



BLUE BEAR SOFTWARE

SYSTEM PLATFORM GUIDE

Blue Bear Software products are available on several platforms, including PCs and Macintoshes. Whether you need a single user system for one school, or a networked version for an entire district, Blue Bear has it!

GENERAL HARDWARE REQUIREMENTS FOR PC WORKSTATIONS

Minimum hardware requirements for PC workstations are a Pentium 4 or better - 800MHz processor, 256 MB of RAM, with Windows 98SE/2000Pro/XP/Vista (not NT, ME, 98 First Edition or 95). It is recommended to have at least 512 MB of RAM for 98, 2000 and XP, and 1 GB or more for Vista. The computers must be properly configured, with the operating system completely loaded in its normal manner. Allow 200MB of available hard disk space per application. Computers with lower specifications than these may work, but program operation speed is dependent upon the speed of the computer and amount of memory, and may be too slow on computers under 500 MHz, or with minimum RAM. All Novell Clients must be on version 3.0 or higher. Older computers frequently have operating system problems related to long-term use, and can benefit from a reformat and reload of the operating system.

GENERAL HARDWARE REQUIREMENTS FOR MACINTOSH WORKSTATIONS

Mac workstations can be used with the WEB version. The software client runs in the Safari browser. Minimum hardware requirements for Macintosh workstations are a Motorola or Intel processor, 800MHz or better, 512 MB of RAM, with OS X 10.4 or better and Safari 2.04 or better, or Firefox 2.0 or better. As usual, the more speed and memory, the better. The single, multi-user and Client/Server versions cannot be used with a Mac.

SOFTWARE RUNNING AT A SINGLE SITE

The following configurations are typically run at a single school site.

SINGLE USER CONFIGURATION

How is it run? Blue Bear software can be loaded on a single computer and used by one PC user at that computer. This configuration is commonly used by a single finance clerk at a school. The workstation must be a PC, not Mac.

REMOTE WORKSTATION

How is it run? For Tracks, we have a single user remote workstation, non-networked program called PC Remote Sales. This allows you to put a laptop on an AV cart and wheel it out to the middle of the quad to sell things. The workstation must be a PC.

MULTI-USER WINDOWS NETWORK CONFIGURATION

How is it run? The software is loaded on a file server (e.g. Windows 2000 or 2003 Server or Novell). The users are connected to the server via a LAN (high-performance, such as 100Mbps or 1Gbps Ethernet). The users share the data on the hard disk on the server and load the programs and data from the server. Processing occurs on the user PC workstation. This configuration is commonly used for 5-20 users connected together at a single school site. Licensing is for concurrent users.

Performance of the software in a multi-user network configuration will be dependent on the bandwidth and load of the network. This configuration will also run on an 802.11b or 802.11g wireless network. However, the quality of the connection must be good, and the speed fast (greater than at least 5 MHz average). If the connection is slow or unreliable, the software will be slow and unreliable, and may result in freeze-ups or data damage. Use Client/Server versions (below) with slow networks.

The multi-user network and Client/Server configurations are compatible with Citrix and Terminal Services. Because of the complexity and uniqueness of installations on these platforms, additional billable support time is frequently required for optimization of the installation.

SOFTWARE RUNNING DISTRICT-WIDE

The following configurations are appropriate for central management of multiple sites.

MULTI-USER CLIENT/SERVER CONFIGURATION

How is it run? The software is loaded on an application server (Windows 2000 or 2003 server). The users are connected to the server via a LAN or WAN (Ethernet, T-1 line, DSL). All calculations and processing occur on the server, with only the actual display or reporting data transmitted to the workstation. The user runs a Windows-based client that appears to the user just like the single user or network configurations above. This configuration is commonly used for wide area networks, such as in a district with multiple school sites where the goal is to manage the data centrally at the district data center. The reporting is optimized so it can run efficiently on a medium speed connection, such as a T-1 WAN. The workstations must be PCs.

MULTI-USER WEB CONFIGURATION

How is it run? The software is loaded on an application server (Windows 2000 or 2003 server). The users are connected to the server via a LAN, WAN or the Internet. The user workstations can be PCs or Macintoshes. All calculations and processing occur on the server, with only the actual display or reporting data transmitted to the workstation. This configuration is commonly used for wide area networks, such as in a district with multiple school sites where the goal is to manage the data centrally at the district data center. The user runs a browser-based client that is similar in appearance to the single user or network clients above. The reporting is optimized so it can run efficiently on slow connections, such as the Internet.

CLIENT/SERVER HARDWARE

The Client/Server or Multi-User WEB software runs on a Windows 2000 or 2003 Server. The server should be at least 1-GHz Pentium compatible processor (see "Platform Requirements" below for comments). Faster is better, but super-high performance is not required for most installations. In general, any server available today will have enough power. Memory requirements can be calculated from a base of 256 MB (512 MB recommended) plus 4 MB per user session running. The average per user can be considered to be 2.5 sessions. Therefore, for example, a 20 user system would require a minimum of 256 MB plus 2.5 x 4 MB x 20 users (200 MB), or 456 MB total, for all users to be running concurrently. Therefore, it would be recommended simply to install 1 GB or more of RAM in this server. Usually, 2 GB is installed.

WEB VERSION HARDWARE

The WEB Version software runs on a Windows 2000 or 2003 Server. The server should be at least 1-GHz Pentium compatible processor (see "Platform Requirements" below for comments). Faster is better, and a 2 GHz single CPU or 1.8 GHz dual CPU is recommended. In general, any server available today will have enough power. 1 GB of memory will work, but 2 GB or more is recommended. Usually, 2 GB is installed.

CLIENT/SERVER NETWORKING REQUIREMENTS

The Client/Server or Multi-User WEB installation requires TCP/IP on the network. The software will perform very well on a T-1 or better class network. In general, slower connections (dial-up or DSL) will work too, but response will be slower. The default ports for the server are 10001 for the application server and 20222 for the ODBC server (for reporting). These server ports must be open and available to all users. The port numbers can be changed if needed. For access from outside a site WAN, the firewall must be configured to allow communication on the appropriate ports. The multi-user WEB configuration also may use port 80 for reporting communications, and this port may need to be available also.

OTHER PLATFORM REQUIREMENTS AND RECOMMENDATIONS

To run with Microsoft Terminal Services, Citrix MetaFrame, or Citrix MetaFrame XP, Terminal Services or Citrix must be installed on a different server from the Blue Bear software. Installing Terminal Services or Citrix on the same server as the Blue Bear software may work, but it is not supported. Terminal Services or Citrix must be installed on a Windows 2000 or later server.

Blue Bear software is not supported with Citrix WinFrame or WinView. A single Terminal Server or Citrix Server should support 75-100 concurrent Blue Bear software users, depending on system architecture, number of processors, processor speed, and additional applications using the Terminal Server.

On all computer systems, only Intel Pentium class processors (including Pentium 4 and up) and 100 percent Intel-Pentium compatible processors are supported. In general, AMD Athlon and Intel Duo and Xeon processors are supported, but we cannot test every processor or motherboard combination. Running Windows from a shared network drive and/or attaching to the server as a Windows diskless workstation is not supported. Blue Bear Software is committed to supporting future Microsoft and Novell operating systems as they are released to market for all Blue Bear software. However, Blue Bear Software does not support beta-level operating systems. As new operating system levels are scheduled for general release, we will verify their compatibility and this document will be updated when our evaluations are completed.

** Please note that Microsoft has discontinued support for Windows 95 and 98. Blue Bear Software will continue to support operating systems for our customers on an as-needed basis, but we no longer extensively test software on these platforms. We may not be able to solve problems on older platforms, and problems related to these operating systems may result in additional billable charges. We reserve the right to say, "We cannot help you." In addition, in general, computers using older operating systems frequently have had many software products installed and removed, and are often unstable.

** Please note that Windows Vista Home Edition, Windows XP Home Edition and Windows ME were not designed for business use and introduce configuration and operational limitations that may cause problems with multi-user installations. Configuration issues relating to these platforms are the responsibility of the user.

All Windows-related multi-user installations assume TCP/IP network protocol. Netware sometimes will use IPX, and IPX will work for the multi-user network installations, but TCP/IP is preferred. TCP/IP is required for Client Server and WEB Version.