



# System and Server Requirements

January 2019

For

**GreeneStep ERP, CRM, Ecommerce,  
Customer/Supplier Collaboration,  
Management Dashboards and  
Web Access Products Suite**

**ON-PREMISE DEPLOYMENT MODEL  
&  
HOSTED SAAS MODEL**

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The recommendations are based on experience with prior installations and should only be used as a reference in determining hardware and sever needs for your specific business needs. You may need to increase the configuration to achieve expected performance depending on factors such as additional software installed on the system, network architecture and usage load based on number of users, concurrency, network traffic and bandwidth.

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## Summary

GreeneStep software can be deployed as On-Premise Model or as a Hosted Solution.

For On-Premise deployment, on the LAN Network all the servers and clients need to be connected via DOMAIN (preferable and recommended) or on Workgroup on Microsoft Windows OS licensed versions and Microsoft SQL Server Express Edition / Standard Edition installation is a prerequisite.

GreeneStep provides a Client connectivity software for On-Premise model, that is to be deployed on each user workstation that is part of customer domain network. This Client must have Microsoft .Net Framework 4.0 or above installed for GreeneStep Reports to work.

For Hosted model, the connectivity to the server is to be done using a terminal server connectivity tool and using GreeneStep WEB Access tool from a standard internet browsers.

For GreeneStep Ecommerce Webstore, Field Services Management, Collaboration Portal, Management Dashboard Portal, latest editions of Google Chrome, Apple Safari, and Firefox internet browser software can be used. The same can be accessed over smartphones and Tablets such as iPhone or iPad or Android Smart Devices.



# ON-PREMISE DEPLOYMENT

## Compatibility

- GreeneStep can be installed on Windows Server 2008 and higher versions
- GreeneStep Client can be installed on Windows 7 and higher versions
- GreeneStep supports installation of database with Microsoft SQL Server (version 2008 R2 to 2016)

## Security Settings

- GreeneStep installed machines should have good Anti-Virus software installed
- GreeneStep client installed machine users should have admin rights or local admin rights to launch GreeneStep and connect to GreeneStep Server
- If Firewall is enabled on GreeneStep installed machines, it should allow to communicate or access between GreeneStep Client machines.

## Installation Prerequisites

GreeneStep ERP requires the following prerequisite software that need to be installed on the servers

- .Net framework 4.0 or above
- Microsoft SQL Server (any edition from version 2008 R2 to 2016).
- IIS 8.x (for GreeneStep Web Applications)

For installation, GreeneStep technical team will guide you for initial configuration or review the machines for current system settings before installing GreeneStep Server and Client ERP.

GreeneStep Web Applications has been tested for compatibility with the following browsers using 1024x768 screen resolutions:

- Google Chrome 71.x or above (recommended)
- Safari 12.x or above
- Firefox 64.x or above
- Microsoft Edge or Internet Browser is not recommended as it does not support few features that is compatible with other browsers.

**Note:** GreeneStep Collaboration and Web Reports can be accessed on tablets like iPad and Smartphones like iPhone or Android Phones. However, the content display and user interface are not exclusively designed for these devices and is not 100% responsive (though we are making efforts to make it 'near' responsive and confirm to various device form factors for commonly used screens except for the line item grids).

## Server Requirements & Configurations

	Standard	For High Performance	
	Businesses with below 100 transactions / day	Businesses with more than 500 transactions per day (SO, PO, SI, Journals and Stock Updates)	
Configuration	Deploy GreeneStep (Business, Database and Web) on same Server	GreeneStep Database on one Server	GreeneStep Business or Web on Second Server
Operating System	Windows Server (2008 to 2016)	Windows Server (2008 to 2016)	
Database	Microsoft SQL Server 2008 R2 to 2016	Microsoft SQL Server 2008 R2 to 2016	
Processor Speed	2.6 GHz or faster	2.6 GHz or faster	
Number of Physical Cores	4	4	
RAM	32 GB	64 GB	
Minimum storage space	250 GB	150 GB	100 GB
Network Configuration	All Windows Servers and Windows Client machines should be part of the same DOMAIN with Admin Rights access enabled for all Client machine users.		
Ports to be Opened	80, 443 (Required Only if GreeneStep Webstore & Collaboration modules installed)		

### Notes:

1. If more than two Remote Desktop Connections (RDC) user logins are needed, Terminal server user licenses has to be installed along with required number of CAL's in Business server. Incase if there is any Terminal server is available in the network, the same can be used.
2. To ensure maximum resolution, set the color resolution to 1024 X 768. This will ensure that while connecting to the Remote Desktop Server your screen will be shown in Full Screen Mode.
3. Microsoft SQL Server Express Edition (2008R2 to 2016) supports database size up to 10 GB. Microsoft SQL Server 2016 Standard Edition is recommended for database size above 10GB.

## LAN Configuration for On-Premise Installation

TCP/IP LAN (Local Area Network) Connection with a Minimum of 100Mbps Uplink between Workstations and Switches is recommended.

Remote Users Connecting to the Network through Means of Terminal Server, VPN, etc. must have a Minimum of a DSL or Cable Connection with speed 8MBPS or higher.

**Note:** GreeneStep Does Not Recommend the Use of Dial-Up Connection for Connecting.

## Client Installations on LAN

Operating System	Genuine Windows 10 Professional Edition (Home editions are not supported).
Processor Speed	3 GHz or faster
RAM	8GB or above
Storage Space	150 GB
Cards	Integrated Video Card (Minimum of 1024 x 768 or higher) ••Ports: 4 USB, 1 Serial, 1 Parallel: For additional hardware like POS terminals, or Barcode scanning

## Dependencies

GreeneStep ERP is built on Microsoft platform, we recommend to put off Automatic Windows Updates on all GreeneStep installed machines and install only when there is a stable release of major updates from Microsoft.

## Upgrade Processes

Before upgrading GreeneStep ERP to higher version, we recommend to take a backup copy of the latest databases and all customized files (Reports / Plugins / Web Applications).

Only after ensuring the above backup is completed, the upgrade process should start.

## Backup Recommendations

GreeneStep will setup backup process and schedule the same during implementation. We recommend to take this backup copy and move to different machine / device regularly.

GreeneStep recommends setting Server Snapshot / Restore point regularly.

Take a copy of customized files (Reports / Plugins / Web Applications / SQL Scripts) to backup folder on different machine / device.

## GreeneStep Add-on Modules

GreeneStep Add-on modules like Ecommerce, Collaboration, Retail POS requires a dedicated internet connection, such as a T1, or Cable (with a minimum of 2MBPS send/receive throughput or above and depends on the number of Remote Desktop Connections & Web Server Traffic).

Website performance can vary significantly depending on the amount of traffic your website receives, size and number of images and bandwidth at end user's workstation.

A SSL certificate is recommended in your website which provides a secure website for your shoppers and visitors. SSL Certificate ensures that all communication between End User and Website is encrypted and not tampered. SSL Certificate also provides proof of your website's identity to the end user. You need to purchase your own SSL certification from your local registrar.

## Retail Point of Sale Hardware Options

Additional hardware required for Retail POS, QR Code, Bar Code Readers, Data Collectors and POS Report Printers that are compatible with GreeneStep, need to be discussed and validated with GreeneStep Support team before procuring and installation.

Please send an email to [support@greene-step.com](mailto:support@greene-step.com) or to [info@greene-step.com](mailto:info@greene-step.com)

## Third Party Software

GreeneStep Reports can be modified using Stimulsoft Report Designer (2018). Please contact for GreeneStep ERP Report Designer tool that will make it more convenient and easier to modify and create reports for GreeneStep ERP.

**Note:** System requirements for third party software may be different from GreeneStep requirements. Please refer to the hardware and software requirements published by third party software vendor before installing.

## Virtual Infrastructure

ESX is an enterprise-level server virtualization product offered by VMware Inc. which makes the Physical server more robust and provides higher level of performance, scalability and reliability. Customers need to be aware that VMware ESX is based on Linux, but the guest Operating Systems could be Windows 2012, 2008 R2 Server Editions. Customers must use high end servers and upon the same install virtual server with above configurations.

**Note:** Server and application performance can vary depending on the number of virtual servers installed and usage amount of each virtual machine. Please visit VMware's website at <http://www.vmware.com/products/vi/esx> for documentation and data sheets regarding the application and use.

See next page on “GreeneStep HOSTED SAAS deployment model”



# GreeneStep HOSTED SAAS Deployment

## Hosting Environment and Services

GreeneStep helps customers with their end-to-end Business Software and IT Services on the hosted servers provided to the customer.

Currently the physical servers are leased from Secured Servers, US. On which we will host GreeneStep Business Management Software.

<http://www.securedservers.com/>

<https://phoenixnap.com/servers/dedicated>

Based on the Hosted Model Chosen, Customer will get the related list of hardware and software configurations that will allow you to get the most out of GreenStep Hosting Services. In general the service level agreements include:

### Support

1. 24x7 connectivity
2. 24x7 application monitoring and alerting
3. Full support for GreeneStep Business Management Software and related apps.
4. GreeneStep Software Customization Services provided separately

### Private Data Center Services as provided by Secured Servers

1. World-class IT environment
2. Temperature and humidity controlled
3. Power backup
4. Fire detection and suppression systems
5. Locked environment with controlled key access

### Guarantees

1. 99% Network Uptime Guarantee (and depends on the GreeneStep Hostel Model Chosen)
2. 16 to 24 Hour Hardware/ Virtual Server Replacement Guarantee
3. 16 to 24 Hour Data Restore Guarantee from the backup repository
4. 24x7 GreeneStep Support Portal to log support requests

# *Hosted Infrastructure Options*

## I Premium Hosting Model

1. For Complete GreeneStep Suite of Products and manage multiple company databases
2. Exclusive Dedicated Virtual Server with flexibility to install compatible applications
3. Optionally Setup GreeneStep Ecommerce Webstore with 24x7 uptime
4. Remote Access Web Portal from Laptops or Workstations, Smart Tablets or Smartphones
5. Comes with 32 to 64GB RAM, 250 GB Storage
6. Exclusive Static IP Mapping, with Virtual Image BackUps and SSL Security with 99% Availability
6. Extendable Plug-ins, 3rd Party MarketPlace Integrations and Customizations Possible
6. Exclusive and own MOCKUP Company DB and Sandbox Company for training
7. Maintenance Upgrades: Optional 2 times a year with Customization Updates as needed
8. Telephone and Email Support with resolutions turnover time of 2 to 4 hours
9. GreeneStep Support Portal Access 24x7
10. Complete Access to Server that you and IT team can manage on your own

## II Enterprise Hosting Model

1. GreeneStep Back Office ERP, Web CRM and Management Dashboards App Deployment
2. Complete Functional UI Application and Backend SQL Database Access Provision
3. Remote Access Web Portal from Laptops or Workstations and Smart Tablets
4. Comes with 50 GB Storage, Standard BackUps and SSL Security with 95% Availability
5. Extendable Plug-ins, 3rd Party MarketPlace Integrations and Customizations Possible
6. Access to a standard and common Sandbox Company DB for internal training
7. Maintenance Upgrades: Optional 2 times a year
8. Email Support with resolutions turnover time of 6 to 12 hours with 24x7 Support Portal

## III Standard Hosting Model

1. Functional Solution Access (Only front-end user interface access option) Per Company
2. Includes all functions and Modules of GreeneStep BackOffice: CRM, Sales, Inventory, Purchases, Finances, Taxation, Accounting, Task Manager and Production
3. Remote Access Web Portal from Laptops or Workstations
4. Comes with 20 GB Storage, Standard BackUps and SSL Security with 92% Availability
5. Allowed only Reports Customizations
6. Limited Access to a common Sandbox Company for training
7. Maintenance Upgrades: One in a year
8. Email Support with resolutions turnover of 8 to 16 hours
9. Access to GreeneStep Support Portal 24x7

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