

# System Requirements



The following are minimum and the recommended system requirements for Console Gateway and other Console applications. The minimum requirements will help you achieve a basic level of performance and usability. To get the most out of Gateway and achieve optimum performance, please ensure your computer systems meet or exceed the recommended requirements.



## Gateway Client System Requirements

	Minimum	Recommended
<b>CPU</b>	Intel Pentium 4 with HT, or AMD equivalent	Intel Core, or higher, or AMD equivalent
<b>Hard Disk</b>	350MB free	1GB or more free
<b>RAM</b>	1GB	2GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Video</b>	1024 x 768, 16-bit colour	1024 x 768 or larger, 32-bit colour
<b>Optical</b>	DVD-RW	DVD-RW
<b>Operating System*</b>	Windows XP Windows Vista Windows 7	Windows 7
<b>Office*</b>	Microsoft Office 2003 Microsoft Office 2007 Microsoft Office 2010	Microsoft Office 2010

*\*Both 32-bit and 64-bit supported  
\*Latest service pack and updates must be installed*

## Gateway Server System Requirements

	Minimum	Recommended
<b>CPU</b>	Intel Pentium 4 with HT, or AMD equivalent	Intel Core, or higher, or AMD equivalent
<b>Hard Disk</b>	700 MB + sufficient space for database(s)	1GB + sufficient space for database(s)
<b>RAM</b>	1GB	More than 2GB
<b>Network</b>	100Mbit	1Gbit or faster
<b>Video</b>	1024 x 768, 16-bit colour	1024 x 768 or larger, 32-bit colour
<b>Optical</b>	DVD-RW	DVD-RW
<b>Operating System*</b>	Windows XP Windows Vista Windows 7	Windows 7 Windows Server 2008 R2
<b>Office*</b>	Microsoft Office 2003 Microsoft Office 2007 Microsoft Office 2010	
<b>SQL Server*</b>	Microsoft SQL Server 2005 Microsoft SQL Server 2008 Microsoft SQL Server 2008 R2	Microsoft SQL Server 2008 R2

*\*Both 32-bit and 64-bit supported  
\*Latest service pack and updates must be installed*

*Gateway Live is supplied with SQL Server 2008 R2 Express Edition. If office has more complex requirements or your database size is greater than 10GB, then you will require a full version of SQL Server.*

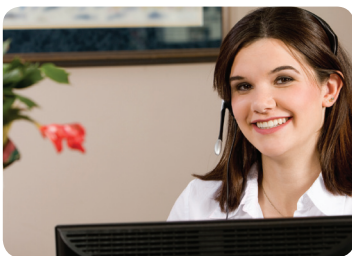
# System Requirements



## OnlineAgent Connect System Requirements

	Minimum	Recommended
<b>CPU</b>	Intel Pentium 4 with HT, or AMD equivalent	Intel Core, or AMD equivalent
<b>Hard Disk</b>	350MB free	500MB or more free
<b>RAM</b>	1GB	1GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Internet</b>	3G or ADSL1	ADSL2+ or faster
<b>Operating System*</b>	Windows XP Windows Vista Windows 7	Windows 7 Microsoft SQL Server 2008 R2

*\*Both 32-bit and 64-bit supported  
\*Latest service pack and updates must be installed*



## ShowReal System Requirements

	Minimum	Recommended
<b>CPU</b>	Intel Pentium 4 with HT, or AMD equivalent	Intel Core, or AMD equivalent
<b>Hard Disk</b>	350MB free	500MB or more free
<b>RAM</b>	1GB	1GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Operating System*</b>	Windows XP Windows Vista Windows 7	Windows 7

*\*Both 32-bit and 64-bit supported  
\*Latest service pack and updates must be installed*



## LiveAgent Inspections System Requirements

<b>Device</b>	Apple iPhone 3, 3GS, 4 Apple iPod Touch 3, 4 iPad* 1, 2
<b>iOS</b>	Version 4 or higher
<b>Network</b>	WiFi or 3G
<b>Internet</b>	ADSL2+ or faster
<b>Misc.</b>	Apple iTunes account synced with device, Gateway Live Service Pack 4

*\* Compatible with but not optimised for iPad*



## Console Connect System Requirements

	Minimum	Recommended
<b>CPU</b>	Intel Pentium 4 with HT, or AMD equivalent	Intel Core, or AMD equivalent
<b>Hard Disk</b>	350MB free	500MB or more free
<b>RAM</b>	1GB	1GB or more
<b>Network</b>	100Mbit	1Gbit or faster
<b>Internet</b>	3G or ADSL1	ADSL2+ or faster
<b>Operating System*</b>	Windows XP Windows Vista Windows 7 Windows Server 2003 Windows Server 2008 Windows Server 2008 R2	Windows 7 Windows Server 2008 R2

*\*Both 32-bit and 64-bit supported  
\*Latest service pack and updates must be installed*