



*Simple and Powerful Software*

**The Service Manager 2008**

## **Hardware and Software Recommendations**

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# Welcome

Welcome to The Service Manager by Shining Brow Software, simple and powerful service management software. The software is designed for organizations that perform recurring service, often on a route. The Service Manager helps automate service operations with powerful modules including estimating, proposals, route planning, work orders, scheduling, contract management, profitability analysis, billing and more. The Service Manager can improve productivity and help an organizations ability to respond to customers with speed and agility.

## Operating System Requirements

### Supported operating systems for the Service Manager

The Service Manager is tested and supported on the following operating systems:

- Microsoft Windows XP Professional (Tested through Service Pack 2)
- Microsoft Windows Vista Business, Ultimate, or Enterprise
- Microsoft Windows Server 2003 Standard Edition with Service Pack 2 and R2 Standard Edition with service pack 2,
- Windows Small Business Server 2003 Premium Edition Service Pack 2 or R2 Premium Edition Service Pack 2
- Windows Small Business Server 2003 Standard Edition Service Pack 2 or R2 Standard Edition Service Pack 2

### Operating systems NOT SUPPORTED by the Service Manager

The following operating systems may work; however, we have not tested the Service Manager on them. In many cases, we will not be able to offer support for these platforms.

- Microsoft Windows 2000 Server (any version)
- Microsoft Windows 2000 Professional
- Microsoft XP Home (*can be used in a single computer environment*)
- Microsoft ME (*can be used in a single computer environment*)
- Microsoft Windows NT
- Microsoft Windows 95
- Microsoft Windows 98SE

### **Operating systems the Service Manager WILL NOT RUN on**

- Microsoft Windows 3.1
- Microsoft Windows for Workgroups (3.11)
- Macintosh
- UNIX
- Linux



*The Service Manager may run on Windows-emulation software but Shining Brow Software has not been properly tested in those kinds of operating-system environments.*

### **Microsoft .Net Framework (Required)**

The Microsoft .Net Framework Version 1.1 or 2.0 (.Net) is required on each client machine running the Service Manager. .Net is free and is available from the Microsoft .NET Web site ([www.microsoft.com/net/](http://www.microsoft.com/net/)).

The Service Manager installation process will automatically check for the presence of Microsoft .Net and will attempt to install it if it is not present. Shinning Brow Software has also included a copy of .Net on our Service Manager product CD.



*Future Microsoft Windows operating systems will install the Microsoft .Net components when the operating system is installed.*

# Recommended Hardware

The Shining Brow Service Manager is capable of running on many different hardware configurations. The size of your organization or the requirements of other applications, especially your accounting software, will play a major role in determining the hardware configuration that is best for you. Organizations that have one user will be able to add the Service Manager to an existing computer. Larger organizations may want to evaluate their needs to determine the configuration that fits best. The following hardware requirements and recommendations will help you determine if your existing computers are adequate to run the Service Manager software. They can also act as a guide if you need to purchase new computer hardware. The hardware configurations illustrate possible deployments of computer resources for large and small organizations. The specific hardware that you will need for your configurations depends on environmental factors. To achieve individual performance expectations, you may need to increase these recommendations. We recommend that larger organizations consult with an information technology professional when designing their network.

## Client Hardware

The following requirements are for a typical stand-alone or client computer:

### *Processor*

Intel Pentium IV 2.4 gigahertz (GHz) or higher

### *Memory*

512 MB (1 gigabyte (GB) recommended)

### *Hard Drive*

Recommended: Average machine should have 1 GB of free space

- Microsoft SQL Express 2005 requires 100 MB
- The Service Manager requires 60 MB (includes demo and blank databases)
- Estimate approximately 2 MB of free disk space per 1,000 Service Manager records

### *Monitor*

A minimum recommended SVGA video display of 1024 x 768

### *Internet Connection*

A high speed Internet connection (DSL or cable modem) is strongly recommended so that Shining Brow Software can provide efficient support to your organization.



*If you are planning to run the Service Manager Client and Service Manager Server (database component)s on the same machine, we recommend a minimum processor speed of 2.4 GHz and a minimum of 1Gig of memory (2 Gig is recommended).*

## **Server Hardware**

In a larger installation we recommend you install the database on a dedicated server. In this configuration, the server is considerably more powerful than a client computer and can service the needs of multiple client computers simultaneously. The size of your server computer is dependent on the number of users accessing the Service Manager database simultaneously and their usage patterns. Use the recommendation below as a guide for an organization with between 2 and 10 users simultaneously accessing the Service Manager

The Service Manager does not require a dedicated server computer. Since the server does not need to be dedicated, your actual server hardware requirements could be the aggregate of the requirements for all software applications you intend to run on the server. The specific hardware that you will need for your configurations depends on environmental factors. To achieve individual performance expectations, you may need to increase these recommendations. We recommend that you consult with an information technology professional when adding the Service Manager to an existing server or purchasing new hardware intended for use with multiple software applications.

The following recommendations are for a typical server computer:

### ***Processor***

One dual-core or two single-core

### ***Memory***

1 GB or greater

### ***Hard Drive***

Recommended: Average machine should have 1 GB of free space

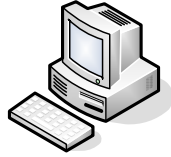
- Microsoft SQL Server requires 100MB
- The Service Manager requires 60 MB (includes demo and blank databases)
- Estimate approximately 2 MB of free disk space per 1,000 Service Manager records

### ***Monitor (Optional)***

A minimum recommended SVGA video display of 1024 x 768

## Hardware Configuration Example: Stand-alone

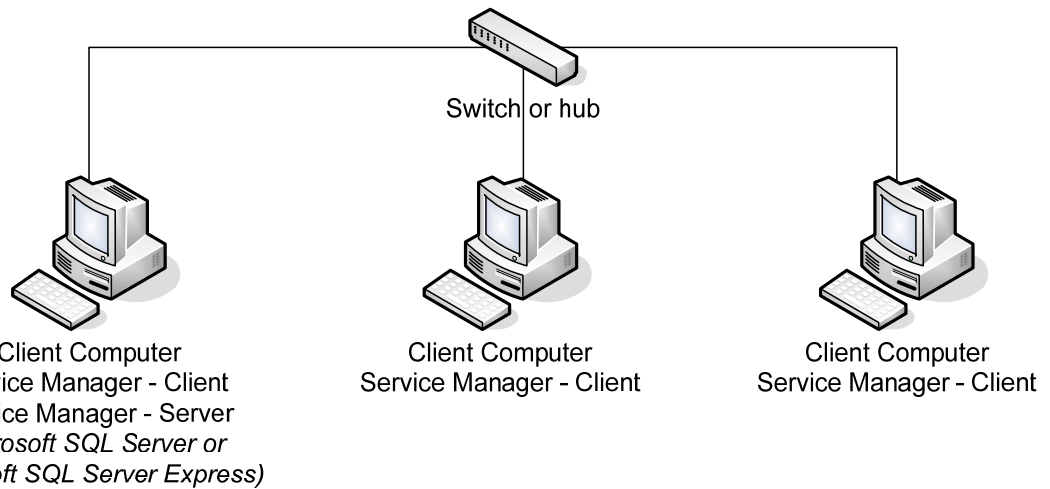
This configuration relies on a single computer for the Service Manager Client and Service Manager database server installation.



Client Computer  
Service Manager - Client  
Service Manager - Server  
*Microsoft SQL Server Express*

## Hardware Configuration Example: Peer-to-Peer

This configuration does not require a dedicated server



## Hardware Configuration Example: Client / Server

This configuration uses a dedicated server to provide a high level of database performance to each client.

