



This document summarizes the key system recommendations to install and run ChangeGear 8. Please review this document before installing your solution to make sure that your system meets the minimum hardware and software recommendations. Contact the SunView Software Professional Services team to ensure your system will scale to meet planned deployment configuration needs.

Server Hardware Resource Recommendations

Component	Technology Recommendation
Change Manager	Servers: 1 Processor: Intel Xeon (or equivalent) Dual-Core or more Memory: 16 GB minimum each Disk space: 128 GB recommended
Service Desk	Servers: 1 Processor: Intel Xeon (or equivalent) Quad-Core or more Memory: 32 GB minimum each Disk space: 256 GB recommended
Service Manager	Servers: 3 (1x Dedicated ChangeGear, 1x SQL, 1x Dev) Processor: Intel Xeon (or equivalent) Quad-Core or more Memory: 32 GB minimum each Disk space: 256 GB recommended
Supported Operating Systems	Windows Server 2016
Web Server (IIS)	Internet Information Server (IIS) 10 Authentication Role Services
Database	Recommend separate 32GB Windows Server, quad core Microsoft SQL Server 2017 Microsoft SQL Server 2016
Other	Microsoft .NET 4.6, Java SE Runtime Environment (JRE) 8u45 or higher

Client Recommendations

Component	Technology Recommendation
Client Hardware Resources	Processor: Intel or AMD 2.0 GHz Dual Core Memory: 8 GB (16GB recommended if concurrently running many browser tabs)
Supported Operating Systems	Windows 10 (recommended) Windows 7 Professional
Browser Support	Chrome Firefox Microsoft Edge (with Chromium engine) macOS Safari
Other	Microsoft .NET 4.6

Supported E-mail and Directory Services

Component	Technology Recommendation
Email	Incoming Email Protocols <ul style="list-style-type: none"> • EWS 2013 or later • POP3 Outgoing Email Protocols <ul style="list-style-type: none"> • SMTP • EWS 2013 or later

ChangeGear 8 System Recommendations

Directory and Protocols	Microsoft Active Directory Services ADFS 2.0, 2.1, 3.0 Single Sign-On (SSO) with SAML 2.0
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External Reporting

Component	Technology Recommendation
Microsoft SQL Server Reporting Services	Supports linking directly to SSRS reports from Microsoft SQL 2016, 2017 and Power BI

SunView Machine Learning (SunView ML)

Component	Technology Recommendation
Hardware Resources	Disk space: Minimum 500 GB Recommended Memory: 32 GB or higher Processor 3.30 GHz Quad Core or higher
Supported Operating Systems	Windows Server 2016
Other	Java SE Runtime Environment (JRE) 8u45 or higher