



# Latitude<sup>®</sup> System Requirements

## Technical Reference

Version 2022 R2

Last updated November 07, 2022

(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.

*For copyright and trademark information, see [https://help.genesys.com/latitude/Liquid/Desktop/Copyright\\_and\\_Trademark\\_Information.htm](https://help.genesys.com/latitude/Liquid/Desktop/Copyright_and_Trademark_Information.htm).*



# Table of Contents

Hardware Requirements.....	1
Hardware Requirements.....	1
Latitude Application Server Minimum Hardware Requirements .....	1
Latitude Database Server Hardware Minimum Requirements.....	1
Terminal Server Hardware Minimum Requirements.....	2
Web Server Hardware Minimum Requirements .....	2
Tokenizer Database Server Hardware Minimum Requirements .....	2
Virtualized Server Hardware Minimum Requirements.....	3
Workstation Hardware Minimum Requirements .....	3
Software Requirements .....	4
Server Software Requirements .....	4
General Information .....	4
Below are each server’s software requirements. Please note that all servers must always have the most up to date software and service packs installed. Also, what software is required on each server will change based on what servers are in each environment and your environment configuration. For more information, see Environments .....	4
Latitude Application Server Minimum Software Requirements.....	4
Latitude Database Software Requirements.....	4
Tokenizer database software requirements.....	5
Latitude Terminal Server Minimum Software Requirements.....	5
Web server software requirements.....	5
Virtualized SQL Server software requirements.....	6
Workstation Software Requirements .....	6
Change Log.....	8



## Hardware Requirements

### Hardware Requirements

The Latitude suite is hardware independent, which allows you to install it on any manufacturer's server 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 only. We recommend that Latitude products not share hardware with any other resource-intensive programs, such as Microsoft® Exchange. Note: Hard drive sizing recommendations are based on moderate loading of average sized implementations with trace levels set to default values. As you grow, the hardware requirements might change, so each server should be monitored for usage.

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

**Note:** 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.

- [Latitude Application Server Minimum Hardware Requirements](#)
- [Latitude Database Server Hardware Minimum Requirements](#)
- [Workstation Hardware Minimum Requirements](#)

### Latitude Application Server Minimum Hardware Requirements

#### Application Server minimum Requirements

Hardware Specification	Minimum Requirement
Virtual CPUs	4
RAM	16 GB
Disk Space	200 GB

### Latitude Database Server Hardware Minimum Requirements

Minimum requirements vary based on the number of concurrent users logged in and working at any given time.

\* Note: If postdated payments are being taken inside of Latitude, then a tokenizer database will be housed on this server. Tokenizer is a service that Payment Vendor Gateway and Service Request Gateway use to replace sensitive data with a token that maps to the sensitive data. The Tokenizer database requires a PCI-compliant server

Hardware Specifications	Concurrent Users					
	50 or less	50-99	100-249	250-499	500-799	800 or more
Virtual CPUs						

	4	8	8-16	16	16-24	24
<b>RAM</b>	128 GB	128 GB	128 GB	256 GB	256 GB	256 GB

### Terminal Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users. For every 50 users you would need another terminal server.

Hardware Specification	Concurrent Users
	50
Virtual CPUs	2
RAM	32 GB
Disk Space	200 GB

### Web Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users. For every 30 users you would need another web server.

Hardware Specification	Concurrent Users
	30
Virtual CPUs	4
RAM	32 GB
Disk Space	200 GB

### Tokenizer Database Server Hardware Minimum Requirements

Tokenizer is a service that Payment Vendor Gateway and Service Request Gateway use to replace sensitive data with a token that maps to the sensitive data. The Tokenizer database requires a dedicated, PCI-compliant server. You can install the Tokenizer service on the Latitude application server.

Hardware	Minimum Requirement
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU
RAM	16-GB
Hard Drive	90-GB

### Virtualized Server Hardware Minimum Requirements

Hardware	SQL Server	Terminal Server (50 users each)	Tokenizer Database Server
Virtual CPUs	4	2	1
RAM	64-GB to 128-GB	16-GB	16-GB
Hard Drive (c: drive)	250-GB	50-GB	90-GB

### Workstation Hardware Minimum Requirements

This is only if you choose to install applications on workstations for any user that needs to log into the Latitude thick client programs/applications. Not all end user workstations would need to meet these requirements. For example, agents would only be logging into the web client so their workstations would not need to meet these requirements.

Hardware	Minimum Requirement
Physical Processor	1 Intel® Core 2 Duo 2.0 GHz or more CPU
RAM	32 GB
Hard Drive	200 GB
Monitor	1920x1080 resolution

## Software Requirements

### Server Software Requirements

#### General Information

Below are each server's software requirements. Please note that all servers must always have the most up to date software and service packs installed. Also, what software is required on each server will change based on what servers are in each environment and your environment configuration. For more information, see Environments

#### Latitude Application Server Minimum Software Requirements

Some software listed here do not have to be installed on this server. If you are using a terminal server, or you choose to install some of the latitude applications on the Latitude system administrator's workstation, then the software marked with a red asterisk (\*) below does not have to be installed on this server. Don't install any other products like Microsoft Exchange or Microsoft FaxServer on the Application server.

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
Microsoft Windows Server	Windows Server 2016 x64
Microsoft .NET Framework	4.5
Microsoft IIS	IIS version 10
Microsoft Office*	Latest version
SAP Crystal Reports***	2008

\* **Note:** optionally can be installed on the Latitude system administrator's workstation or the Terminal/Citrix server for administrators

\*\* **Note:** you only need crystal reports installed if you are planning on modifying delivered reports or creating your own customized reports that run inside the Latitude reporting console application.

#### Latitude Database Software Requirements

Restrict the database 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:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
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Operating System	Microsoft Windows Server 2016 x64
Microsoft SQL Server	<ul style="list-style-type: none"> <li>2014 Standard or Enterprise Edition x64 we support up to SQL version 2019 standard or Enterprise Edition x64.</li> </ul>
Microsoft .NET Framework	4.8

\* **Note:** There are some limitations between the Standard and Enterprise versions of SQL server, such as the number of processors supported and online recovery options.

### Tokenizer database software requirements

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
SQL Server	2019 Standard or Enterprise Edition x64

### Latitude Terminal Server Minimum Software Requirements

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
Microsoft Windows Server	Windows Server 2012 r2* *we support upto Windows Server 2016
Microsoft .NET Framework	3.5 and 4.8
Microsoft IIS	IIS version 10
Microsoft Office*	Latest version
SAP Crystal Reports***	2008

\***Note:** optionally can be installed on the Latitude system administrator’s workstation or the Terminal/Citrix server for administrators

\*\* **Note:** you only need crystal reports installed if you are planning on modifying delivered reports or creating your own customized reports that run inside the Latitude reporting console application.

### Web server software requirements.

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
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Microsoft Windows Server	<ul style="list-style-type: none"> <li>• Windows Server 2012 r2*</li> <li>• we support up to Windows Server 2016</li> </ul>
Microsoft .NET Framework	<ul style="list-style-type: none"> <li>• 3.5 and 4.8</li> </ul>
Microsoft IIS	<ul style="list-style-type: none"> <li>• IIS version 10</li> </ul>

### Virtualized SQL Server software requirements

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
Microsoft Windows Server	Windows Server 2016 x64
TEMPDB	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
Log files	Separate LUN; size estimation is 30 percent of data disk space amount.

### Workstation Software Requirements

**Note:** Ensure that you apply all available software updates and service packs.

Software	Minimum Version
Microsoft Windows	10
Microsoft .NET Framework	3.5 and 4.8
Web Browser	Latest Version of the following: <ul style="list-style-type: none"> <li>• Google Chrome ***</li> </ul>
Microsoft Office*	Latest Version
SAP Crystal Reports*** (for custom report creation in Reporting Console)	2008

\* Note: optionally can be installed on the Latitude system administrator's workstation or the Terminal/Citrix server for administrators

## Latitude System Requirements Technical Reference

\*\* Note: you only need crystal reports installed if you are planning on modifying delivered reports or creating your own customized reports that run inside the Latitude reporting console application.

\*\*\* Note: We highly recommend that you use Chrome as it has additional debugging capabilities that are useful. Also, if you are using any dialer integration then you are required to use Google Chrome

## Change Log

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

Date	Change
25-April-2013	<ul style="list-style-type: none"> <li>• Added minimum hardware requirements for virtualized Terminal servers, virtualized SQL servers, and virtualized Tokenizer servers.</li> <li>• Added Microsoft Windows Server 2008 R2; or 2012 Standard or Enterprise Edition x64 software requirement for virtualized infrastructure.</li> <li>• Added support for Microsoft Windows 7 and Microsoft Windows 8.</li> <li>• Added support for Microsoft Windows Server 2008 R2 and 2012</li> <li>• Added support for SQL Server 2008 R2 and 2012.</li> <li>• Removed support for Microsoft Windows Server 2003.</li> <li>• Removed support for SQL Server 2005.</li> </ul>
05-May-2014	Updated to reflect rebranding.
01-February-2015	Removed support for Microsoft Windows Server 2008 and IIS 7.0 for the Web server.
12-June-2015	Updated logo and copyright statement.
01-July-2015	<ul style="list-style-type: none"> <li>• Removed Windows XP Professional from minimum software requirements.</li> <li>• Changed Example Multi-site Network diagram to include IIS web servers.</li> <li>• Added ability to configure the "clr enabled" command to allow running user assemblies on the SQL Server.</li> </ul>
04-June-2016	<ul style="list-style-type: none"> <li>• Changed Microsoft Internet Explorer version 11 or later to just version 11.</li> <li>• Changed Google Chrome version 28 or later to version 51.</li> <li>• Changed Mozilla Firefox version 22 or later to version 47.</li> <li>• Changed the minimum web browser software requirement from Microsoft Internet Explorer version 9 or later to version 11 or later.</li> </ul>
27-February-2017	<ul style="list-style-type: none"> <li>• Moved the system configuration information to the Interaction Collector Installation and Configuration Guide.</li> <li>• Added support for SQL Server 2014 R2.</li> </ul>
03-November-2017	Rebranded to Genesys.
01-May-2018	Changed document format.

## Latitude System Requirements Technical Reference

25-October-2018	"Interaction Collector" product name changed to "Latitude".
11-July-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".
21-October-2019	Cleaned up content.
17-April-2020	Changed version to 2020 R1.
24-January-2022	Changed version to 2021 R1. Updated Microsoft Windows server and SQL Server details
15-June-2022	<ul style="list-style-type: none"><li>• Reworked / rewrote document to focus specifically on liquid</li><li>• Added the section on Environments</li><li>• Updated minimums</li></ul>