

# Clubware Limited

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## Hardware and Software Requirements



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## Document History

Date	Version	Description	Author
16/12/15	1.0	Document created	Karan Singh
27/07/16	1.2	Inclusion of CT4 Hosting Requirements	Mark Ford
08/09/2016	1.3	Inclusion of MS SQL Limitations Removal of 2.7 Minimum Requirements.	Mark Ford

## Clubware 3.0 & Above, Hardware & Software Requirements

### Clubware Hardware Requirements

Clubware recommends the following minimum hardware/software specifications for a **standard local installation**:

**Server OS:** IMPORTANT: Clubware cannot be installed on MAC® or Linux Operating Systems

- Microsoft® Windows Server 2008 or higher
- Windows® 7 Pro or higher

**Client OS:** IMPORTANT: Clubware cannot be installed on MAC or Linux Operating Systems

- Windows 7 Pro or higher

**Server CPU/Processor:** Pentium i5® or equivalent or higher

**Client CPU/Processor:** Pentium i3® or equivalent or higher

**Memory (RAM):**

RAM/Memory	2GB	4GB	8GB	12GB	
Clubware Client <i>(will connect to Clubware server/DB)</i>	x	✓	x	x	
Clubware Server <i>(up to 10 Clients)</i>	x	x	✓	x	
Clubware Server with Access Control System* <i>(up to 5 Clients)</i>	x	x	✓	x	
Clubware Server with Access Control System* <i>(up to 10)</i>	x	x	x	✓	

\*Paxton® or Integriti®

It is recommended that when using Clubware in a Terminal Services environment, an IT Technician be contracted to ensure that adequate resources are available on the Terminal Server and on each of the Clubware Client machines. In situations when additional Clubware Client machines are being added over a period of time, it is important to be aware that additional RAM/Memory and CPU capabilities may also need to be increased in order to support the number of users being added.

**Hard Disk:**

For the Database Machine, it's recommended that either HHD or SSD hard drives are used instead of HDD as this will improve on speed and efficiency.

- Database Machine: Sufficient free space for Clubware Databases and client software (10GB)
- Client Machine: Sufficient free space for client software (500MB)

**Miscellaneous Hardware Requirements:**

- CD/DVD, Tape Drive, USB Drive (for back-ups)
- VGA or higher-resolution monitor: Super VGA recommended
- Microsoft Mouse, Microsoft IntelliMouse
- Serial barcode scanner or HID Compliant USB barcode scanner
- Cash drawer serial or USB (optional)
- Epson® compatible receipt printers
- Laser printers
- Serial ports (require one port for each serial device – physical or virtual)
- Broadband internet connection (mandatory for Remote Desktop Support)

- Sound Card and speakers (not essential, however useful for sound features in Clubware)
- Webcam (not essential unless Member's photos are required)
- Serial Turnstiles
- Paxton Access Control Hardware using Net2 5.xx software
- Inner Range® Access Control Hardware using Integrati® version 3.2.3.7924 or higher

## Clubware Software Requirements

- Microsoft Mail, Microsoft Exchange, Microsoft Outlook, Outlook Express, Internet SMTP/POP3, IMAP4 or other MAPI-compliant messaging software required to use email  
IMPORTANT: Clubware will not work with Microsoft Outlook 64-Bit
- Internet Explorer
- Microsoft Word (optional)
- Adobe Acrobat Reader® (optional)
- SQL Server 2008, SQL Server 2012, SQL Server 2014 (Express or Full)
- SQL Server 2012 Express (included with Clubware installation)

### SQL Server Limitations:

	Maximum DB Size	CPU's	Maximum RAM Used	SQL Agent Database Mail Maintenance Plans	Back-up Compression	SQL Profiler
<b>SQL 2008 R2 Express</b>	10GB	1	1GB	No	No	No
<b>SQL 2008 R2 Standard</b>	524PB	4	64GB	Yes	Yes	Yes
<b>SQL 2008 R2 Enterprise</b>	524PB	8	2TB	Yes	Yes	Yes
<b>SQL 2012 Express</b>	10GB	1 socket or 4 cores	1GB	No	No	No
<b>SQL 2012 Standard</b>	524PB	4 sockets or 16 cores	64GB	Yes	Yes	Yes
<b>SQL 2012 Enterprise</b>	524PB	OS Max	OS Max	Yes	Yes	Yes
<b>SQL 2014 Express</b>	10GB	1 socket or 4 cores	1GB	No	No	No
<b>SQL 2014 Standard</b>	524PB	4 sockets or 16 cores	128GB	Yes	Yes	Yes
<b>SQL 2014 Enterprise</b>	524PB	OS Max	OS Max	Yes	Yes	Yes

NOTE: It is not possible to migrate a database from any version of SQL 2014 to a lesser version of SQL Server.

NOTE II: SQL Express Software is free of charge but limited to total database size of 10GB. If your database is larger than 10GB or if it is likely to increase beyond 10GB, Standard or Enterprise versions of the software will need to be purchased from Microsoft.

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## Recommended Hardware

### Client

- Windows 7 Professional or higher
- CPU: Intel Core i3 or better
- 4GB memory

### Single Branch Server with Access Control

- Windows 7 Professional or higher
- CPU: Intel Core i5 or better
- 8GB memory

### Multi-Branch Server

- Microsoft Window Server 2012
- CPU: Intel Xeon®, Intel Core i7
- Dedicated Database Server,
- 8GB memory free for SQL Server (suitable for up to ten branches)
- 512MB memory per thin client connection
- Microsoft best practices
- If the central database is going to support more than ten branches, we recommend enlisting an IT provider to recommend your hardware requirements.

## Access Control

It is essential to determine prior to the signing of any agreement to establish if the Client has an existing Access Control system currently in place or if they plan to install an Access Control System in the future.

Clubware is fully integrated with Paxton Net2

### Existing Access Control System

Full details of the Access Control system should be provided:

- Name and version of software application
- Name of Hardware System
- How many doors are controlled?
- Installer contact details
- Distributor contact details
- Is the system used over multiple sites?
- Has the system already been successfully integrated with the previous Facility Management Tool?

**IMPORTANT:** Clubware Support and/or Development must undertake an investigation in order to determine if the existing system can be successfully integrated into Clubware and if the Clients requirements of the system can be met. Therefore the above information is mandatory in order to minimise any delays in the investigation. If additional Development work is required to integrate the existing system, additional charges will be applied at \$125 p/h plus GST.

### Planning to Install an Access Control System at a Later Date

- If the Client is planning to install an Access Control System at a later date, the following information must be obtained:
- Does the Client require Clubware 2.0 to generate “Stop Gate Messages” at the time of entry into the premises?

- Will you need to scan in and out?
- Does the Client require the Access Control System to manage additional functions such as CCTV, Panic Buttons, Lighting, Air-Con, Power for Exercise Equipment, Duress Functions, Alarms etc.?
- Does the Access Control System require to be populated with Members?
- Are there Multiple Sites which will share reciprocal visitation rights?

**IMPORTANT:** The Clubware application itself, other than for turnstiles must not be used as access control to control doors on the premises.

## Clubware Hosted on CT4

### Citrix Receiver® Hardware Requirements

Clubware and CT4 have partnered to provide Clubware in the Cloud. Clubware recommends that Citrix Receiver is installed on one of the below operating systems:

#### Windows

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7
- Windows Server 2012/ 2012 R2
- Windows Server 2008/ 2008 R2

#### MAC

- MAC 12
- MAC 11.9.x

**IMPORTANT!** Although Citrix Receiver may be installed and used on any of the above MAC operating systems, it is important to note that you will not be able to connect any peripheral devices such as receipt printers, barcode scanners, RFID readers, cash drawers, webcams. If you intend to use any peripheral devices you must use one of the recommended Windows operating systems instead of a MAC OS, furthermore, peripherals will not work on Parallels® or Boot Camp®.

In addition to the above, it's important that all device/machine names follow the Windows naming convention of no more than 15 characters (including spaces) as the hosted operating system in the cloud is Windows based.

#### Browsers

- Internet Explorer® 10/11
- Microsoft Edge®
- Google Chrome™ 21 and above
- Mozilla Firefox® 18.x

#### Windows Phone

Windows Phone 7 and above

#### iOS®

- iOS 7 and above

## Android™

- Android 3.9.1 and above

## Internet Connection

It is always recommended to use a minimum of ADSL2+ or fibre internet connectivity. Wireless 3G or 4G should only be used in the event that your ADSL2+ or fibre internet connection is suffering from an outage and should only be a temporary solution until the internet connection has been restored. Any sort of wireless connection is prone to internet connection dropouts which will result in the CT4 session ending and the user will be required to reconnect to CT4 and Clubware again.

## Local Area Network

It is recommended to use a wired Ethernet connection between your modem/router and your computers on which you will be using Clubware. We do not recommend using a wireless network to connect your computers to your modem/router as dropouts can cause the CT4 connection to also dropout, requiring the user to reconnect to CT4 and Clubware again. These disconnects can appear on the surface to be Clubware issues, but are in fact local network problems.

## Support

Both Clubware and CT4 provide support for their respective services. Should you experience difficulties in first connecting to CT4, please contact their Support (numbers provided below). If you're experiencing problems logging in to Clubware or the use of Clubware itself, the please contact Clubware Support (numbers provided below).

CT4 Support Australia	1300 139 844	
CT4 Support New Zealand	+64 (0) 9 887 5168	<a href="mailto:servicedesk@ct4.com">servicedesk@ct4.com</a>
CT4 Support UK	+44 (0) 203 695 5598	
Clubware Support Australia	1800 114 777	<a href="mailto:support@clubware.com.au">support@clubware.com.au</a>
Clubware Support New Zealand	+64 (0) 9 481 0490	<a href="mailto:support@clubware.co.nz">support@clubware.co.nz</a>
Clubware Support UK	+44 (0) 333 202 0197	<a href="mailto:support@clubware.co.uk">support@clubware.co.uk</a>