
HelpSTAR 2012 Technical Specifications

Download: [Windows Installer 4.5](#)

Deployment Server

Components	Minimum Requirements	Recommended Requirements
Computer and Processor	1 Gigahertz (GHz) processor or higher	2 Gigahertz (GHz) Dual Core Processor or higher
Memory	2 Gigabyte (GB) Ram or higher	4 Gigabyte (GB) Ram or higher
Hard Disk	4 Gigabyte (GB)	
Display	1024x768 or higher resolution at 96 DPI	1280x1024 at 96 DPI
Operating System	Windows Server 2003 with SP2 (32 bit and 64 bit) Windows Server 2008 (32 bit and 64 bit) or Windows Server 2008 R2 (64 bit)	
Other	Windows Installer 4.5 If installing the console the following software will be installed: .Net 3.5 Runtime MDAC 2.6	

Web Server

Components	Minimum Requirements	Recommended Requirements
Computer and Processor	1 Gigahertz (GHz) processor or higher	2 Gigahertz (GHz) Dual Core Processor or higher
Memory	4 Gigabyte (GB) Ram or higher	8 Gigabyte (GB) Ram or higher
Hard Disk	2 Gigabyte (GB)	
Display	1024x768 or higher resolution at 96 DPI	1280x1024 at 96 DPI
Web Server	IIS 5.1, 6.0, 7.0, 7.5 Windows XP Professional with SP3 Windows Server 2003 with SP2 (32 bit or 64 bit) Windows Server 2008 (32 bit or 64 bit) or Windows Server 2008 R2	
Other	Windows Installer 4.5 HelpSTAR will install the following software if it is not already installed: .Net 3.5 MDAC 2.6	

Database Server

Components	Minimum Requirements	Recommended Requirements
Database Management System	SQL Server 2005 (Express, Standard, Workgroup and Enterprise Edition) SQL Server 2008 (Express, Standard, Workgroup and Enterprise Edition) SQL Server 2008 R2 (Express, Standard and Enterprise Edition) <i>Note: SQL server should be set at "Case Insensitive" and "Dictionary Sort", SQL Server FullText Search Service must be running as a pre-requisite for HelpSTAR Search Engine Functionality</i>	
Computer and Processor	2 Gigahertz (GHz) Processor or Higher	2 Gigahertz (GHz) Dual-Quad Core Processor or Higher
Memory	4 Gigabyte (GB) Ram or Higher	12 Gigabyte (GB) Ram
Hard Disk	2 Gigabyte (GB) Initial Space for Installation	
Operating System	Windows Server 2003 with SP2 (32 bit or 64 bit) Windows Server 2008 (32 bit or 64 bit) or Windows Server 2008 R2	
Other	Net BEUI, TCP/IP, IPX/SPX, SQL Server FullText Search Service	

HelpSTAR Client

Components	Minimum Requirements	Recommended Requirements
Computer and Processor	1 Gigahertz (GHz) Processor or Higher	2 Gigahertz (GHz) Dual Core Processor, 3 Gigahertz (GHz) Single Core Processor or Higher
Memory	1 Gigabyte (GB) Ram or Higher	2 Gigabyte (GB) Ram or Higher
Hard Disk	1 Gigabyte (GB)	
Display	1024 x 768 or Higher Resolution at 96 DPI	1280 x 1024 Resolution at 96 DPI
Operating System	Windows XP SP3 Windows Vista Windows 7	
Other	Windows Installer 4.5 HelpSTAR will install the following software if it is not already installed: .Net 3.5 Runtime MDAC 2.6 Crystal Reports 11.5	

Web Portal

Deploy	End User Requirements	Support Technician Requirements
Web Browser	Internet Explorer 6.0 or Higher Apple Safari 4.0.5 or Higher Mozilla Firefox 3.0 or Higher Google Chrome 4.0.223 or Higher	Internet Explorer 7.0 or Higher Apple Safari 5.0.3 or Higher Mozilla Firefox 3.6.3 or Higher Google Chrome 5.0.375 or Higher
Display	1024 x 768 Resolution or Higher at 96 DPI	

Mail Server

E-Mail	Supported
Supported E-mail Server	Microsoft Exchange 2000, 2003, 2007, 2010 Novell GroupWise
Supported E-mail Protocol	MAPI, SMTP & POP3, SMTP & IMAP

Mobile App

Device	Browser
iPhone	Apple Safari 3.1.2 & Higher
Android	Android Web Browser 2.3
Blackberry	Blackberry 6 and above

SharePoint Portal

Requirements
SharePoint Server 2010
SharePoint Foundation 2010