



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

## Technical Reference

Version 13.0

Last updated October 21, 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/Liquid/Desktop/Copyright\\_and\\_Trademark\\_Information.htm](https://help.genesys.com/latitude/Liquid/Desktop/Copyright_and_Trademark_Information.htm).

## Table of Contents

- Hardware Requirements..... 3
  - Latitude Application Server Minimum Hardware Requirements ..... 3
  - Latitude Database Server Hardware Minimum Requirements ..... 4
  - Terminal Server Hardware Minimum Requirements..... 5
  - Web Server Hardware Minimum Requirements ..... 5
  - Tokenizer Database Server Hardware Minimum Requirements ..... 6
  - Virtualized Server Hardware Minimum Requirements ..... 6
  - Workstation Hardware Minimum Requirements ..... 6
- Software Requirements ..... 7
  - Latitude application server minimum software requirements..... 7
  - Latitude database software requirements ..... 7
  - Tokenizer database software requirements ..... 8
  - Web server software requirements..... 8
  - Virtualized SQL Server software requirements..... 9
  - Workstation Software Requirements ..... 10
- Change Log..... 11

## 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. 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

Hardware	Minimum Requirement	
Physical Processor	1 Quad Core 2.0 GHz or more Intel® or AMD® CPU	
RAM	<ul style="list-style-type: none"> <li>• Windows Server 2008 R2 Standard Edition</li> <li>or</li> <li>• Windows Server 2012 Standard Edition</li> </ul>	4-GB
	<ul style="list-style-type: none"> <li>• Windows Server 2008 R2 Enterprise Edition x64</li> <li>or</li> <li>• Windows Server 2012 Enterprise Edition x64</li> </ul>	16-GB
<p><b>Note:</b> 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</p>		

Hardware	Minimum Requirement
	within the standard version of Windows. For increased performance, use 64-bit Server operating system installations and 16-GB or more of RAM.
Hard Drive	<p style="text-align: center;">90-GB</p> <p><b>Note:</b> 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.</p> <p>Sites that require increased tracing for troubleshooting purposes may need more than the minimum disk space. Individual requirements and results vary.</p>
Network	10/100/1000 Ethernet
Monitor	1024x768 Resolution

### Latitude Database Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users.

Hardware	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	4 300-GB or more

Hardware	Users		
	50-	50+	400+ with Remote Desktop or Citrix
		RAID 10 on separate RAID controller	RAID 10 on separate RAID controller

### Terminal Server Hardware Minimum Requirements

Minimum requirements vary based on the number of users.

Hardware	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
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

Hardware	Minimum Requirement
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

Hardware	SQL Server	Terminal Server (50 users each)	Tokenizer Database Server
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

Hardware	Minimum Requirement
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 minimum software requirements

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

Software	Minimum Version
Microsoft Windows Server	One of the following: <ul style="list-style-type: none"> <li>• 2008 R2 Standard or Enterprise Edition x64</li> <li>• 2012 Standard or Enterprise Edition x64</li> </ul>
Microsoft .NET Framework	4.5

### 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
Microsoft Windows Server	One of the following: <ul style="list-style-type: none"> <li>• 2008 R2 Standard or Enterprise Edition x64</li> <li>• 2012 Standard or Enterprise Edition x64</li> </ul>

Software	Minimum Version
SQL Server	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• 2008 R2 Standard or Enterprise Edition x64</li> <li>• 2012 Standard or Enterprise Edition x64</li> <li>• 2014 Standard or Enterprise Edition x64</li> </ul> <p><b>Note:</b> There are some limitations between the Standard and Enterprise versions, such as the number of processors supported and online recovery options. To review the full list of features so that you can choose the correct version for your needs, see the following Microsoft websites:</p> <ul style="list-style-type: none"> <li>• <a href="http://technet.microsoft.com/en-us/library/cc645993(v=sql.105).aspx">http://technet.microsoft.com/en-us/library/cc645993(v=sql.105).aspx</a> (2008 R2)</li> <li>• <a href="http://technet.microsoft.com/en-us/library/cc645993(SQL.110).aspx">http://technet.microsoft.com/en-us/library/cc645993(SQL.110).aspx</a> (2012)</li> <li>• <a href="https://technet.microsoft.com/en-us/library/cc645993(v=sql.120).aspx">https://technet.microsoft.com/en-us/library/cc645993(v=sql.120).aspx</a> (2014)</li> </ul>
Microsoft Office	2007 or 2010
Microsoft .NET Framework	4.0 or 4.5

### Tokenizer database software requirements

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

Software	Minimum Version
SQL Server	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• 2008 R2 Standard or Enterprise Edition x64</li> <li>• 2012 Standard or Enterprise Edition x64</li> <li>• 2014 Standard or Enterprise Edition x64</li> </ul>
SQLite File	

### Web server software requirements

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

Software	Minimum Version
Microsoft Windows Server	One of the following: <ul style="list-style-type: none"> <li>2008 R2 Standard or Enterprise Edition x64</li> <li>2012 Standard or Enterprise Edition x64</li> </ul>
SQL Server	One of the following: <ul style="list-style-type: none"> <li>2008 R2 Standard or Enterprise Edition x64</li> <li>2012 Standard or Enterprise Edition x64</li> <li>2014 Standard or Enterprise Edition x64</li> </ul>
Microsoft .NET Framework	4.0 or 4.5
Microsoft IIS	<ul style="list-style-type: none"> <li>IIS version 7.5 for Microsoft Windows Server 2008 R2</li> <li>IIS version 8.0 for Microsoft Windows Server 2012</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	One of the following: <ul style="list-style-type: none"> <li>2008 R2 Standard or Enterprise Edition x64</li> <li>2012 Standard or Enterprise Edition x64</li> </ul>
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**

<b>Software</b>	<b>Minimum Version</b>
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"><li>• Microsoft Internet Explorer 11</li><li>• Google Chrome 51</li><li>• Mozilla Firefox 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:** 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"> <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> </ul>

## Latitude System Requirements Technical Reference

<b>Date</b>	<b>Change</b>
	<ul style="list-style-type: none"><li data-bbox="511 275 1024 302">• Added support for SQL Server 2014 R2.</li></ul>
03-November-2017	Rebranded to Genesys.
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...".
21-October-2019	Cleaned up for Latitude 13.0 release.