Requirements

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Server Requirements

Software Requirements

Supported Operating Systems (64-bit):

- Windows Server 2008 SP2 (Standard or Enterprise)
- Windows Server 2008 R2 SP1 (Standard or Enterprise)
- Windows Server 2012
- Windows Server 2012 R2

Application Prerequisites

- Roles, Services and Features
 - Application Server (Default Options Plus the Following)
 - .NET Framework 3.5.1
 - Web Server (IIS) Support
 - HTTP Activation
 - Named Pipes Activation
 - Incoming Remote Transactions
 - Outgoing Remote Transactions
 - Web Server (IIS) (Default Options Plus the Following)
 - ASP
- .NET Framework version 4.5 Full Version
- SSL Certificate for HTTPS
- English US as regional and input language
- DTC configured between Application and Database Server
- Anonymous or Authenticated Connection to SMTP server for e-mail notifications.

Database Server (32-bit or 64-bit)

- SQL Server 2008 R2 SP2 or SP3 (Standard or Enterprise)
- SQL Server 2012 SP1 (Standard, Business Intelligence or Enterprise Edition)
- SQL Server 2012 SP2 (Standard, Business Intelligence or Enterprise Edition)

Database Prerequisites

- Database Connection User (Active Directory or SQL Server) with default language of "English" in the SQL configuration.
- Collation on the SQL Server instance must be configured as: SQL_Latin1_General_CP1_CI_AS
- SQL Server Full-Text Searching
 - Microsoft Office documents require installation of the Microsoft Filter Pack.
 - Other content (e.g. PDF's, .MSG files) indexing requires the appropriate third-party iFilters.

Authentication

- Windows
- LDAP

Language support

- Accolade provides an English user interface that can be localized (translated) into any language.

Integration with Microsoft SharePoint

- Microsoft SharePoint 2010 SP1 (Standard or Enterprise)
- Microsoft SharePoint 2013 (Standard or Enterprise)
- The Accolade Business Connectivity utilizes the following SharePoint features
 - Accolade Quick Search uses the Federated Search and requires Kerberos authentication.
 - Accolade Queries uses the Business Data Catalog to expose the results of Queries in Accolade to the SharePoint user through the Accolade Query List web part.

Integration with Enterprise Applications Using the Reference Table Autoloader

The Accolade Autoloader Service requires the following:

- A "Service Account" for the Windows Service which is also configured as an Accolade user with "Service Account" role.
- A method of obtaining the files (folder or FTP) from the Enterprise Application for the Autoloader inbox.

Hardware Requirements

Accolade is supported on both native hardware and virtualization. The following information is general guidelines and should be used during technical requirements discussions with Sopheon to determine the specific recommendations for the size of your configuration.

Use of the following features will increase the hardware requirements and the usage should be estimated up before server sizing.

- Portfolio Optimizer
- Portfolio Snapshots
- Accolade Autoloader

Application Server

Minimum (~20 users)	Medium installation (~1000-2000 users)	Larger installation (~4000 users)
Processor: Late Model Server-Class 64-bit CPU(s), 2 Cores Memory: 4 GB RAM	Processor: Late Model Server- Class 64-bit CPU(s), 8 Cores Memory: 16 GB RAM	Processor: Late Model Server-Class 64- bit CPU(s), 16 Cores Memory: 32 GB RAM

To aid in more advanced planning of the application server, use the following guideline

- CPU_Cores = 1.5 + Num_Users/1000 + Num_PortfolioCenter_Users/250
- Memory = 2 x CPU_Cores

Storage: Total the following items to obtain the minimum hard drive space for the application server

- 40GB for the operating system
- 1.5 times the RAM GB for the page file
- 5GB for application, temporary files, and the autoloader folder

Database Server

Minimum	Medium	Larger
Processor: Late Model Server-Class 64-bit CPU(s), 2 Cores Memory: 4 GB RAM	Processor: Late Model Server- Class 64-bit CPU(s), 8 Cores Memory: 16 GB RAM	Processor: Late Model Server-Class 64- bit CPU(s), 16 Cores Memory: 32 GB RAM

To aid in more advanced planning of the application server, use the following guideline:

- CPU_Cores = 1.5 + Num_Users/1000 + Num_PortfolioCenter_Users/250
- Memory = 2 x CPU_Cores

*The Database can reside in a shared corporate database server, in its own dedicated database server, or on the Accolade application server.

Data Storage: The initial database for Accolade is less than 1GB and grows based on the usage of the system over time. Archiving is typically not performed as all historic data in the system is relevant at all times.

Light User	Medium User	Heavy User
10MB/User/Year	100MB/User/Year	1GB/User/Year

To aid in advanced planning of the database growth, use the following formula

- NumProjects = Initial_Load_Of_Projects + (Annual_Projects_Added x Expected_Number_Of_Years)
- Database_Size =((NumProjects x 50 KB)
+ (NumProjects x (Num_Deliverables + Num_Activities_per_Model) x
Average_Number_Versions_per_Deliverable x Average_File_Size)
+ (NumProjects x (Num_Related_Docs + Num_Gate_Docs) x Average_File_Size)
+ (NumProjects x (Num_Metrics x 0.5KB + Num_Long_String_Metrics x 5KB))

Disk space for the log files will depend on usage and backup settings, but to aid in initial planning, assume an additional one half of the data storage will be needed.

Disk space for the temp files will depend on usage, but to aid in initial planning, assume an additional one half of the data storage will be needed.

Load Balancing, High Availability and Disaster Recovery

Application Server

- Accolade supports load balancing configured to use Source Address Persistence

Database Server

- Accolade supports SQL Server High Availability Technologies
- All Accolade end user data is stored in the database.

Network Connectivity, Internet Protocols Requirements

The following protocols are supported for Accolade. A minimum bandwidth of 512 kbps is required.

- http:
- https:

Many factors influence the performance of the application and the user perception performance. Response times for users will depend on many factors including and without limitation to user location, network bandwidth, client performance and the types of data such as project size, resource assignments and reporting types.

Standard page navigation is tested to three (3) seconds or less as subject to the following conditions:

- Measurement is from a network client with a ping time to the hosted server within fifty (50) milliseconds. Longer ping times will result in longer response times.
- For the purpose of this section the "ping time" is defined as the time taken for a standard 32 byte network packet to travel from a network client computer to the server and return.
- Pages with an undetermined number of records are excluded. Response time for such pages will increase as the amount of data returned increases, but will typically not exceed fifteen (15) seconds.
- Documents more than one hundred and fifty (150) kilobytes in size and with more than twenty (20) updateable fields are excluded. Response time for such documents will increase with document size and with the amount of updateable fields, but will typically not exceed sixty (60) seconds. Larger file transfer activities should be consistent with other file transfer times on the network.

Client Requirements

Software Requirements

Windows Operating Systems

- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1

Browsers (32-bit only)

- Microsoft Internet Explorer 9.0
- Microsoft Internet Explorer 10.0
- Microsoft Internet Explorer 11.0
- Google Chrome 31.0 and higher
- Mozilla Firefox 35.0 and higher

Prerequisites

- Accolade URL Disable Popup Blockers
- Accolade URL Disable IE Compatibility View

Email clients

- Microsoft Outlook 2007, 2010, 2013
- Lotus Notes 8.5.x.

Integration with Microsoft Office (32-bit only)

Accolade provides additional functionality by integrating with Microsoft Office. A Microsoft Windows Installer (MSI) add-in is required to use the integration.

- Microsoft Word – 2007, 2010, 2013
- Microsoft PowerPoint – 2007, 2010, 2013
- Microsoft Excel – 2007, 2010, 2013
- Microsoft Outlook – 2007, 2010, 2013

Prerequisites

- Macro security level set to medium OR all VBA-enabled MS Office templates digitally signed with a certificate produced by the customer.
- Protected View in Office 2010 needs to be configured for the desired security level.
- Microsoft .NET Framework 4.5 Full Version.

Accolade Charting for Microsoft Excel (32-bit only)

Accolade provides additional reporting functionality by integrating with Microsoft Excel. A Microsoft Windows Installer (MSI) add-in is required to use the integration.

- Microsoft Excel – 2007, 2010, 2013

Sopheon Client Service

Users who install any of the Accolade add-ins can install the Sopheon Client Service, which will prevent the Microsoft Office application from disabling the Accolade add-in. A Microsoft® Windows® Installer (MSI) add-in is required to use the integration.

Prerequisites

- Microsoft .NET Framework 4.5 Full Version.

Integration with Microsoft Project Standard and Professional (32-bit only)

Accolade provides additional project planning functionality by integrating with Microsoft Project. An Executable installer add-in is required to use the integration

- Microsoft Project – 2007 SP3, 2010, 2013

Prerequisites

- Microsoft .NET Framework 4.5 Full Version.

Portfolio Optimizer

- Accolade provides additional portfolio editing functionality.
- A one-click installer is provided from the website.

Prerequisites

- Microsoft .NET Framework 4.5 Full Version
- DirectX 9 or greater

iOS

A subset of Accolade functionality is provided in the iOS client via an Apple App Store Application

Operating Systems

- iOS 7.x, 8.x

Remote Access Environments

Remote Desktop Services (Terminal Services), Citrix Environments, and other remote access software can be utilized. Each specific environment will need testing and verification for compatibility before using in production.

Language support

Accolade supports client OS, Microsoft Office and content (data, metrics, online forms, attachments, templates, charts and reports) for single and double byte languages. Please contact Sopheon support for a complete list.

Hardware Requirements

Client Workstation

We require a minimum of a dual-core 2.0 GHz or better with 2GB RAM. For client computers running Portfolio Optimizer, we recommend a DirectX 9 or higher compatible video card and 4GB RAM. For optimal performance, use an Intel Core i3, i5, i7 or equivalent processor with 8GB RAM.

Other

Sopheon tests against the latest third party software service packs and updates of versions mentioned in this document.