TigerTMS Application Specifications

RECOMMENDED SPECIFICATION OF OPERATING SYSTEMS & HARDWARE FOR

SINGLE PROPERTY SYSTEMS – TigerTMS APPLICATIONS (July 2023)

Supported Operating Systems	iCharge Enterprise	innLine IP / 2020	iLink
Windows 10	Yes	Yes	Yes
Windows 11	Yes	Yes	Yes
Windows Server 2016 – Standard or Data Centre versions only *	Yes	Yes	Yes
Windows Server 2019 – Standard or Data Centre Versions only *	Yes	Yes	Yes
Windows Server 2022 – Standard or Data Centre Versions only *	Yes	Yes	Yes
VMWare ESXi 6.x & 7.x or Hyper-V	Yes	innLine IP Only	Yes

* These Server operating systems are strongly recommended as the best Operating Systems for the TigerTMS Applications.

PLEASE BE AWARE THAT TIGERTMS SOFTWARE RUNS AS APPLICATIONS, SO THE SYSTEM WILL NEED TO BE LOGGED IN PERMANENTLY. (Please see Note 3)

Installation of iCharge and innLine IP on virtual platforms is possible. The specification of the virtual server should be the same as our recommended Hardware. For Virtualised platforms, the MAC Address of all NIC's attached to the VM must be set to static.

Please note that innLine IP can run on VMWare ESXi 6.x & 7.x and Hyper-V.

innLine 2020 cannot be virtualised due to the need for physical hardware to provide analogue or digital lines.

Hardware Requirement Recommendation	Processor	Memory	Hard Disk Drive
iCharge Enterprise	2 Cores / 2 vCPU	4GB	200GB
innLine IP / 2020	2 Cores / 2 vCPU	4GB	200GB
iLink	2 Cores / 2 vCPU	4GB	200GB
Combination of iCharge Enterprise and innLine IP / 2020 on same machine	4 Cores / 4 vCPU	8GB	200GB
iCharge Cub or Pro hardware migration	2 Cores / 2 vCPU	4GB	200GB
For virtual machines only	2 Cores / 2 vCPU	4GB	100GB (thin provisioned)

Important Notes

WE RECOMMEND THAT THE TIGERTMS SOFTWARE IS INSTALLED ON A DEDICATED PC AND NOT WITH OTHER SOFTWARE. IF IT IS INSTALLED ON A PC USED FOR OTHER SOFTWARE, WE CANNOT GUARANTEE THAT IT WILL BE COMPATABLE.

Note 1: Please supply Internet access to ALL servers. This will ensure that we can deliver the most efficient installation and aftercare service.

Note 2: Bitdefender, Trend Micro and McAfee Firewall and Antivirus can cause serious problems with database access and system performance. It is recommended that is removed from any TigerTMS servers. TigerTMS have not experienced any serious problems with ANY other virus scanner application; although cannot guarantee that all third-party applications are compatible with TigerTMS Products.

Note 3: TigerTMS Applications, iCharge Call Accounting & innLine Software are Windows based applications that do not currently run as a service, they require the Windows user account that they are installed under to be constantly running, this means that if the physical server or virtual machine is rebooted (either planned or otherwise) then the Windows user account must be logged back in at which point all applications will then automatically start-up.

Note 4: For customers requiring the application to start automatically without intervention, autologin can be enabled however this introduces security considerations that require review and risk acceptance. Example mitigations could include running in a virtualised environment with authenticated remote access being the only available method of access. E.g. VMWare client or appropriate RDP.

Where configuring autologin is not permitted, rebooting the server or virtual machine must be accompanied by physical intervention from the customer to log the user account back in.

Queries should be directed to the TigerTMS Projects Team:

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