

## CCH® Fixed Assets Manager™

### Hardware and Software Guidelines

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# Recommendations and Requirements

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## General Recommendations

To get maximum performance from the Fixed Assets Manager program, we recommend a 'higher-end' Pentium-based processor for faster processor speed and as much computer memory (RAM) and hard disk storage space as possible.

## Hardware and Software Requirements

Before installing the Fixed Assets Manager program, you must meet at least the minimum hardware and software requirements. The following tables list the recommended configuration for running Fixed Assets Manager software:

### General Specifications

	Recommended	Minimum
Backup System	Recommended, but not required to use the product.	
Internet Access	Required to access <a href="http://support.cch.com/">http://support.cch.com/</a> for product release information and for installing the required .NET Framework.	
Processor Requirements	64-bit platform – AMD™ or Intel® processor with a minimum speed of 1 GHz	32-bit platform – AMD™ or Intel® processor with a minimum speed of 1 GHz
Region and Language	English (United States)	English (United States)
Microsoft® Office	Microsoft® Office 2019, Microsoft® Office 365	Microsoft® Office 2016 Service Pack 1
Adobe® Acrobat	Adobe® DC	Reader version X or higher
Printers	FAM requires a properly configured Microsoft Windows® compatible printer. We do not endorse or certify any specific printer models.  <b>Note:</b> Specific drivers may be required to support your print server/network configuration.	
.NET Framework	Microsoft® .NET Framework version 4.8. During upgrade or initial installation, the application will check the existing .NET installation and execute the .NET upgrade if necessary.	
Crystal Reports	SAP® Crystal Reports runtime engine for .NET Framework (32 bit) is included in the installation.	
Microsoft® Visual C++ Support	Microsoft® Visual C++® 2015 Redistributable (x86) is included in the installation	
Remote Desktop Client	Only required for FAM Hosted clients: RDC Client 7.1 or newer Recommended	

## Local/Desktop Installation Environment

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### Workstation Configuration

	<b>Recommended</b>	<b>Also Supported / Minimum</b>
Operating System	Windows® 10 (32-bit or 64-bit), Windows® 8.1 (32-bit or 64-bit)	
Browser	Microsoft® Edge, Google® Chrome	
Database Management System	SQL Server® 2014 R2 Express – installed with the application	N/A
Memory	4 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS	1 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS
Hard Drive Space Required	Varies, depending on number of assets, number of books and years of history Application / Program files/ Empty Databases – 374 MB 4.2 GB Required for the SQL Server® 2014 R2 Express Installation	

# Network Installation Environment

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## Workstation Configuration

	Recommended	Also Supported / Minimum
Operating System	Windows® 10 (32-bit or 64-bit), Windows® 8.1 (32-bit or 64-bit)	
Browser	Microsoft® Edge, Google® Chrome	
Memory	3 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS	2 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS

## File Server Configuration

	Recommended	Also Supported / Minimum
Operating System	Microsoft® Windows Server® 2019	Microsoft® Windows Server® 2016
Browser	Microsoft® Edge, Google® Chrome	
Memory	3 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS	2 GB RAM for 32-bit OS 4 GB RAM for 64-bit OS
Hard Drive Space Required	Varies, depending on number of assets, number of books and years of history Application / Program files/ Empty Databases – 374 MB Additional physical memory and hard disk space will be required to process large amounts of asset data.	

## Database Server Configuration

	Recommended	Also Supported / Minimum
Operating System	Microsoft® Windows Server® 2019	Microsoft® Windows Server® 2016
Database Management System	SQL Server® 2014	SQL Server® 2016, SQL Server® 2019
Memory	8 GB or more	6 GB or more
Hard Drive Space Required	Varies, depending on number of assets, number of books and years of history Empty Databases – 22 MB Additional physical memory and hard disk space will be required to process large amounts of asset data.	

## Terminal Server Environment

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### Terminal Server Configuration

	Recommended	Also Supported / Minimum
Operating System	Microsoft® Windows Server® 2019 with Remote Desktop Services	Microsoft® Windows Server® 2016 with Remote Desktop Services
	Citrix installations are not routinely tested; however clients have used this platform with no reported issues.	

## Hosted Environment

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Required	Port 3389 is open on your firewall Microsoft® Remote Desktop Connection Public IP Address of Users are supplied to CCH Microsoft® Internet Explorer 11
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## Accessing Customer Support

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You can access CCH Customer Support at **800.739.9998**. For product support choose Option 2 then Option 3. For installation or technical support choose Option 4 then Option 1 then Option 2.

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