



BMC Track-It!

System Requirements

Version 11

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BMC Track-It! Server

Component	Minimum Requirement ^{1, 2, 3}
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor
Memory	768 megabytes (MB) RAM
Hard disk	400 megabytes (MB) Initial installation may require up to 2 Gigabytes GB of free space to extract all installation files
Display	1024x768 or higher resolution monitor
Other	<p>The following software will be installed to support application functionality if it is not already present:</p> <ul style="list-style-type: none"> • Microsoft .NET Framework 4.0 • Microsoft Visual C++ 2010 Redistributable Package • MDAC 2.8

Supported BMC Track-It! Server Operating System

Operating System	Supported Versions
Operating System	<ul style="list-style-type: none"> • Windows Server 2012 64 bit⁴ • Windows Server 2008 R2 64 bit⁴ • Windows Server 2008 32 and 64 bit⁴ with SP2 • Windows Server 2003 32 and 64 bit⁴ with SP2 <p>(Support for Standard, Web, Enterprise & Small Business Edition included for all server operating systems)</p>

BMC Track-It! Web Server

Component	Minimum Requirement ^{1, 2, 3}
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor
Memory	768 megabytes (MB) RAM
Hard disk	100 megabytes (MB)
Display	1024x768 or higher resolution monitor
Other	<p>To install Track-It! Web components on Windows 2008 Server, the IIS role must be installed through the Server Manager and the following role features enabled:</p> <ul style="list-style-type: none"> • ASP.NET • ASP • IIS 6 Metabase Compatibility (if using the Web Survey add-on) • Windows Authentication • Server Side Includes • Static Content <p>In all 64 bit⁴ versions of Windows, IIS must be configured to spawn 32 bit worker processes.</p> <p>Important Note: Track-It! Web Should Not Be Installed on a Domain Controller</p>

Supported Web Server/Operating System

Operating System	Supported Versions
Web Server/ Operating System	<ul style="list-style-type: none"> • IIS 8 Windows 2012 64 bit • IIS 7.5 Windows 2008 R2 64 bit⁴ Web Server w/SP1 • IIS 7.0 Windows 2008 32 and 64 bit⁴ Web Server w/SP2 • IIS 6.0 Windows 2003 32 and 64 bit⁴ Web Server w/SP2

BMC Track-It! Database Server

Component	Minimum Requirement ^{1, 2, 3}
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor
Memory	768 megabytes (MB) RAM
Hard disk	1 gigabyte (GB) – initial space requirements for installation are significantly smaller; space requirement is to accommodate future growth

Supported Database Management System

Operating System	Supported Versions
Database Management System	<ul style="list-style-type: none"> • Microsoft SQL Server 2012 (Standard and Enterprise editions) • Microsoft SQL Server 2008 R2 (Standard, Enterprise and Datacenter editions) • Microsoft SQL Server 2008 with SP2 (Express, Standard and Enterprise editions) • Microsoft SQL Server 2005 (Express, Standard and Enterprise editions) with SP4 <p>Important Note: Oracle support has been discontinued with Track-It! 11. However, current customers already using Track-It! on Oracle can continue to use Oracle with Track-It! 10.5 or prior versions and receive technical support until January, 2014. Please contact your sales representative if you have any questions about product options.</p>

Email Servers & Clients

Component	Supported Platforms
Supported Email Servers	<ul style="list-style-type: none"> • Microsoft Exchange, 2003, 2007, 2010 • Lotus Domino 7.0, 8.0, 8.5 • Novell GroupWise 6.5, 7.0, 8 • Supports SMTP for sending and POP, MAPI, Exchange and Lotus Domino for receiving
Supported Email Clients	<ul style="list-style-type: none"> • Microsoft Outlook, 2003, 2007, 2010 32 bit only • Lotus Notes 7.0, 8.0, 8.5 • Novell GroupWise 6.5, 7.0, 8

Directory Services

Component	Supported Platforms
Supported Directory Services	<ul style="list-style-type: none"> • Microsoft Active Directory Services (ADS) 2003, 2008 • Novell eDirectory™ 8.7.3 IR4, 8.8 • Lotus Domino 7.0, 8.0, 8.5

BMC Track-It! Technician Client Application

Component	Minimum Requirement ³
Computer and processor	2 gigahertz (GHz) Pentium 4 class (or equivalent) processor
Memory	1 gigabyte (GB) RAM or higher
Hard disk	50 megabytes (MB); a portion of this disk space will be freed after installation
Display	1024x768 or higher resolution monitor
Other	The following software will be installed to support application functionality if it is not already present: <ul style="list-style-type: none"> • .NET Framework 4 • MDAC 2.8 • Crystal Reports 11.5 R4
Network connectivity (to Track-It! Server components)	256 Kbps or higher

Supported Technician Client Operating Systems

Operating System	Supported Versions
Windows operating systems	<ul style="list-style-type: none"> • Windows 8 32 and 64 bit⁴ (Pro and Enterprise) • Windows 7 32 and 64 bit⁴ with SP1 (Business, Enterprise and Ultimate editions included) • Windows Server 2012 R2 64 bit⁴ (Standard, Datacenter and Essentials) • Windows Server 2008 R2 64 bit⁴ with SP1 (Standard, Web, Enterprise & Small Business Editions included) • Windows Server 2008 32 and 64 bit⁴ with SP2 (Standard, Web, Enterprise & Small Business Editions included) • Windows Vista 32 and 64 bit⁴ with SP2 (Business, Enterprise and Ultimate editions included) • Windows Server 2003 32 bit with SP2 (Standard, Web, Enterprise & Small Business Editions included) • Windows XP Pro 32 bit with SP3 • Windows XP Pro 64 bit⁴ with SP2

BMC Track-It! Web & BMC Track-It! Self Service Web Client

Component	Minimum Requirement ³
Display	1024 x 768 or higher resolution monitor
Network Connectivity (to Track-It! Web Server)	256 Kbps or higher

Supported Web Browsers

Web Browsers	Supported Versions
Microsoft Internet Explorer	8, 9 and 10
Apple Safari	4 and 5
Google Chrome	13 and later
Firefox (Mozilla)	6 and later

BMC Track-It! Mobile Web

Component	Minimum Requirement
Display	320 x 480 or higher resolution

Supported Mobile Operating Systems

Mobile OS	Supported Versions
Android	Android 2.1 or later
iOS	iOS 3 or later

BMC Track-It! Audit

Supported BMC Track-It! Audit Operating Systems

Operating System	Supported Versions
Windows Platforms (with PC Audit)	<ul style="list-style-type: none"> Windows 8 32 and 64 bit⁴ Windows Server 2012 64 bit⁴ Windows 7 32 and 64 bit⁴ Windows 2008 R2 64 bit⁴ Servers (Standard, Enterprise, Small Biz, Datacenter and Web) Windows 2008 32 and 64 bit⁴ Servers (Standard, Enterprise, Small Biz and Web) Windows 2003 32 and 64 bit⁴ Servers (Standard, Enterprise, Small Biz and Web) Windows Vista 32 bit and 64 bit⁴ (Business and Ultimate editions) Windows XP Professional 64 bit⁴ Windows XP 32 bit (Professional and Home) Windows 2000 32 bit Workstation, Server and Advanced Server

Mac Platforms (with Mac Audit add-on)	<ul style="list-style-type: none"> • Mac 10.8 • Mac 10.7 • Mac 10.6 • Mac 10.5.6 • Mac 10.5.4 • Mac 10.5.2 • Mac 10.4.8 • Mac 10.3.9 • Mac 10.2.8 • Mac 10.1.5 • Mac 9.2.8
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Supported BMC Track-It! Audit Mac Hardware

Mac OS	Hardware
Mac 10.8 (Mountain Lion)	<ul style="list-style-type: none"> • iMac Intel Core™ Duo • Mac Mini • Mac Pro • MacBook (Pro and Air) <p>Mac Servers</p>
Mac 10.7 (Lion)	<ul style="list-style-type: none"> • PowerPC G5 • iMac Intel Core™ Duo • Mac Mini • Mac Pro • MacBook (Pro and Air) • Mac Servers
Mac 10.6 (Snow Leopard)	<ul style="list-style-type: none"> • PowerPC G5 • iMac Intel Core™ Duo • Mac Mini • Mac Pro • MacBook (Pro and Air) • Mac Servers
Mac 10.5.6 (Leopard)	<ul style="list-style-type: none"> • PowerPC G5 • iMac Intel Core Duo • Mac Mini • Mac Pro • MacBook (Pro and Air) • Mac Servers
Mac 10.4.11 (Tiger)	<ul style="list-style-type: none"> • Intel Core Duo • PowerPC G4 or G5 • iMac (G3, G4, G5) • iBook (G3, G4) • PowerBook (G4) • Mac Mini (G4) • eMac (G4) • Power Mac (G4, G5)

Mac 10.3.9 (Panther)	<ul style="list-style-type: none"> • PowerBook (G4) • iBook (G3, G4) • iMac (G3) • Mac Mini (G4) • eMac (G4)
Mac 10.2.8 (Jaguar)	<ul style="list-style-type: none"> • iBook (G3) • iMac (G3) • eMac (G4)
Mac 10.1.5 (OSX)	<ul style="list-style-type: none"> • eMac (G4)
Mac 9.2.8 (Classic)	<ul style="list-style-type: none"> • iBook (G3) • iBook (G4) • iMac (G3) • Mac Mini (G4) • eMac (G4)

BMC Remote Host Module

(Deployed to End-User or Server Machines)

Component	Minimum Requirement
Computer and processor	Intel Pentium processor or higher, or 100% compatible
Memory	OS requirement plus additional 128 megabytes (MB)
Hard disk	<= 15 megabytes (MB)
Display	Any 100% VGA compatible graphics adapter supported by Windows
Other	<ul style="list-style-type: none"> • Smart Card Authentication to Active Directory requires that the Security Server(s), Active Directory and Active Directory domain controllers be configured properly. • Active Directory must trust a certification authority to authenticate users based on certificates from that CA. • As with any PKI implementation, all parties must trust the Root CA to which the issuing CA chains.

Supported BMC Remote Host Operating System

Operating System	Supported Versions
Operating System	<ul style="list-style-type: none"> Platform: 32-bit and 64-bit Windows 7 Starter, Home Premium, Professional, Ultimate, Enterprise (SP 0,1) Windows Vista Home Premium, Basic, Business, Ultimate (SP 0,1,2) Windows Server 2008 R2 Foundation, Standard, Enterprise, Datacenter (SP 0,1) Windows Server 2008 Web, Standard, Enterprise, Datacenter (SP 0,1) Windows Server 2003 Standard, Enterprise, Web Edition, TS (SP 0,1),SR2, SP3 Windows XP Professional, Tablet PC, Home Edition (SP 0,1,2,3)
Processor	Intel or compatible
Disk Space	<30 megabytes (MB)

BMC Remote Guest Module

(Installed with the BMC Track-It! Technician Client Application)

Component	Minimum Requirement
Computer and processor	Intel Pentium processor or higher, or 100% compatible
Memory	OS requirement plus 512 megabytes (MB) RAM or higher
Hard disk	Hard disk 50 megabyte (MB); a portion of this disk space will be freed after installation
Display	Display 1024x768 or higher resolution monitor as the Guest module requires at least 256 colors (16-bit color depth or higher recommended)

Supported BMC Remote Guest Operating System

Operating System	Supported Versions
Windows operating systems	<ul style="list-style-type: none"> Windows 7 32 and 64 bit⁴ with SP1 (Business, Enterprise and Ultimate editions included) Windows Server 2008 R2 64 bit⁴ with SP1 (Standard, Web, Enterprise & Small Business Editions included) Windows Server 2008 32 and 64 bit⁴ with SP2 (Standard, Web, Enterprise & Small Business Editions included) Windows Vista 32 and 64 bit⁴ with SP2 (Business, Enterprise and Ultimate editions included) Windows Server 2003 32 bit with SP2 (Standard, Web, Enterprise & Small Business Editions included) Windows XP Pro 32 bit with SP3 Windows XP Pro 64 bit⁴ with SP2

Notes

1. Minimum requirements do not include requirements for the server operating system or any other application (i.e., MS SQL, MS IIS, anti-virus, etc.) installed on the same server.
2. If several BMC Track-It! components (i.e., BMC Track-It!, database or web server application) are installed together on a common server, the minimum requirements for each server component must be combined, and Note 1 above will also apply.
3. Actual requirements and product functionality may vary based on your system configuration and operating system.
4. Itanium 64 bit processes are not supported.
5. Recommendation: ≥ 512 Kbps connectivity from audited machine to BMC Track-It! server. Bandwidth from an “audit distribution (collection) point” back to the BMC Track-It! server does not have this recommendation, as this process is external from BMC Track-It! .
6. System Requirements published December 11, 2012.