



Governance, Risk & Compliance

# TSoftPlus System Requirements

TSoftPlus™

2019.3

## Governance, Risk & Compliance

This publication was written for TSoftPlus™

### Publication Information / Version

Document Title: TSoftPlus System Requirements

Release Date: December 2019

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# System Requirements

## Introduction

Use this information as a guide to identify the hardware and software components needed to implement TSoftPlus. All requirements are for systems running TSoftPlus only. You will need to take into consideration any additional software that will be running in your environment, as this will increase the listed requirements.

## Server Hardware

These minimum requirements are for TSoftPlus only. Additional hardware may be needed if you are using additional applications.

- Multicore Intel/AMD processor
- 8 GB RAM or greater
- 7 GB hard disk space or greater

## Server Software

- One of the following server operating systems:
  - Windows Server 2012
  - Windows Server 2012 R2
  - Windows Server 2016

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### Note

No 32-bit operating systems are supported for server use.

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### Note

After disabling TLS, it is required that you enable the use of strong cryptography. More information about how to enable strong cryptography can be found at: <https://docs.microsoft.com/en-us/dotnet/framework/network-programming/tls#configuring-security-viaappcontext-switches>. Also, more information on minimum builds and patches required by SQL Server to support TLS 1.1 or 1.2 can be found at: <https://support.microsoft.com/en-ux/help/3135244/tls-1-2-support-for-microsoft-sql-server>.

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- Microsoft SQL Server 2012/2014/2016. TCP/IP will need to be enabled on the machine hosting SQL Server. PowerShell might be required if additional database tools are installed.

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### Note

If you perform over 100 transactions a year, we recommend you use a full version of SQL Server, not SQL Server Express, so all transaction can be stored in their original form for seven years.

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### Note

MS SQL Server 2012 Native Client is required to support TLS 1.1 or 1.2. The MS SQL Server 2012 Native Client is already automatically installed as part of newer SQL Server versions (2012 and later). For other versions it is available at: <https://www.microsoft.com/en-us/download/details.aspx?id=50402>.

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- Internet Connectivity
- Internet Information Services (IIS) 6 or later. This program must be installed and functional on the server before installing TSoftPlus. Wolters Kluwer Financial Services cannot provide assistance with implementing IIS beyond the formation contained in the TSoftPlus Installation Guide.

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#### Note

IIS6 compatibility tools need to be installed as a prerequisite on Windows 2008 or Windows 7. For more information, refer to the IIS6 section in the TSoftPlus Installation Guide.

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- Microsoft .NET 4.7.2 Framework
- Windows Identity Foundation Runtime
- Transport Layer Security (TLS) Protocol 1.2 Implements
- .NET Core Runtime and Windows Server Hosting 2.0.5, available for download at:  
<https://dotnet.microsoft.com/download/dotnet-core/2.0#sdk-2.1.100>

### Client Hardware

Additional hardware requirements to run TSoftPlus for the client are generally not needed. You should take into account all software that you anticipate using in selecting a suitable hardware platform. The hardware you select to support a particular operating system should be adequate for daily use of the TSoftPlus client.

### Client Software

All users within an institution must use the same version of Microsoft Office to successfully open and save documents using the Loan Authorization Wizard and Financial Analysis Spreadsheets. Required software, including the operating system, includes:

- Windows 7 Professional or Ultimate, 32- or 64-bit
- Windows 8.1. 32- or 64-bit
- Internet connectivity
- Microsoft .Net 4.7.2 Framework
- Microsoft Word 2010, 2013, 2016 or 365 (as included with Office 365)
- Microsoft Excel 2010, 2013, 2016 or 365 (as included with Office 365)
- Microsoft Internet Explorer 11 or later or Google Chrome 19 or later
- Adobe Acrobat Reader 5.0 or later

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#### Note

After disabling TLS 1.0, we recommend you enable the use of strong cryptography. More information about how to enable strong cryptography can be found at:  
<https://docs.microsoft.com/en-us/dotnet/framework/network-programming/tls#configuring-security-via-appcontext-switches>

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### Standalone

For Standalone installations, TSoftPlus requires the use of Microsoft Word and Excel. Therefore, due to simultaneous operation, a 64-bit operating system with a minimum of 8 GB RAM is recommended.

## Software as a Service (SaaS) Environment

More detailed information on software and hardware requirements for using the SaaS version of TSoftPlus can be found in the latest *TSoftPlus\_System\_Requirements\_SaaS.pdf*.

## Additional Notes

### Service Packs

The most current service pack is required for all Microsoft applications.

### Backup/Restore

Backups are the sole responsibility of your institution. Your backup software may require an additional module to allow backing up of database files.

### Unsupported Operating Systems or Installations

The following operating system or installation environments are not supported or no longer supported by TSoftPlus:

- Novell Netware - TSoftPlus utilizes Microsoft IIS to create the screens and Microsoft SQL Server to manage the database and these cannot be installed to or run from a Novell NetWare file server.
- Microsoft Small Business Server
- Microsoft BackOffice Server
- Active Directory Server (Domain Controllers) - TSoftPlus should not be installed on a domain controller.
- Exchange Server - TSoftPlus should not be installed on a Microsoft Exchange Server.
- Windows Millennium Edition
- Windows XP, server or client
- Windows Vista Home
- Windows 7 Home Premium
- Windows Server 2003
- Windows Server 2008

# Contact Information

## How and When to Contact Us

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### Important

There may be situations where you provide or are asked to provide data to Wolters Kluwer for assistance in troubleshooting, implementation, or the delivery of professional services. When doing so, do not provide actual live data of your customers. Provide sample, fake data that is representative of the issue you are experiencing.

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Visit our Software Support web site for documentation, downloads, frequently asked questions, training, or support information: <http://www.wolterskluwerfs.com/software/tsoftplus-support.aspx>; you can contact us directly through our website at: <http://www.wolterskluwerfs.com/software/contact-us/>.

You can telephone our SupportLine technicians at **800-274-2711**, ext. **1124028**.

Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. To help us handle your question as quickly as possible, have these items available before you call:

- product name
- customer number and customer name
- operating system and version number; service pack numbers, if installed

To contact us through email, submit all requests to: [tsoftsup@wolterskluwer.com](mailto:tsoftsup@wolterskluwer.com). Send us a fax at (320) 240-4252.