

PCA Smart Client Application Hosting Requirements

Dedicated Server Hardware Configuration

Required:

- Dual Processor 3 GHz
- 8MB Cache
- 667 FSB
- 2G RAM
- 2 Fast 200 GB hard drives configured with at least Raid 1
- Redundant Power Supplies

Optional:

- Dual Core technology (Better speed, allows for 64 bit OS)
- Quad Processor (Better speed)
- Raid 5 drives (Improved reliability)
- Hot swappable drives (Less downtime if drives need to be replaced)

Server Software Configuration

- Windows 2003 Server
- SQL Server 2000 and/or 2005 installed with Reporting Services Installed (Enterprise edition or Standard Edition, using PCA's or client's licenses) (We can install).
- DotNet Framework 1.1 installed, with the option to go to 2.0 when we want it
- VPN tunnel back to PCA using IPSEC security compatible with SonicWall (Most are).
- Terminal Services Installed (2-user standard edition that ships with the O/S)
- PCA System Administrative access to the SQL Server (Need to be able to create/drop users/databases/etc, and change SQL Server configuration)
- SQL Mail Installed
- SMTP Access to a Mail Server (Can be the one here at PCA, we just need access to it).
- Mail Ports to outside world closed (except to SMTP server at Host or at PCA)
- HTTP(s) and FTP ports open
- IIS 6.0 Installed
- Ability for PCA to copy files to particular directories within the IIS Directory structure.
- Ability for PCA to install applications as may be required from time to time.

PCA Responsibilities

- Manage SQL Server databases, users, and security
- Manage Website and web Services and PCA applications

Hosting Provider Responsibilities

- Internet Access uptime SLA of > 99.99% (=1 hour downtime per year)
- Scheduled backup of the O/S
- Scheduled Backup the SQL Server databases
- Failover on the Internet Access and Electricity
- Hardware support including swapping out bad components (Hot Swappable required)
- O/S maintenance and support including Service Pack updates
- Managing Host's firewall
- Availability (optionally) of a mirrored server in case of Server crash
- 24/7x365 Technical Support availability (optional dedicated contact), with <1hr response time