

Total Rental

System Requirements & Installation Notes

Computer System:

Minimum: 1.2 Ghz CPU (AMD/Intel), 40 Gig HD, 512 MB RAM

Recommended: 2.8 Ghz CPU (AMD/Intel), 80 Gig HD, 1024 MB RAM¹

Operating Systems (Supported):

Recommended: Windows XP Home or Professional

Server: Windows 2003 Server

Monitor:

Minimum: 15" monitor or flat panel display (SVGA)

Recommended: 17" (or greater) monitor or flat panel display (SVGA)

Video:

Minimum: 16 MB Video RAM

Recommended: 128 MB Video RAM²

Printer Contract/Report:

Recommended: Hewlett Packard Laser Jet or Lexmark Dot Matrix³

Receipt Printer:

Recommended: Star Micronics TSP-600 (USB, Parallel or Serial)

Remote Communications:

Minimum: Dial-Up Internet Access

Recommended: High Speed Internet Access (Cable/DSL/FIOS)

Remote Control Software:

Recommended: Symantec PCAnywhere version 10.5 or higher

Battery Back-up:

Recommend: APC (American Power Conversion), TrippLite or other uninterruptible power supply (UPS) / battery backup with Automatic Voltage Regulation (AVR)

Network:

Minimum: 100 MB Network Interface Cards (NIC), CAT 5e Cable, 100 MB Switch or Router

Recommended: Giga bit (1000MB) Ethernet Network with Router or Switch

Backup Device:

Minimum: CD-R/W drive

Recommended: DVD-R/W, DAT, External Hard Drive

Backup Software⁴:

Minimum: Any CD authoring/burning software

Recommended: Novastor Nova Backup (www.novastor.com) or Migo Software PC Backup (www.migosoftware.com)

Technical Notes

- 1.** Database programs, by design, use as much memory as possible. The amount of RAM (Random Access Memory) within a computer is one determining factor how quickly and efficiently the software and system will respond. It is highly recommended to install as much memory (RAM) as possible. RAM is one of the most cost-effective ways to improve system performance and response times.
- 2.** Some computer systems come with “shared” video memory. This means the video sub-system uses main memory (RAM) to supplement video memory. This can have an adverse effect on system performance. Installing a dedicated video card (64 MB RAM or greater) or substantially increasing system memory should accommodate this issue.
- 3.** Laser printers are more reliable, quieter and require less attention than dot matrix printers. Laser printers also come in a greater variety of capacity and size to accommodate customer’s needs.
- 4.** The programs recommended by Market Line Computers are supported by their respective manufacturers. Market Line Computers is not responsible for the installation, configuration or support of these programs. If assistance is required contact the manufacturer.

Computers:

Total Rental does not require unique hardware to run. The program may run from a dedicated server running Microsoft Windows Server 2003 or from a standard business computer running Microsoft Windows XP or Vista. Business grade computers are recommended since they do not contain software typically found on consumer grade computers such as America On Line, Yahoo Desktop or other programs that consume memory and system resources.

The fastest processor, largest amount of memory and large screen are key to optimal performance and comfort and should be considered when purchasing a new computer.

Networking:

Based on the number of user licenses purchased Total Rental may run on multiple computers. When networking Total Rental Peer to Peer or Client/Server typography may be used. Networks running at 100MB should use adapters (NIC), routers or switches and cables (CAT 5e) rated for 100MB. Networks using Gigabit should use CAT 6 cable (or better) and gigabit rated equipment. It is highly recommended to use a qualified network technician to install and configure the network since this is beyond the scope of Market Line Computers support.

1. When networking Total Rental a “shared” folder is created on the server or main computer. This folder *must* be shared with **full access/permissions**.
2. Workstations must have a permanent mapped drive to the folder used above.
3. Avoid creating individual user accounts as this only complicates the network environment.
4. Use simple computer and device names. Labeling a shared printer “Reports” is far easier to identify than “HP LaserJet 2100 PCL 5e”.

Printers:

When considering the type of printer to purchase, determine the number of copies per month that might be printed. This will determine the type of printer to purchase. Purchasing an inexpensive printer, such as an All-In-One or Inkjet may cost more for consumables (toner or ink cartridges, fuser assemblies) than purchasing a better LaserJet printer initially. After installing a printer, print a Windows test page to confirm the printer is functioning. The same should be done to all network printers as well.

Software:

Running software programs such as Anti-Virus, Spyware scanners, backup utilities during normal business operating hours will degrade system performance. It is encouraged that these programs be scheduled to run during off business hours. It is also important to note which applications are loaded in the System tray. Programs that appear here are resident in system memory and will degrade system performance as well. If system performance begins to degrade please check with a computer professional about which applications can be removed.

Backup Devices:

Backing up the software is the responsibility of the user. In the event of a catastrophe the only way to restore lost data is from a backup. Backup programs that may be configured to automatically backup on a daily basis is recommended but, ultimately it is the user who must ensure the data is protected and in a secure environment.

Users must be well versed in the operation of the device and the appropriate backup application. Full backups of all appropriate application directories should be completed daily and backup media should be rotated at least every other day. At least one backup should be updated frequently and stored off-site.

Remote Access and Support:

Support for Total Rental is provided using Symantec PCAnyWhere. PCAnyWhere is a communications application that allows manipulation of a remote computer. This is a required component for support and must be purchased by the user. Firewall software/appliances and routers/modems must contain an exclusion to allow PCAnyWhere remote access. Please consult with the manufacturer of the device or software for additional information.

High speed internet using cable, DSL or FIOS is recommended for remote support and will allow a quick response to any Total Rental issue. In areas where this service is not provided, it is a recommended that a local internet service provider (ISP) with dial-up service be used.

Internet Security:

It is unnecessary to create such a secure network using firewalls, Windows security and such that it requires unique and special attention to gain access. This is not only counter productive but may interfere with remote communications and prevent quick resolution to issues. PCAnyWhere is sufficiently secure to prohibit hacking or pop-ups. It should be noted, to gain access to a computer through PCAnyWhere the application must be running and even then a user name and password are required.

Most viruses, trojans and spyware are introduced to a computer through email and visiting malicious web sites. It would be common sense then, if receiving emails from unknown senders, to simply delete them and avoid visiting questionable websites. In practice this doesn't always happen. With a few simple tips the computer can remain relatively secure and virus and spyware free.

1. After a new computer is installed and running and an internet connection is confirmed, the operating system must be updated with any service patches or fixes.
2. Once all operating system updates are complete and prior to installing any applications firewall software, anti-spyware and pop-up blocker programs should be installed.
3. Hardware devices such as firewall appliances and routers can be configured to allow or deny access to certain web sites.