



# Latitude® Premises-based System Requirements

## Technical Reference

Version 10.0

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(See [Change Log](#) for a summary of changes to this document since its initial release.)

### **Abstract**

This document describes the minimum hardware and software requirements for the Latitude suite of products in a premises-based installation.

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[https://help.genesys.com/latitude/10/desktop/Copyright\\_and\\_Trademark\\_Information.htm](https://help.genesys.com/latitude/10/desktop/Copyright_and_Trademark_Information.htm).

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## Introduction to Latitude Premises-based System Requirements

The *Latitude Premises-based System Requirements Technical Reference* describes the minimum hardware and software requirements for the Latitude suite of products in a premises-based installation.

## Hardware Requirements

### Latitude Application Server Hardware Minimum Requirements

The Latitude suite is hardware independent, which allows you to install it on any manufacturer's hardware that meets the required specifications. We recommend using an industry-recognized manufacturer such as Dell, HP, or IBM for performance consistency and support resources. For best performance, dedicate this server to Latitude applications only.

We recommend that Latitude products not share hardware with any other resource-intensive programs like Microsoft® Exchange.

Hardware	Minimum Requirement
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU
RAM	<b>Windows Server 2008 Standard Edition: 4-GB</b>
	<b>Windows Server 2008 R2 Enterprise Edition x64: 16-GB</b>
Hard Drive	90-GB
Network	10/100/1000 Ethernet
Monitor	1024x768 Resolution

#### Notes:

- **Hard Drive Sizing:** Recommendations are based on moderate loading of average-sized implementations with trace levels set to default values. Increasing the trace log levels beyond this level can greatly affect storage requirements.
- **Operating System:** Choosing an operating system for your server depends on expected growth and usage. While you can use 32-bit Microsoft Windows Standard Server editions for smaller installations, we don't recommend it due to RAM limitations within the standard version of Windows. For increased performance, use 64-bit Server operating system installations and 16-GB or more of RAM.
- **Disk Space:** Sites that require increased tracing for troubleshooting purposes may need more than the minimum disk space. Individual requirements and results vary.

## Latitude Database Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users.

Users	50-	50+	400+ with Remote Desktop or Citrix
<b>Physical Processor</b>	1 Quad Core 2.0 GHz or more Intel or AMD CPU	2 Multiple Core 2.0 GHz or more Intel or AMD CPU	4 Multiple Core 2.0 GHz or more Intel or AMD CPU
<b>RAM</b>	16-GB	16-GB or more	32-GB
<b>Hard Drive SAS 15K-RPM (boot volume)</b>	2-4 73-GB or more Mirrored or RAID 10	2-4 73-GB or more Mirrored or RAID 10	2-4 146-GB or more Mirrored or RAID 10
<b>Hard Drive SAS 15K-RPM (data volume)</b>	4 73-GB or more RAID 10	4 146-GB or more RAID 10 on separate RAID controller	4 300-GB or more RAID 10 on separate RAID controller

## Terminal Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users and seats.

Users	50-	50+	400+ with Remote Desktop or Citrix
<b>Seats</b>	60	60-90	55
<b>Physical Processor</b>	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU	2 Multiple Core 2.0 GHz or more Intel® or AMD® CPU	2 Multiple Core 2.0 GHz or more Intel® or AMD® CPU
<b>RAM</b>	16-GB	16-GB	16-GB
<b>RAID 5 Controller</b>	136-GB	136-GB	136-GB
<b>Microsoft Windows Server</b>	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64

### Web Server Hardware Minimum Requirements

Hardware	Minimum Requirement
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU
RAM	8-GB
Hard Drive	90-GB

**Note:** The minimum hardware requirements for Microsoft IIS are based on the number of web hits expected each day.

### Tokenizer Database Server Hardware Minimum Requirements

The Tokenizer database is a secure database that Payment Vendor Gateway uses to store encrypted credit card and PDC account data tokens returned from a payment vendor service. The Tokenizer database requires a dedicated, PCI-compliant server that is physically secure. Your organization’s security requirements may require you to install the Tokenizer database on a server that is separate from the Latitude database server.

Hardware	Minimum Requirement
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU
RAM	8-GB
Hard Drive	90-GB

### Virtualized Server Hardware Minimum Requirements

	SQL Server	Terminal Server	Tokenizer Database Server
Users	n/a	50 each	n/a
Virtual CPUs	4	2	1
RAM	64-GB to 128-GB	8-GB	8-GB

	SQL Server	Terminal Server	Tokenizer Database Server
<b>Hard Drive</b> (c: drive)	250-GB	50-GB	90-GB

### Workstation Hardware Minimum Requirements

Hardware	Minimum Requirement
Physical Processor	1 Intel Core 2 Duo 2.0 GHz or more CPU
RAM	2-GB
Hard Drive	40-GB
Optical Drive	CD-ROM
Monitor	1024x768 Resolution (dual monitors preferred)
Barcode Reader (For Latitude's AutoReturn program)	Recommend one of the following: <ul style="list-style-type: none"> <li>• BCR-1 wedge reader</li> <li>• LBP-205 wand reader</li> <li>• LS 2208 laser barcode scanner</li> </ul>

### Software Requirements

#### Latitude Application Server Software Minimum Requirements

**Note:** Apply all available software updates and service packs.

Software	Version
Microsoft Windows Server	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64
Microsoft .NET Framework	3.5 and 4.0

#### Latitude Database Server Software Minimum Requirements

Restrict the server to running SQL Server only. If you install other resource-intensive programs such as Microsoft Exchange or Microsoft IIS on the database server, Genesys doesn't support your environment.

**Note:** Apply all available software updates and service packs.

Software	Version
Microsoft Windows Server	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64
Microsoft .NET Framework	3.5 and 4.0
Microsoft SQL Server	2008, 2008 R2, 2012, or 2014 Standard or Enterprise Edition x64 <b>Note:</b> Latitude 10.0 SU 9 and later also supports 2016 or 2017 Standard or Enterprise Edition x64.
Microsoft Office	2003 or 2007

### Web Server Software Minimum Requirements

Restrict the server to running IIS and the following products: Dashboard, Latitude, Payment Vendor Gateway (PVG), and Web Access. Don't install any other products like Microsoft Exchange or Microsoft FaxServer on the web server.

**Note:** Apply all available software updates and service packs.

Software	Version
Microsoft Windows Server	2008, 2008 R2, or 2012 Standard or Enterprise Edition x64
Microsoft .NET Framework	4.0 or 4.5
Microsoft SQL Server	2008, 2008 R2, 2012, or 2014 Standard or Enterprise Edition x64 <b>Note:</b> Latitude 10.0 SU 9 and later also supports 2016 or 2017 Standard or Enterprise Edition x64.
Microsoft Internet Information Service (IIS)	<b>Windows Server 2008 R2</b> - version 7.5
	<b>Windows Server 2012</b> - version 8.0

### Tokenizer Database Server Software Minimum Requirements

**Note:** Apply all available software updates and service packs.

**Microsoft SQL Server:**

- 2008 R2, 2012, or 2014 Standard or Enterprise Edition x64. Latitude 10.0 SU 9 and later also supports 2016 or 2017 Standard or Enterprise Edition x64.
- SQLite File

**Virtualized Server Software Minimum Requirements**

**Note:** Apply all available software updates and service packs.

Software	Version
Microsoft Windows Server	2008 R2 or 2012 Standard or Enterprise Edition x64
TempDB and Log Files	Separate LUN, size estimation is 30 percent of data disk space amount. For example, if you need 200 GB for data, allocate at least 60 GB for your TempDB drive and 60 GB for your Log files.
Data	Separate LUN

**Workstation Software Minimum Requirements**

Software	Version
Microsoft Windows	XP, 7, or 8
Microsoft .NET Framework	3.5 and 4.0
Web Browser	One of the following: <ul style="list-style-type: none"> <li>• Microsoft Internet Explorer version 11</li> <li>• Google Chrome version 51</li> <li>• Mozilla Firefox version 47</li> </ul>
Microsoft Office*	2007 or 2010*
SAP Crystal Reports* (for custom report creation in Reporting Console)	8.5 to 2010*



\* Manager workstations only

**Note:** Apply all available software updates and service packs.

## Change Log

The following table lists the changes to the *Latitude Premises-based System Requirements Technical Reference* since its initial release.

Date	Change
26-September-2012	Added hardware and software requirements for virtualized servers.
25-April-2013	Added support for Windows Server 2008 R2 and 2012. Added support for SQL Server 2008 R2 and 2012. Removed support for Windows Server 2003. Removed support for SQL Server 2005. Added support for Windows 7 and Windows 8.
10-March-2015	Updated copyright.
06-May-2016	Updated copyright date.
12-May-2017	Moved the system configuration information to the Latitude Installation and Configuration Guide.
28-June-2017	Added SQL Server 2014.
02-November-2017	Rebranded to Genesys
02-February-2018	Changed document format.
23-January-2019	Starting with Latitude 10.0 SU 9, added support for SQL Server 2016 and 2017.
11-July-2019	Changed link to copyright and trademark statement.