



Latitude[®] System Requirements

Technical Reference

Version 12.0

Last updated July 11, 2019

(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/liquid12/desktop/Copyright_and_Trademark_Information.htm.

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Hardware Requirements

Hardware Requirements

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

We recommend that Latitude products not share hardware with any other resource-intensive programs like 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](#)
- [Terminal Server Hardware Minimum Requirements](#)
- [Web Server Hardware Minimum Requirements](#)
- [Tokenizer Database Server Hardware Minimum Requirements](#)
- [Virtualized Server Hardware Minimum Requirements](#)
- [Workstation Hardware Minimum Requirements](#)

Latitude Application Server Minimum Hardware Requirements

For best performance, dedicate the Latitude application server to Latitude only.

Hardware	Minimum Requirement
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU
RAM	<ul style="list-style-type: none"> • Windows Server 2008 R2 or 2012 Standard Edition - 4-GB • Windows Server 2008 R2 or 2012 Enterprise Edition x64 - 16-GB
Hard Drive	90-GB
Network	10/100/1000 Ethernet

Hardware	Minimum Requirement
Monitor	1024x768 Resolution

Latitude Database Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users.

Users	50-	50+	400+ with Remote Desktop or Citrix
Physical Processor	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
RAM	16-GB	16-GB or more	32-GB
Hard Drive SAS 15K-RPM (boot volume)	2 73-GB or more Mirrored or RAID 10	2 73-GB or more Mirrored or RAID 10	2 146-GB or more Mirrored or RAID 10
Hard Drive SAS 15K-RPM (data volume)	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.

Users	50-	50+	400+ with Remote Desktop or Citrix
Seats	60	60-90	55
Physical Processor	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
RAM	16-GB	16-GB	16-GB

Users	50-	50+	400+ with Remote Desktop or Citrix
RAID 5 Controller	136-GB	136-GB	136-GB
Microsoft Windows Server	2008 R2 or 2012 Standard or Enterprise Edition x64	2008 R2 or 2012 Standard or Enterprise Edition x64	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

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	8-GB
Hard Drive	90-GB

Virtualized Server Hardware Minimum Requirements

	SQL Server	Terminal Server	Tokenizer Database Server
Users		50 each	
Virtual CPUs	4	2	1
RAM	64-GB to 128-GB	8-GB	8-GB
Hard Drive (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"> • BCR-1 wedge reader • LBP-205 wand reader • LS 2208 laser barcode scanner

Software Requirements

Server Software Requirements

	Latitude Application Server	Latitude Database Server	Web Server	Tokenizer Database Server	Virtualized Server
Microsoft Windows Server	2008 R2 or 2012 Standard or Enterprise Edition x64	2008 R2 or 2012 Standard or Enterprise Edition x64	2008 R2 or 2012 Standard or Enterprise Edition x64	n/a	2008 R2 or 2012 Standard or Enterprise Edition x64
Microsoft .NET Framework	4.5	4.0 or 4.5	4.0 or 4.5	n/a	n/a
Microsoft SQL Server	n/a	2008 R2, 2012, or 2014 Standard or Enterprise Edition x64	n/a	2008 R2, 2012, or 2014 Standard or Enterprise Edition x64	n/a
Microsoft Office	n/a	2007 or 2010	n/a	n/a	n/a
Microsoft Internet Information Service (IIS)	n/a	n/a	<ul style="list-style-type: none"> For Windows Server 2008 R2 - version 7.5 For Windows Server 2012 - version 8.0 	n/a	n/a

Workstation Software Requirements

Software	Minimum Version
Microsoft Windows	7 or 8
Microsoft .NET Framework	4.0 or 4.5
Web Browser	One of the following: <ul style="list-style-type: none"> Microsoft Internet Explorer 11 Google Chrome 51 Mozilla Firefox 47

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Software	Minimum Version
Microsoft Office*	2007 or 2010
SAP Crystal Reports* (for custom report creation in Reporting Console)	8.5 to 2010

* Manager workstations only

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

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

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Date	Change
01-May-2018	Changed document format.
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...".