



Govern System Requirements

Release 6.0 Version 1

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Govern
System Requirements

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System Requirements



Overview

This section lists the minimum hardware and software requirements for *Govern's eGovernment* solutions and *Microsoft .NET* applications.

eComponent Requirements

Refer to the table below to determine which components and applications are required. Users with installed eComponents will only be able to view the components that they are licensed to use.

		eCOMPONENTS								
		ePortal	ePermit	eComplaint	eRenewal	eGrievance	eRequest for Services	eProfile	eRemittance	ePayment ^{2, 3}
APPLICATIONS / MODULES	PC module	X	X	X	X	X	X	X	X	X
	LM module		X	X	X	X	X			
	AR module ¹		O	O	O	O	O	O ⁴	O	X
	MB module							O ⁴		O
	NA module							X	X	X
	SRT module								X	
	<i>Govern Security Manager 6.0 (GSM)</i>	X	X	X	X	X	X	X	X	X
	<i>Govern New Administration 6.0 (GNA)</i>	X	X	X	X	X	X	X	X	X

X - Mandatory

O - Optional

Govern System Requirements

ePayment Solution requires the following:

1. *Accounts Receivable (A/R) Module, with links to the sub-systems for which you are setting up payment collection*
2. *Supported ePayment EFT Provider Interfaces are as follows: Harris Payment Gateway (HPGTM), Pay Connexion, Moneris, Nelnet, Paymentus, Pay Pal, Point and Pay, US Moneris, and Your Pay (First Data Global GatewayTM).*
 - *Credit Card / Debit Card / eCheck software¹, installed and configured with valid merchant account*
 - *Automated Clearing House (ACH) agreement, in force with a bank if you are providing Electronic Funds Transfer (EFT) services. Refer to the GNA release 6.0 guide for a list of EFT interfaces / providers supported by Govern.*
3. *The Accounts Receivable (AR) Modules with links to the sub-systems to which you are setting payment / collection are required.*

Note: All sub-systems are required for ePayment collection

4. *Required if users are creating eSubscriber accounts from the Web.*

Third Party Applications

The following *Microsoft* and Third Party Software are required for the *eGovernment* solutions:

- *Internet Information Server (IIS) with Secure Sockets Layer (SSL) certificates, installed. (Version 8.5 or greater)*
- *Microsoft .NET Framework 4.5*
- *SAP Crystal Reports Runtime Engine 13.0.12.x for .NET Framework 4.5 (32-bit)*

Server and Network Requirements

Note: It is recommended, but not mandatory, to set up three physical servers. The first server would be for the *Database*, the second for the *Application*, and a third would function as, if required, for the *Web*. If, however, you decide to use one physical server for both the *Application* and *Web*, you will need to revise the minimum recommended configuration.

Note: Deployments on the application server are maintained with the Deploy EZ application, ensure that this server has Web access and an open FTP port.

SERVER HARDWARE	
Hardware Type	Minimum Specifications
DATABASE SERVER	
Platform	Windows & Unix ¹
Database Package	Oracle ² or Microsoft® SQL Server ³ 2012 R2, 2014
CPU	2 GHz / 1 MB cache, 800 MHz FSB (2.4 GHz Quad-core 1.066 GHz FSB - Recommended)
RAM	32 GB DDR2/3/4 ⁴ (64 GB DDR2/3/4 or greater - Recommended) <i>Note that specified memory requirements are for the core Govern Applications alone, i.e. without 3rd party application integrations. Third party integrations can significantly impact system performance due to their individual requirements. A review of requirements of integrated applications should be performed prior to their installation. Also refer to A Note for users of Virtual Machines (VM's) below.</i>
Disk Space	Dependent upon the size of data to be managed; RAID V with a minimum of 1 TB of hard disk space is a recommended configuration. <i>Note that Disk Space is dependent upon Database and Disk Mirroring requirements</i>
Operating System	Microsoft® Windows® Server 2012, or greater
Network	100 Mbit NIC (1 Gbps NIC - Recommended)
Peripherals	External media or storage device

Govern System Requirements

SERVER HARDWARE	
Hardware Type	Minimum Specifications
WEB SERVER	
Platform	Microsoft® Windows® Server 2012 R2 with IIS 8.5 or higher
CPU	3 GHz / 1 MB cache, 800 MHz FSB (2.4 GHz Quad-core 1.066 GHz FSB - Recommended)
RAM	32 GB DDR2 (64 GB - Recommended)
Disk Space	100 MB for each site being maintained. Additional space will be required for reports, and temporary space for submitting multimedia documents.
Operating System	Microsoft® Windows® 2012 R2 or greater
Network	100 Mbit Network Interface Card (NIC) (1 GBit NIC - Recommended)
WEB SERVER HARDWARE	
Peripherals	External media or storage device
Other	Redundant power supply and fans

A Note for users of Virtual Machines (VM's)

Users of Virtual Machines (VM's) should note that when multiple servers are being hosted in a Virtual Machine on the same physical servers, the requirements for each individual server must be carefully managed as it can impact use of system resources. For example, users may decide to host the *Database Server*, *Application Server*, and an *eGovern Web server* in a VM that is running on the same physical server. In such a situation, as a result of the varying requirements of each server, planning is required to address how shared system resources are allocated to the individual server, and the VM.

Client and Network Requirements

CLIENT HARDWARE	
Hardware Type	Minimum Specifications
CLIENT WORKSTATIONS	
Platform	Microsoft® Windows®
CPU	Intel® Core™ i3 / i5 / i7 Processor
RAM	8 GB (16 GB RAM - Recommended)
Disk Space	40 GB of hard disk space
Network	100 Mbit Network Interface Card (NIC) (1 GBit Recommended)
Operating System	Microsoft® Windows® 8.x Professional (32-bit and 64-bit), or Windows 10 Professional (32-bit and 64-bit)
Other	19" Display or greater
MOBILE HARDWARE (Laptops / Tablets)	
Platform	Microsoft® Windows®
CPU	Intel® Core™ i3 / i5 / i7 Processor
RAM	4 GB Internal RAM - 8 GB Recommended
Operating System	Microsoft® Windows® Windows® 8.x Professional (32-bit and 64-bit) ⁵ , or Windows 10 Professional (32-bit and 64-bit)
Network	100 Mbit Network Interface Card (NIC) ⁶
Disk Space	50 GB of hard disk space
Integrated Communications	Optional Integrated Mobile Broadband (3G / 4G-LTE) ⁷ WiFi® 802.11 a/b/g/n/ac 10/100/1000 Ethernet

Govern System Requirements

CLIENT HARDWARE	
Hardware Type	Minimum Specifications
THIN CLIENT PC / SERVER	
Operating System	Microsoft® Windows® 2008 Terminal Server OR Citrix Metaframe

- 1) *The version of UNIX will be dependent upon the manufacturers recommended version of Oracle.*
- 2) *Oracle 11g, and 11g R2 and greater are supported.*
- 3) *Microsoft® SQL Server 2008, SQL Server 2008 R2, SQL Server 2012, SQL Server 2012 R2 are supported.*
- 4) *CPU and RAM requirement may vary depending upon the amount of users and the number of parcels managed by the application.*
- 5) *Internet Explorer must support HTML 3.0 or higher.*
- 6) *Govern's performance is dependent upon network bandwidth because files, reports, icons, images, and data are downloaded from servers.*
- 7) *Although 3G and 4G-LTE mobile connectivity will enhance the user experience, this connectivity is not a functional requirement of the Govern Mobile application.*

Supported Web Browsers

Note: Internet browsers are continuously developed and upgraded, as a result compatibility issues may arise. The following list is by no means an exhaustive one, and cannot completely take into account the incompatibilities that can occur between browser versions and versions of operating systems.

Web Browsers	
<p>The <i>MS Govern eComponents</i> are compatible with the following versions of these popular Web browsers.</p> <p><i>It can be assumed that Web browsers that do not appear on this list are not supported.</i></p>	
Browser	Compatible Version
Microsoft Internet Explorer	9.0 and above
Mozilla Firefox	3.0 and above
Google Chrome	2.0 and above
Apple Safari	3.1 and above