System Requirements
Coach 6.0

INDEX

1 MINIMUM SERVER REQUIREMENT

There are several server components that are needed to host the Coach solution. This table lists out our minimum system requirements for our baseline single server non-HA solution:

Component	Specification	HDD	Notes
Processor	3+ GHz Quad Core		
RAM	8GB		For a production deployment with predicted heavy concurrent usage, please ensure a minimum of 32GB for SQL Server
SSD	NTFS	250GB	
OS	Windows Server 2012 R2 [1] [2] [3] [4]	32GB	https://technet.microsoft.com/en-us/library/dn303418.aspx
Web server	IIS 8		http://www.iis.net/learn/get-started/whats-new-in-iis-8/installing-iis-8-on-windows-server-2012
Database	SQL Server 2014 Express Edition & Management Studio Express	6 GB	https://msdn.microsoft.com/en-us/library/ms143506(v=sql.120).aspx
Framework	.Net Framework 4.6	2GB	https://msdn.microsoft.com/en-us/library/8z6watww(v=vs.110).aspx Web Platform Installer - {+}http://www.microsoft.com/web/downloads/platform.aspx+
Framework	ASP.NET 4.5		Web Platform Installer - {+}http://www.microsoft.com/web/downloads/platform.aspx+
Coach	Version 6	50MB	Qualtrak

[1] Coach is tested on **Windows Server 2012 R2**. This is the O/S we recommend as a minimum system requirement.

[2] Coach is also expected to work with **Windows 8 x64, Windows 10 x64** and **Windows Server 2008 R2**. However, as we do not include any other O/S in our QA and load testing we cannot give you assurances that these alternative O/S's will work currently and will continue to work with subsequent updates of our Coach solution. We recommend that if you want to (a) use these other O/S's for demo system(s) or (b) deploy to production, then it is critical that you fully test the deployment and QA the features of Coach in your own test lab as the very first step. This responsibility rests entirely with the partner.

[3] For production (e.g. non-demo systems) please use the minimum O/S requirement of Windows Server 2012 R2. If you choose to deploy any system component other those included in our recommended minimum system requirements to production (e.g. end-client or used by paying customers) and subsequently call upon our support services and the cause of the fault is a direct result of using a non-minimum system requirement component then you will likely be charged an additional fee outside of the agreed support maintenance contract. SLA is not valid in this circumstance.

[4] Before providing a quote to an end-client please ensure you have a working Coach system (to include a proven and signed off integration). As part of the integration process there is a hand-over procedure. It is here we ensure you are left with a working system and have hands on experience of both installing and applying Coach updates to the required standard. These updates include major/minor/hot fixes.

For further information please see our Configuration Accompaniment document (http://dev.qualtrak.com/docs/Coach%20Server%20Configuration%20Accompaniment.pdf).

1.1 EXAMPLE SERVER CONFIGURATION

3.20 GHz Quad Core Xeon, Windows Server 2012 R2, SQL Server 2014 Standard Edition, IIS 8, with 14GB RAM and 250 GB SSD

1.2 SQL BROWSER

Please ensure that SQL Browser is running. If it is not running, the installation process will not be able to find the available servers and instances

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1.3 MICROSOFT WINDOWS POWERSHELL V3

Microsoft Windows PowerShell v3 is required to be able to install Coach v6 on a server. This can be downloaded from the following link: http://www.microsoft.com/en-gb/download/details.aspx?id=34595

The Coach v6 installation process will not work with previous versions of **PowerShell.**

1.4 MICROSOFT UPDATES

Before installing Coach v6, please first apply all the latest Microsoft updates to that server.

1.5 MYSQL

If your data connector [end-point Coach communicates with the query data sources, e.g. a recorder conduit] is connecting to a MySql database engine then please either install MySql Workbench (http://dev.mysql.com/downloads/tools/workbench/) or MySql Query Browser (http://downloads.mysql.com/archives.php?p=mysql-query-browser).

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2 CLIENT REQUIREMENT

Coach is served to the user through a browser plug-in. This plug-in is called Microsoft Silverlight 5.1.

2.1 SUPPORTED BROWSERS

Microsoft Silverlight is supported in the following browsers:

Browsers	Versions	Min version
IE	http://www.microsoft.com/getsilverlight/get-started/install/default.aspx , found under System Requirements	9
FireFox	http://www.microsoft.com/getsilverlight/get-started/install/default.aspx , found under System Requirements	34 – 40
Safari	http://www.microsoft.com/getsilverlight/get-started/install/default.aspx , found under System Requirements	28
Chrome	Currently not supported. Support will return in V7 of Coach (due Q4 '16 / Q1 '17). This is due to Silverlight no longer being supported by the Chrome browser.	

2.2 PLUG-INS

⚠️ Each desktop must have the SILVERLIGHT plug-in installed.

This is the last version that will use Silverlight. From version 7+, our Coach product will no longer use Silverlight.

Application	Obtained from	Notes
Silverlight	http://www.microsoft.com/getsilverlight/get-started/install/default.aspx	Must be installed on very desktop that will be used to access Coach

Recommended configuration: Windows 8.1 64bit (IE) OR 32bit (FF), 4GB RAM, sound card, speakers / headset, 100GB HDD, screen resolution 1024x768 or better.

If you are installing on a site where this is no internet connectivity we advise you to download Silverlight installer prior to going on site. The Silverlight installer can be download form here - http://www.microsoft.com/getsilverlight/get-started/install/default.aspx

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2.3 MEDIA PLAYERS

For the playback of both audio and screen recordings we offer 3 media players out of the box. These player are Silverlight 5.1, WMP and QuickTime.

For .wav files playback in IE we use the Windows Media Player and for .mov screen recordings we use the QuickTime player. We support all html5 formats.

3   3RD PARTY LIBRARIES REDISTRIBUTED WITH COACH

We use a number of 3rd party assets to supplement our product's front-end. This table is a list of all the 3rd party client libraries and fonts that are used within the Coach client.

Proprietor	License	URL
Angularjs	MIT	https://github.com/angular/angular.js/blob/master/LICENSE
Animate	MIT	https://github.com/daneden/animate.css
Bootstrap	Apache 2.0	https://github.com/twbs/bootstrap/blob/master/LICENSE
Font—awesome	MIT	http://fontawesome.io/
Html5shiv.js	MIT/GPL2	https://github.com/aFarkas/html5shiv/blob/master/MIT%20and%20GPL2%20licenses.md
Jquery	MIT	https://jquery.org/license/
Kendoui	End User License	http://www.telerik.com/purchase/license-agreement/kendo-ui-professional
Media-element	MIT	https://github.com/johndyer/mediaelement
respond.js	MIT	https://github.com/scottjehl/Respond/blob/master/LICENSE-MIT
Signalr	Apache 2.0	https://github.com/SignalR/SignalR/blob/master/LICENSE.md
Telerik	End User License	http://www.telerik.com/purchase/license-agreement/reporting-dlw-s
Toastr	MIT	https://github.com/CodeSeven/toastr
Google font: PathwayGothic One-Regular	SIL Open Font License	http://scripts.sil.org/cms/scripts/page.php?site_id=nrsi&id=OFL https://developers.google.com/fonts/

4 HIGH AVAILABILITY

As well as being a product that can be hosted on a single server, it can also be deployed in a HA [high availability] environment. The minimum specification for this HA option is different from the one found in this document [single deployment]. For more details on this please see http://data-connector-api.readthedocs.org/en/latest/whatiscoach.html#high-availability.

5 SUPPORT

For the latest information always visit our Confluence KB - https://qualtrak.atlassian.net/wiki/. We will create an account for you during the on-boarding process when you become a partner. All support requests must come via our Jira Service Desk - https://qualtrak.atlassian.net/servicedesk/customer/portal/7. You can self-register with this service desk. We use Jira Service Desk to (a) record & retain full issue history, (b) coordinate between all parties, (c) skills based routing for best issue resolution and (d) is backed by our SLA.

This version was changed on 13th May 2016 by GK