

# **Numara FootPrints**

## **Practical and Flexible IT Service Management for the Real World**



Transform IT Service Management by easily automating business processes and managing desktops through an integrated web based solution

**Technical Overview  
and System Requirements**

# Numara FootPrints

## Technical Specifications

Numara® FootPrints® is a practical and flexible IT solution for uncomplicated, cost-effective IT service management. It helps you drive business success through excellent customer service and reduce resource drain by streamlining and automating operations.

Numara FootPrints not only fits the way you work, it fits your working environment. With a flexible, scalable, and easy-to-configure architecture, it easily plugs into any IT environment, working with the technology you have today and adapting for the technology you'll have tomorrow.

Numara FootPrints Technical Highlights:

- 100% web-based
- Resides on a single, central computer running a web server
- No client software required; only a standard web-browser (If using the integration with Numara® Asset Management Platform (NAMP), please refer to the [NAMP Tech Specs](#) for client specs, Java™ version 1.6.0 16 or higher is needed for the integration.)
- No programming needed for implementation or ongoing administration
- Supports multiple platforms, databases, email systems, client systems and web browsers
- Integrates with telephony systems to automate call routing and auto-populate tickets
- Offers robust security with configurable security roles, support for multiple authentication methods, secure LDAP, secure IMAP and SSL
- Includes 64-bit support for x86 servers

Numara FootPrints uses HTML and Javascript™ to display dynamic web content. It makes use of AJAX technology for just-in-time data delivery and uses modern Javascript libraries like YUI and Ext JS to display its presentation layer. Perl™ and Java™ are used on the server to generate all of the dynamic web content and interface with the back end database via DBI/DBD and ODBC. All configurations are performed through the browser without any programming.

Users can be authenticated directly against their Microsoft® Windows®, LDAP, web server, UNIX® or native Numara FootPrints login ID and password. Numara FootPrints then assigns users to their proper roles, giving them their established preferences and permissions within the system.

## Numara FootPrints Mobile Technical Specifications

Numara FootPrints Mobile provides real-time mobility and two-way data synchronization Between Numara FootPrints and smartphone devices.

### Real-Time Wireless Specifications

Smartphone with a minimum display width of 320 pixels.

Currently Tested Devices

- Rim® Blackberry® 8700 series, 8300 series (Curve™), 8800 series (World Edition) , 9000 series (Bold™), and 9630 series (Tour™)
- Rim Blackberry 8100 and 8200 series (Pearl™) are not supported
- Palm® Treo™ running Windows® Mobile 5 or 6 (Palm OS is not supported)
- Apple® iPhone® 3G, 3GS, and 4

Other devices not listed may also be supported. If your device is not listed, it can be easily tested through our hosting site without special configuration. Contact a Numara Software sales representative for details.

### Offline PIM Specifications

- Supported Operating Systems: Windows 2000, Windows 2003, Windows XP, Windows Vista®
- Supported PIM software: Microsoft Outlook®, Microsoft Outlook Express, Lotus Notes®, Palm Desktop, Palm HotSync®
- Supported PDAs: PocketPC® (through Outlook), BlackBerry (through Outlook or Lotus Notes), Palm (through Palm HotSync or Palm Desktop)
- Transfer options: Agent can select either two-way or one-way (PIM-to-Numara FootPrints or Numara FootPrints-to-PIM) transfer



# Numara FootPrints

## Versions of Numara FootPrints for Microsoft Windows web servers

Platform	Windows Server® 2008 (32-bit and 64-bit), Windows Server 2003 (32-bit and 64-bit), Windows Server 2008 R2 (64-bit)	
File System	NTFS-formatted hard drive	
Web Server	Internet Information Server (IIS) v6-7.5	
Database	Microsoft SQL Server®	Oracle®
Version	Microsoft SQL Server 2005/2008(1) Microsoft SQL Server Express 2005/2008	Oracle 10g/11g <sup>(2)</sup> (Note: The database can reside on a Windows, Linux®, or UNIX® server) Oracle Text required
Hardware 1 – 20 Users <sup>(3)</sup>	<b>SQL Server on a different server:</b> 2 GB RAM 1 Xeon® or Opteron™ 2.4 GHz processor or better 20 GB disk space	<b>Oracle on a different server:</b> 2 GB RAM 1 – 2.4 GHz processor or better 20 GB disk space
	<b>SQL Server on the same server:</b> 4 GB RAM 1 – 2.4 GHz processor or better 20 GB disk space	<b>Oracle on the same server:</b> 4 GB RAM 1 – 2.4 GHz processor or better 20 GB disk space
Hardware 21 – 50 Users <sup>(3)</sup>	<b>SQL Server on a different server:</b> 4 GB RAM 2 – 2.4 GHz processor or better 40 GB disk space	<b>Oracle on a different server:</b> 4 GB RAM 2 – 2.4 GHz processor or better 40 GB disk space
	<b>SQL Server on the same server:</b> 4 GB RAM 2 – 2.4 GHz processor or better 40 GB disk space	<b>Oracle on the same server:</b> 4 GB RAM 2 – 2.4 GHz processor or better 40 GB disk space
Hardware Large Volume 51+ Users <sup>(3)</sup>	See the "Suggested hardware based on volume" chart on the next page.	
Email	SMTP for email notification, i.e. as provided by Microsoft Exchange and Lotus Notes® POP/IMAP/IMAP-SSL for incoming email processing, i.e. as provided by Microsoft Exchange and Lotus Notes	
Client Platform	Any supported web browser as defined below. If using the integration with NAMP, please refer to the <a href="#">NAMP Tech Specs</a> for client specs. (Java version 1.6.0 16 or higher is needed for the integration)	
Web Browser	Microsoft Internet Explorer® 7 or 8, Mozilla® Firefox® v3.0.x, 3.5.x, or 3.6.x, Safari® 5.0.x on MacOS®	

## Versions of Numara FootPrints for UNIX and Linux web servers

Platform	Linux	Sun™ Solaris™
Version	Any Intel® 32 or 64 bit Linux system built from glibc 2.3-2.10.x	Sun Solaris for SPARC® 2.8 or higher
Web Server	Apache® 2.x	Apache 2.x
Database	MySQL 5 – 5.1.x Oracle 10g/11g <sup>(2)</sup> (Oracle Text required) PostgreSQL 7/8	MySQL 5 – 5.1.x Oracle 10g/11g <sup>(2)</sup> (Oracle Text required) PostgreSQL 7/8
Hardware 1 – 20 Users <sup>(3)</sup>	<b>Database either on same server or different server:</b> 2 GB RAM 1 – 2.4 GHz processor or better 20 GB disk space	<b>Database either on same server or different server:</b> 2 GB RAM 1 – 2+ GHz processor 20 GB disk space
Hardware 21 – 50 Users <sup>(3)</sup>	<b>Database either on same server or different server:</b> 4 GB RAM 2 – 2.4 GHz processor or better 20 GB disk space	<b>Database either on same server or different server:</b> 4 GB RAM 2 – 2+ GHz processors 40 GB disk space
Hardware Large Volume 51+ Users <sup>(3)</sup>	See the "Suggested hardware based on volume" chart below.	
Email	Locally installed Sendmail SMTP, i.e. as provided by Microsoft Exchange and Lotus Notes POP/IMAP/IMAP-SSL, i.e. as provided by Microsoft Exchange and Lotus Notes	
Client Platform	Any supported web browser as defined below. If using the integration with NAMP, please refer to the <a href="#">NAMP Tech Specs</a> for client specs. (Java version 1.6.0 16 or higher is needed for the integration)	
Web Browser	Microsoft Internet Explorer 7 or 8, Mozilla Firefox v3.0.x, 3.5.x, or 3.6.x Safari 5.0.x on MacOS	

# Numara FootPrints

## Suggested Hardware Based on Volume<sup>(4)</sup>

Platform # Of Users <sup>(3)</sup>	Windows 32 or 64 Bit 2003/2008/2008 R2 Server w/	Linux 32 or 64 bit Any Intel Server w/	Sun Solaris Sun SPARC Server w/
1-20	2 GB RAM 1 – Xeon or Opteron 2.4 GHz processor or better	2 GB RAM 1 – Xeon or Opteron 2.4 GHz processor or better	2 GB RAM 1 – 2+ GHz Processor
21-50	4 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	4 GB RAM 2 – 2+ GHz Processors
51-150 <sup>(4)</sup>	8 GB RAM 4 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 2 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – 2+ GHz Processors
151-249 <sup>(5)</sup>	8 GB RAM 8 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – Xeon or Opteron 2.4 GHz processor or better	8 GB RAM 4 – 2+ GHz Processors
250-500 <sup>(6)</sup>	16 GB RAM 16 – Xeon or Opteron 2.4 GHz processor or better	16 GB RAM 8 – Xeon or Opteron 2.4 GHz processor or better	16 GB RAM 8 – 2+ GHz Processors
501+	32 GB RAM 32 – Xeon or Opteron 2.4 GHz processor or better	32+ GB RAM 16+ Xeon or Opteron 2.4 GHz processor or better	32+ GB RAM 16+ – 2+ GHz Processors
Sample Server for Large Volume <sup>(7)</sup>	HP Proliant DL500 series, IBM® x3850 X5 or Dell® PowerEdge™ R200 for up to 150 users. HP Integrity Servers, IBM x3950 R2, or Dell PowerEdge R900 for over 150 users.	HP Integrity rx7620-16 Server	Sun SPARC M-class Enterprise Series Server

## Notes

1. Use of Numara FootPrints with Microsoft SQL Server may require additional Microsoft licenses. For more information, contact Microsoft at [www.microsoft.com](http://www.microsoft.com). A no-cost Microsoft SQL Server Express 2005 is available from Numara Software.
2. Use of Numara FootPrints with Oracle may require additional Oracle licenses. For more information, contact Oracle at [www.oracle.com](http://www.oracle.com).
3. The number of users refers to the average number of concurrent users on the system at any one time. This should include agents and 1-2 percent of the total number of customers (if using Numara FootPrints for customer service). So, if you have 20 agents and 1000 customers using customer self-service, 30-40 users should be counted. This is only a rough guide. Actual load on the system is dependent upon your usage of Numara FootPrints.
4. The hardware requirements for large volume usage assume a 2 server install with both the application and database server matching the suggested specifications.
5. Windows 2003 Standard (SP2 and R2) supports up to 4 processors and 4 GB RAM. Windows 2008 and 2008 R2 supports up to 4 GB RAM and (64-bit) supports up to 32 GB RAM.
6. Windows 2003 Enterprise (SP2 and R2) supports up to 8 processors and 64 GB RAM. Windows 2008 and 2008 R2 supports up to 64 GB RAM and (64-bit) supports up to 2 TB RAM.
7. Windows 2003 DataCenter supports up to 32 processors and 64 GB RAM. Windows 2008 and 2008 R2 supports up to 64 GB RAM and (64-bit) supports up to 2 TB RAM.
8. "Sample Server" is not intended to be an inclusive list of authorized hardware or vendors, but examples of possible servers that can be used.
9. Note: Dual and Quad Core CPUs are equivalent to 2 and 4 processors respectively. 4 Processors can be 4 single CPUs, 2 Dual Core, or 1 Quad Core.

# Numara FootPrints

## Server Virtualization

Numara FootPrints has been proven by Numara Software customers to function properly in virtualized data centers that use VMware® ESXi™, VMware Infrastructure™ and Microsoft® Hyper-V Core Server 2008 R2. Numara FootPrints is only supported in these environments if the product is installed on an approved OS platform, web server and database. Numara FootPrints may work properly on other virtualization products, but Numara Software has not tested them and verified that functionality. Furthermore, Numara Software has no documented statistics regarding the performance of Numara FootPrints in these environments since the mix of outside vendors' applications and hardware can have a direct impact on overall performance.

Additionally, should Numara Software believe that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate virtualization layer support provider to resolve the virtualization issue.

Please note that Numara Software server components are not supported on VMware Server™ or VMware Workstation using the GSX engine in a production environment since it is not designed for hardware optimization.



## Numara FootPrints Delivery Options

- With Numara FootPrints, customers have the option to subscribe (SaaS) or purchase the product.
- Subscriptions are hosted by Numara Software, while purchased software can be hosted by the customer or by Numara Software.
- Subscriptions can also be purchased and brought on site at a later date if required.

	On Site	Off Site (Hosted)
Purchase	X	X
Subscription		X

# Numara FootPrints

## About Numara Software

With more than 55,000 customer sites worldwide, Numara® Software is a global leader in delivering practical, flexible solutions that allow IT organizations to improve service to their end-users. Our integrated IT service management and IT asset management software platforms enable organizations to efficiently automate a wide variety of IT related tasks and processes using interoperable solutions from a single, proven vendor.

Widely known for our dedicated focus on ease of use and affordability for our customers, our IT solutions deliver fast time-to-value, increased control, and reduced risk for small businesses to large companies. For more information, visit:

[www.numarasoftware.com](http://www.numarasoftware.com).

---

## Corporate Headquarters

2202 North Westshore Boulevard, Suite 650  
Tampa, Florida 33607, USA

p: 813.227.4500 • f: 813.227.4501

## European Headquarters

Davidson House  
Forbury Square  
Reading, RG1 3EU, UK

p: (0)800.195.2373

For a comprehensive list of our global offices, please visit  
[NumaraSoftware.com](http://NumaraSoftware.com)

©2010 Numara Software, Inc. All rights reserved. "Numara" and the Numara Software logo are registered trademarks of Numara Software, Inc. FootPrints is a registered trademark of Numara Software, Inc.

100486-0910



**NUMARA**<sup>®</sup>  
software