



**Delphi 9.6 Terminal Server System
Requirements
Revision 1.1
November 1, 2011**

**Delphi 9.6 Terminal Server System Requirements
Based On Active Concurrent Users**

Users	Category	Server Requirements
Up to 20	Processor: Memory: Disk Subsystem:	2.0 GHz Dual Core 6 GB Two 72 GB hard drives (RAID 1) RAID controller
Up to 40	Processor: Memory: Disk Subsystem:	Dual 3.0 GHz Dual Core 12 GB Two 72 GB hard drives (RAID 1) RAID controller
Up to 60	Processor: Memory: Disk Subsystem:	Dual 3.0 GHz Quad Core 16 GB Two 72 GB hard drives (RAID 1) RAID controller
61+	Multiple load balanced Terminal Servers are required	

Additional Terminal Server Requirements

Category	Server Requirements
Operating System:	Windows Server® 2008 Standard or Enterprise 32-bit or 64-bit, including R2
Windows Domain:	Required
Network Protocol:	TCP/IP
NIC Speed:	1 Gbps
Supported Citrix® Versions:	Citrix XenApp™ 6.0 (not required)
Browser:	Internet Explorer® 8.0, 9.0
Internet Access:	For use with the dynamic URL Delphi feature
Microsoft Office:	2007 or 2010 (32-bit only) ¹ . Office must be updated to the latest service packs and hot fixes on each client. All Delphi clients require the same Office version. Office must be installed locally on the Terminal Server.
Miscellaneous:	Antivirus, UPS recommended
Remote Access:	Please refer to the Remote Access Statement below.
Regional Settings/Foreign OS:	Please contact Newmarket Support to determine if your location's regional settings are supported
Terminal Services:	Application Mode, licensing required

Optional Delphi Components

Category	DelphiSync Requirements
E-mail Client:	Outlook® 2007 or 2010 ²
Network Access:	HTTP (port 80) access between the Outlook client and Web service
Network Bandwidth:	1.5 to 3.2 Kbps during normal usage, 12 to 29 Kbps during peak times
Category	Windows Authentication
Windows Domain Support:	All Delphi clients and servers must be in trusted domain.
Category	Crystal Reports
Crystal Reports:	Not Supported

Remote Terminal Server Workstation Requirement

Category	Remote Workstation Requirement
Hardware Requirements:	See Microsoft RDP or Citrix ICA client requirements.
Network Protocol:	TCP/IP
Default Network Ports:	RDP (port 3389), ICA (port 1494)
Network Bandwidth/Latency:	42 Kbps or better per active user session and <200 ms latency between client and Terminal Server
Video Resolution:	1024 x 768 required for all features
Remote Access:	Please refer to the Remote Access Statement below

Remote Access for Services and Support

In accordance with the Newmarket International software license agreement, Newmarket International’s ability to provide timely, complete, and satisfactory services, installs, upgrades, and technical support depends on you allowing us reasonable access to your Newmarket software server environment, databases, and applicable workstations.

Newmarket International uses WebEx® as our primary means of remote connection. WebEx is an Internet-based service that allows us to connect to any workstation or server that has Internet access. You will not be charged any additional fees for the use of WebEx. WebEx is easy to use and very secure. To view a PDF document on WebEx’s security, go to: www.webex.com/pdf/wp_security.pdf.

In addition to WebEx, Newmarket Support Technicians may also use Citrix® or Microsoft® RDP clients for servers connected directly to the Internet. Because many VPN clients are incompatible, Newmarket’s only approved VPN client is Juniper Networks® VPN.

In addition to the remote access requirements, Newmarket International Support and Installation Technicians may need download and upload FTP access to the Newmarket International FTP site (12.15.184.150), as well as download access to the Microsoft download sites, to complete scheduled work at your site.

Additional Information for Customers

- These system requirements are minimum guidelines. Actual requirements will vary based on your system configuration, installed applications, and use.
- If the system requirements are not met, the customer assumes responsibility of performance and compatibility issues as a result thereof.
- As the customer grows their business and data over time, it is possible that system upgrades will need to occur (for example, memory and disk subsystems).
- The customer assumes responsibility for the ongoing maintenance, virus protection, data backup, and security of their system.
- Newmarket provides full support for all functionality-related issues with virtual environments. Limited support is provided for application performance issues within virtual environments. VMWare[®] by EMC and Microsoft Virtual Machine are the only virtual environment software products that fall under Newmarket's limited support. All other products are not supported.

Endnotes

¹ 64-bit Office 2010 is not supported.

² Outlook Web Access (OWA) and Outlook Express are not supported. 64-bit Outlook 2010 is not supported.

