

TymeTrax Software Requirements

TymeTrax Software Solutions from Crow River Tech, LLC, are designed to be straightforward and easy to use, with minimal administration by the customer, both on a hardware and software level. We strive to quickly resolve any and all issues regarding installation, performance and daily usage; however the following General and System Requirements must be met before we can effectively do so.

General Requirements

- ◇ Contact Person - Crow River Tech requires that **one person** from within your company be designated as the Contact Person for exchanging information about updates, support issues, and any other communication with Crow River Tech regarding the training, installation and general daily operations of the software product. We do not support each user on a one-to-one basis; the Contact Person within the company is responsible for mitigating on-site issues and communicating those personally to the support staff at Crow River Tech and then reporting any resolutions, update notices, etc., to the licensed users within the company.
- ◇ User Skills Requirements: Users must have an overall general understanding of how to use a computer, including but not limited to*:
 - *Basic Windows skills, such as copy/paste functions and file & folder navigation in Windows Explorer*
 - *General Outlook email familiarity and ability to adjust personal settings such as Outlook Rules & Alerts and edit Mail Account settings*

System Requirements

- ◇ Supported Operating Systems (please make sure all updates and service packs are applied regularly)
 - *Windows XP(2)*
 - *Windows XP(3)*
 - *Vista (any version)*
 - *Windows 7*
- ◇ Supported Database Platforms
 - *Microsoft Access - does NOT require the Office Access application installed on the user's computer; database support is integrated into our software and does not require additional purchase by customer*
 - *Microsoft SQL Server 2005 or 2008 - requires SQL Server installed and operating on a company network and is NOT included in our software packaging, installations or pricing.**
 - *Microsoft SQL Server EXPRESS 2008 - requires SQL Server Express 2008, which is a free product available from Microsoft's website (<http://www.microsoft.com/sqlserver/2008/en/us/editions.aspx>). We recommend downloading and installing the SQL Server Management Studio 2008 (also free) to facilitate setting up the application login and password required by our software. Please refer to Microsoft documentation for system requirements for their products.***
- ◇ User Hardware Requirements
 - *MINIMUM 2GB RAM on XP & Windows 7 Systems; MINIMUM 3GB RAM on Vista. More RAM results in better overall performance.*
 - *10MB Hard Drive Space for setup and installation; additional storage required for database (up to 2GB for a local Access database.)*
 - *Video Resolution Minimum of 1280 x 800, 96 dpi (or 100% on Windows 7 Systems); settings that vary from the default proportions for your system may cause some pages to appear distorted*
 - *Other computer hardware less than 3 years old.*
- ◇ Additional Requirements (to use the listed specific features only)
 - *Microsoft Outlook 2000, 2003, 2007 or 2010 (32-bit only) (for email and remote replication)*
 - *Microsoft Streets & Trips 2008, 2009 or 2010 (for applications that support mapping from CRM/Company data)*
 - *Internet Connection (for updates and remote replication)*
 - *For Replicator Server Utilities - Windows Server NOT required (Replicator can run on a workstation); however the workstation should be an up-to-date computer with a minimum of 3GB of RAM to efficiently process replication packages for client systems.*

*The Internet offers a wealth of information for learning computer basics, such as these FREE tutorials:

- ◆ <http://www.basics4beginners.com/>
- ◆ <http://www.homeandlearn.co.uk/bc/bcs1p1.html>
- ◆ ..or simply search for "free computer tutorials" using your search engine to find topics to fit your needs

**While we provide instructions for setting up an application role login and password on SQL servers, we do not support the overall operations of any SQL Server products as that is the responsibility of the vendor from which it was purchased.