



System Requirements

August 2019

Use this information as a guide to identify the hardware and software components needed to implement ARTA Lending.

All requirements listed in this document apply to systems running ARTA Lending only. You will need to consider any additional software that will be running in your environment, as this may increase the listed requirements.

Review this document in its entirety and contact Wolters Kluwer if you have any questions regarding specific configurations.

These requirements are subject to change without notice.



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Software and Hardware Requirements

Standalone and Client Operating Systems

- Windows 7 Professional (32- or 64-bit)
- Windows 8.1 Pro (32- or 64-bit)
- Windows 10 Pro and Enterprise (32- or 64-bit)

Components

Internet

- Internet Explorer 11 is recommended with the latest service pack installed.
Note: Microsoft Edge is not supported; use Internet Explorer 11 in Windows 10.
- The Credit Bureau module requires Internet access. Bandwidth of 128K or greater is recommended.
- Internet access is required for remote troubleshooting by SupportLine and for downloading files from the Wolters Kluwer Solutions Support website.

Hardware Requirements

- 1 GHz x86 processor
- 1 GB RAM (32-bit) or 2 GB (64-bit) minimum
- Hard drive with additional free space (after operating system installation) for ARTA Lending installation (500 MB initial install, with an additional 50 MB free space for each added state. 4.0 GB free space for a full 51 jurisdiction install).
- Monitor/Video card capable of 800 x 600-pixel display resolution (VGA minimum). The preferred resolution is 1600 x 900, and the optimum resolution is 1920 x 1080 (HDMI standard).

Network Server Requirements

Software Requirements

Operating Systems

- Microsoft Windows Server 2008 (32-bit and 64-bit)
- Microsoft Windows Server 2008 R2 (64-bit)
- Microsoft Windows Server 2012 (32- and 64-bit)
- Microsoft Windows Server 2016 (64-bit)

Note

ARTA Lending requires Microsoft .NET v3.5 be installed. Microsoft .NET v3.5 is not automatically enabled in Server 2012. There is no download for the .NET Framework 3.5. You must enable .NET Framework 3.5 in Control Panel by following the instructions provided in this article: <http://msdn.microsoft.com/en-us/library/hh506443.aspx>.

For all servers, installation of Microsoft .NET v4.0 and v4.5 is required. Instructions and the download for both are available at <https://www.microsoft.com/en-us/download/details.aspx?id=42643>.

Components

Internet

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Note: Microsoft Edge is not supported.
- The Credit Bureau module requires Internet access. Bandwidth of 128K or greater is recommended.
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Hardware Requirements

Note

The following requirements are based on five concurrent users; additional users may require increased requirements.

- Minimum: 1 GHz (x86 processor) or 1.4 GHz (x64 processor). Recommended: 2 GHz or faster.
- Minimum: 512 MB RAM. Recommended: 2 GB RAM or greater.
- Hard drive with additional free space (after operating system installation) for ARTA Lending installation (500 MB initial install, with an additional 50 MB free space for each added state. 4.0 GB free space for a full 51 jurisdiction install).
- Monitor/Video card capable of 800 x 600 pixel display resolution (VGA minimum). The preferred resolution is 1600 x 900 and the optimum resolution is 1920 x 1080 (HDMI standard).

Printers

Requirements

- PCL5 or PCL6 compatible laser printer (Example: HP 4000 Series, 8000 Series, and Lexmark Optra Series)
- Two programmable (not multipurpose) paper trays, one of which must be an 8½" x 14" paper tray
- Printer memory:
 - 8 MB installed for 300 dpi resolution
 - 16 MB installed for 600 dpi resolution
 - 32 MB installed for 1200 dpi resolution

Notes

- Due to the large variety of printers available in the market today, we are unable to test our programs with every printer.
- Printers that are NOT supported include HP L Series, HP1000 Series, HP2000 Series, Okipage, and Brother HL 1000 Series.
- Multi-purpose (printer, copier and fax) printers may meet the above requirements; however, we do not recommend using multi-purpose printers with our software as we may not be able to assist with problems printing to these printers.

Additional Notes

- These requirements are for systems running ARTA Lending only. A higher megahertz (MHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ARTA Lending. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.
- These requirements are subject to change without notice.
- Microsoft Small Business Server is designed strictly for small business applications and is not supported.
- The latest service packs should be installed for all Microsoft products.

How to Contact Us

Website or E-Mail

Visit our Solutions Support website at <http://www.WoltersKluwerFS.com/Support> for documentation, downloads, frequently asked questions, training, support information, and submitting issues by e-mail.

You can also send an email to artalendingsup@wolterskluwer.com.

Phone: 1.800.274.2711

Our SupportLine technicians will take your calls Monday through Friday, 7 A.M. to 7 P.M. Central Time. Voice mail operates continually, allowing you to leave a message after business hours and on weekends. Calls will be returned Monday through Friday between 8 A.M. and 5 P.M. Central Time.

For all your ARTA Lending questions, use the following extension: Ext. 1124021

Note: Additional phone extensions were previously provided for various ARTA Lending modules. Those extra extensions are no longer valid. Use the 1124021 extension for all ARTA Lending-related calls.

To help us handle your questions as quickly as possible, have the following items available when you call:

- Product name and version number
- Customer number
- Operating system and version number

Fax 1.800.860.3595

Our fax number is listed above. In the fax, include: Attention: SupportLine.

Write

If you prefer, write a letter detailing your question and send it to:

SupportLine
Wolters Kluwer Financial Services, Inc.
P.O. Box 1457
St. Cloud, MN 56302

