Realtrac 10 Requirements

Document Version 9.2

Server

- Operating System Support: Vista SP2, Windows 7 SP1, Windows Server 2008 SP2, Windows Server 2008 R2 SP1, Windows Server 2012 (64 bit only), Windows Server 2012 R2, Windows 8, Windows 8.1 and Windows 10
    - Any of the Windows "Editions" (such as "Home", "Professional", "Enterprise", etc...) of the Operating Systems above are supported.
    - Microsoft Windows Server Essentials 2012 uses Windows Server 2012 as it's operating system. Therefore, Windows Server Essentials 2012 is supported.
    - Microsoft Small Business Server 2011 (SBS 2011) uses Windows Server 2008 R2 as it's operating system. Therefore, a Small Business Server 2011 install will require Windows Server 2008 R2 to have Service Pack 1 installed.
    - Microsoft Small Business Server 2008 (SBS 2008) uses Windows Server 2008 as it's operating system. Therefore, a Small Business Server 2008 will require Windows Server 2008 to have Service Pack 2 installed.
    - Earlier versions of Small Business Server are not supported.
- 2 GB RAM
- System Drive (typically C) must have at least 10 GB free at time of installation. Final install size ranges between 2 and 4 gigabytes, but 10 GB of temp space is required.
- TCP/IP Networking
- Firewall exception for SQL Server Engine, TCP Ports 9000, 9001 and 9002. (We will check and add exceptions, if necessary and possible.)
- .NET Framework 3.5, .NET Framework 4.0 (We will check and install if necessary.)
- Administrative privileges during installation
    - Installing binary files to "Program Files"
    - Installing and starting services
- During installation, the server must be connected to the internet and WWW/HTTP access must be enabled.
- Server's time must be set to local time zone.
- Server PC cannot be a Windows Domain Controller.
- It is recommended that the Realtrac Server is NOT configured with a RAID drive array in a RAID 5 configuration. RAID 5 has a very negative impact on the performance of writing information to disks, and is not a recommended configuration by Microsoft for any machines that run databases. For additional information on this from Microsoft, visit **http://tinyurl.com/raid5anddb** (this URL will automatically redirect you to a Microsoft web page).
- Users of the WebRoot antivirus product must disable the WebRoot software for the Realtrac server installation. WebRoot users may also have to approve or whitelist the Realtrac application and services in order for Realtrac to operate properly. Realtrac recommends not using the Webroot product on client and servers for performance reasons (see Client section below).

Client

- Operating System Support: XP SP3, Vista SP2, Windows 7 SP1, Windows 8, Windows 8.1, Windows Server

2003, Windows Server 2003 R2, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012. Windows Server 2012 R2, Windows 10

- Any of the Windows "Editions" (such as "Home", "Professional", "Enterprise", etc...) of the Operating Systems above are supported.
- Note: XP Media Center Edition(s), XP Starter Edition are not supported.
- 1 GB RAM
- System Drive (typically C) must have at least 2 GB free at time of installation. Final install size ranges between 100 and 500 Megabytes, but 2 GB of temp space is required.
- TCP/IP Networking
- .NET Framework 4.0 (We will check and install if necessary.)
- 1024 X 768 Resolution
- Administrative privileges for installation
- Client must have network access via TCP to Server PC
- Realtrac cannot provide performance related support for users of the Webroot security product. In our testing, the Webroot product causes a 75% performance decrease in the performance of the client software versus an identical machine without the Webroot security suite. Realtrac recommends not using the Webroot product on client and server machines.

Accounting Integration

- Quickbooks integration: Requires Quickbooks 2003 or newer.
    - As of May, 2014, Intuit no longer supports the Windows XP Operating system for the QuickBooks product line. Any machines that require integration between Realtrac and QuickBooks must run the Windows Vista or newer operating system. (Typically Windows Vista, Windows 7 or Windows 8)
- Sage 50 / Peachtree integration: Requires Sage 50/Peachtree 2013 or newer.
    - Sage 50 2013 does not support the automated exporting of Credit Memos. Invoices and Purchase Orders are supported.
    - Company within Sage 50 must be run on an accrual basis, not a cash basis. Cash basis accounting is not supported.
    - Please note that for Sage 2013, 2014 and 2015, Sage does not allow 3rd parties, such as Realtrac, to set the Shipped Date on Invoices posted to Sage 50. This means that as of Sage 2015, we are unable to set this value. We have asked Sage to allow this functionality, and are hopeful that as of Sage 2016, we will be able to set this for our users.

Realtrac 9 Conversions

- We require access to Realtrac 9 server on the day of the conversion.
- The conversion process will require us to shut down the Realtrac 9 server.
- Please ask your Realtrac account representative for additional documentation and training videos regarding the conversion process.
- Please note that Microterminals are no longer supported in Realtrac 10. We recommend using our Shop Floor client with a touchscreen PC in their stead.

Hardware

- Please note that your bar code readers will have to be reprogrammed to work with Realtrac 10. Bar coded reports printed in 9 will have to be reprinted in 10 (IE: Work Station, Employee, Routers/Travelers).
- Bar code scanners officially supported by Realtrac 10 include: WASP WCS3900 and Adesso 2100u. Other scanners are not guaranteed to be compatible.