



HARDWARE RECOMMENDATIONS

The Digita Practice Software can be run in a number of different configurations to suit the number of users and available infrastructure.

Normal install configurations are standalone, peer to peer or client server, each option is listed on the next page.

The hardware required depends upon the configuration that is chosen. In addition to Digita Software, Microsoft SQL Server is required to be installed on one machine. The version and edition of SQL Server influences the hardware requirements for that machine. The version and edition of SQL Server is dependent on the type of system you are utilising, see the next page for example specifications for SQL Server requirements.

GENERAL

An up-to date, high quality network is essential. Any network component (hubs, cabling, etc) as well as the servers and workstations that are of poor quality may have adverse effects on overall performance. It is your responsibility to maintain the network. Digita does not support your IT systems and cannot provide technical help on your network. Ensure your network cabling is snag free, that there are no kinks or knots in it and that nothing heavy is resting on the cable. If you are not sure about the integrity of your cabling, we advise you to get it tested. This is a service requiring specialist tools and expertise.

- Installation on Linux, Novell or Apple Mac computers are not supported.
- Digita software requires a minimum screen resolution of 1024 x 768 and a text size of 100% (default) to ensure the correct display of the user interface.
- The use of High Definition and 4K monitors are not supported.
- The use of wireless networks is not supported.
- Windows tablet mode not supported.
- Running the software directly over a VPN is not supported unless the software is run within an RDS environment.
- The Digita Suite is built with Microsoft .NET Framework 4.6 which is not compatible with Microsoft Exchange 2010. If you use Exchange 2010, you should not install the Digita Suite on the same server.

BACKUPS

Please make regular backups of your data. Digita is not responsible for the security of your data. More information on backups can be found in the Digita Customer Centre.

MICROSOFT OFFICE

Digita recommends Microsoft Office 32-bit, this can be installed and used on 32-bit and 64-bit Windows Operating Systems and the

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Digita Suite fully supports all 32-bit versions of Microsoft Office from 2007 up to 2016.

If you are using Microsoft Office 64-bit, documents created in the Digita software cannot be attached directly to an Outlook email. The simple workaround is you need to manually save the document to disk and then attach it to the email.

Office 365 is supported as long as the Desktop versions are used; the Digita software is not compatible with the Office 365 Online version as it is unable to communicate with the online service.

STANDALONE SYSTEMS

Standalone systems have Digita and SQL software installed on a single machine for use by one person.

If your requirements differ to the table below, please consult your own IT Support who should be able to assist you in planning a suitable configuration and specification for your particular circumstances.

The minimum hardware requirements are:

| | |
|--------------------------|--|
| Desktop Operating System | Windows 8, Windows 10 |
| Processor | Intel Core i3 or AMD A8 |
| Memory | 4 GB RAM |
| Hard Disk | 25 GB free space. Excludes space required for the databases. |

Please note: these are minimum specifications and we would recommend using the highest specification available for best performance.

Other factors will affect the performance of the Digita software such as other applications running on the same machine.

PEER-TO-PEER (P2P) NETWORKS

These systems have Digita software and SQL Server loaded on one of the workstations with other users accessing Digita via this “server”. While P2P has the advantage of being inexpensive, it does have some limitations. We recommend a maximum of 5 machines. The workstation requirement for this configuration is the same as a standalone machine with the recommendation that the machine acting as the server should be of a higher specification than the other machines. For the majority of P2P configurations SQL Server Express should be suitable (SQL 2014 or later recommended).

If your requirements differ to the table below, please consult your own IT Support who should be able to assist you in planning a suitable configuration and specification for your particular circumstances.

The minimum hardware requirements are:

| | |
|--------------------------|--|
| Desktop Operating System | Windows 8, Windows 10 |
| Processor | Intel Core i5 or AMD A10 |
| Memory | 8 GB RAM |
| Hard Disk | 25 GB free space. Excludes space required for the databases. |

Please note: these are minimum specifications and we would recommend using the highest specification available for best performance.

Other factors will affect the performance of the Digita software such as other applications running on the same machine.

CLIENT SERVER NETWORKS

Client Server systems have Digita software and SQL Server loaded on specific Windows Server Operating System machine. Client Server systems are suitable where the number of workstations exceeds 5 concurrent users. Workstation requirements in this environment are the same as a standalone machine although Windows 8 Home and Windows 10 Home are not suitable for use in a Windows Server environment.

If your requirements differ to the table below, please consult your own IT Support who should be able to assist you in planning a suitable configuration and specification for your particular circumstances.

The minimum hardware requirements are:

| | |
|-------------------------|---|
| Server Operating System | Server 2012, Server 2012 R2, Server 2016, Server 2019 |
| Processor | 1.4GHz |
| Memory | 8GB RAM minimum |
| Hard Disk | 25GB free space for a typical Digita/SQL Server installation. Excludes space required for the databases. |

Please note: these are minimum specifications and we would recommend using the highest specification available for best performance.

Other factors will affect the performance of the Digita software such as other applications running on the same machine.

HOSTED SERVICES

A popular trend is using hosted desktop solutions to reduce the costs of upgrading the local infrastructure. Defining hardware requirements for such systems is very difficult due to the types of infrastructure available.

The required resources are more akin to that of a high-end Server/Workstation setup with RDS or Citrix, without taking into the account the 'per user' resources needed.

| | |
|-------------------------|---|
| Server Operating System | RDS: Server 2012, Server 2012 R2, Server 2016, Server 2019 |
| Processor | 1.4GHz, however the higher the better |
| Memory | OS Base Requirement ~4GB RAM For SQL Express, 1.5GB. For SQL Standard, ~500 MB per user 2GB RAM suggested per user, 3GB RAM recommended. Example. 10 Users with SQL Standard: 29/39GB recommended |
| Hard Disk | 25GB free space for a typical Digita/SQL Server installation. Excludes space required for the databases. |

The amount of resources assigned to a user is very subjective and depends on many factors. The figures above are estimated and therefore may be over or under resourcing each user session.

If SQL Server Standard is used on the same server as the user sessions, it would be advisable to cap SQL Server memory usage.

VIRTUALISATION

The Digita Suite is compatible with all known virtualisation technologies that support the installation of Windows within the virtual environment.

MICROSOFT AZURE & AMAZON AWS

We recommend using environments which emulate a standard Windows installation, allowing full administration privileges.

Azure SQL Server and Amazon SQL Services are not compatible with the Suite as the service does not allow 'SA' account access into a Default instance of SQL Server.

SQL SERVER COMPATIBILITY

The table below is a guide to assist with what operating system is compatible with specific versions of Microsoft SQL Server. The latest version of the Digita suite fully supports versions of Microsoft SQL Server from 2012 SP4 up to 2019.

With more than 5 concurrent users, we recommend a SQL Server Standard rather than SQL Server Express. Thomson Reuters can supply this for use with the Digita software only, please contact your Account Manager for more details and prices.

| SQL Server / OS Compatibility | | 32-bit / 64-bit | | 64-bit only | | |
|---|----------------|-----------------|------|-------------|------|------|
| | | 2012 | 2014 | 2016 | 2017 | 2019 |
| Desktop Operating System (SQL Express & Standard) | Windows 8 | * | ✓ | ✓ | ✓ | ✗ |
| | Windows 8.1 | * | ✓ | ✓ | ✓ | ✗ |
| | Windows 10 | * | * | ✓ | ✓ | ✓ |
| Server Operating System (SQL Express, Standard & Enterprise) | Server 2012 | * | ✓ | ✓ | ✓ | ✗ |
| | Server 2012 R2 | * | ✓ | ✓ | ✓ | ✗ |
| | Server 2016 | * | * | ✓ | ✓ | ✓ |
| | Server 2019 | * | * | ✓ | ✓ | ✓ |

✓ Compatible ✗ Not Compatible * Latest SQL Service Pack must be installed to be compatible

Please note, SQL Server 2016 and onwards only supports 64-bit systems. There is no 32-bit version.

RETIREMENT OF SUPPORT FOR KEY MICROSOFT APPLICATIONS

Microsoft is ending Extended Support for the following products:

| Application | End of Life / End of Support |
|--|--|
| SQL Server 2012 SP3 | 9th October 2018 – Upgrade to Service Pack 4 at no cost |
| SQL Server 2008 SP4 | 9 th July 2019 |
| SQL Server 2008R2 SP3 | 9 th July 2019 |
| Windows 7 | 14 th January 2020 |
| Windows Server 2008 | 14 th January 2020 |
| Windows Server 2008R2 | 14 th January 2020 |
| Small Business Server 2011 (Windows Server 2008/2008R2) | 14 th January 2020 |

The 'End of Life' status means that Microsoft will no longer issue security updates for that software leaving your programs and data potentially vulnerable.

The Digita Suite will still be able to be installed or run on these 'End of Life' applications until further notice, however, any problems caused by running them will not be investigated or rectified after their 'End of Life' date. If you are currently using any of these applications, we recommend upgrading them as soon as possible.

NOTE: The Suite was shipped with SQL Server 2012 SP3 for a few years. Without applying Service Pack 4 this installation is no longer supported. To find out what version of SQL Server you are using, download and run this application.

<https://productdownloads.digita.com/digitavarious/SQLVersion.bat>

OR, on the server click on the Start menu, type CMD <enter>. Type: `osql -E -Q"select @@version" <enter>`.

SQL Server Service Packs

For quick reference, we have added the service packs for SQL Server 2008R2 and 2012.

Service Pack 3 (10.50.6000.34) for SQL Server 2008R2 needs to be applied before it can be upgraded to SQL Server 2014.

SQL Server 2008R2 SP3: <https://www.microsoft.com/en-us/download/details.aspx?id=44271>

Service Pack 4 (11.0.7001.0) for SQL Server 2012 needs to be applied as Service Pack 3 is no longer supported.

SQL Server 2012 SP4: <https://www.microsoft.com/en-us/download/details.aspx?id=56040>