

1 Requirements reminder – GT2F GT-HOSP

1.1 Main

Before installing GT-HOSP, you must make sure that your customer enters in a normal software using context.

You must therefore verify the following points:

*the computer minimum configuration

- Processor minimum 1GHz
- 2Gb of RAM
- 4Gb of available disk space
- Graphic's resolution $\geq 1024 \times 768$

* Operating system: can be installed/used on:

- Windows XP
- Windows Vista
- Windows 7
- Windows 2003 Server
- Windows 2008 Server
- Windows 2012 Server
- Windows 8.
- Windows 10.

* The PC must never be switched off brutally (use of an alternate power supply advised).

*It's recommended to have a dedicated computer to use GT HOSP

If the computer is used for other functions (development, server, Internet connection sharing, documents scanning, and so on...), the GT2F company will not be considered responsible for the possible issues.

If the computer is not strictly dedicated to the call accounting, it is strongly advised to choose the external buffer solution if it can be used with your PBX (consult the provider first).

Moreover, if multiple programs run on the computer, the software performances may be damaged.

IT'S ENTERLY YOUR RESPONSIBILITY IF THESE PREREQUISITES ARE NOT VALID.

* Verify the PBX general parameters

« Basic » printing parameters,

Disable the alerts

Disable the page breaks

- Disable the headers
- Etc...

For more details use the specific documentations related to your PBX if available.

1.2 Operating system / environment

* Firewalls / Antivirus softwares

You must disable or configure the firewalls / antivirus softwares installed on the PC including the one integrated on Windows. **Best usage: add exception(s) to the firewall.**

WARNING! Stopping the firewall on Windows 2K8 server prevents remote logins.

To disable the Windows firewall

- Open « Control panel »
- Then « Administrative Tools » (Must be In classical view)
- Then « Services »
- Select « Windows Firewall/Internet Connection Sharing (ICS) » then « properties »
- Click on « Stop »
- Change the startup type by selecting « disable »
- Apply the changes

If you want to configure a firewall, you must unlock the following ports:

- TCP 3050 incoming
- The IP port used by the PBX or the external buffer-box (TCP 7000 outgoing by default)
- **GT-CENTRAL : TCP 42080**
- **GT-REPORT : TCP 42085**
- **GT-CONNECTOR : TCP 43XXX, XXX matching the GT-CONNECTOR number during the install. Default is 0001 for the first connector → port TCP 43001.**

* System standby

Also, you must have the « system standby » and « turn off hard disks » on the computer, deactivated.

- Click right on Desktop « Properties »
- Go to the part « Screen saver »
- Then « Power... »
- Check that « turn off hard disks », « System standby » and « hibernate » would be on « Never »

* Data execution prevention

Check the following points:

- Open the « Control panel »
- Then « System »
- Then go to the tab « Advanced »
- Go to « performance » then click on « Settings »
- On the tab « Data execution prevention »
- Check that the « turn on DEP for essential Windows programs and services only » is selected
- You must start again the computer if you made changes.

1.3 Privileges

* User's privileges on Windows

You must have administrator's privileges on the computer. If you can't, you must have the rights on

- The installation folder (by default: « C:\Program files\GT2F »)
- The folder « C:\Program files\firebird »
- On the following registry keys :
 - HKEY_LOCAL_MACHINE\HARDWARE\DEVICEMAP
 - HKEY_LOCAL_MACHINE\SOFTWARE\GT2F

NB: On some restrictive environments you will have to allow also:

- The public documents folder.
- The registry key HKEY_CURRENT_USER

NB: Server W2008

You must have the permission on

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer
 - Add read/write permissions for the account LOCAL SERVICE
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