Infor Distribution FACTS Hardware Guide

Release level 9.3.0

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About this guide

This guide describes hardware requirements for using the Infor Distribution FACTS.

Intended audience

This guide is for FACTS end users, managers, in-house analysts, and trainers who require an understanding of the product and how to use it.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "Contacting Infor" on page 5.

Refer to the contents of the FACTS Version 9.3 & Incrementals folder located at www.inforxtreme.com. Click Search>Browse Documentation>FACTS> Version 9.3 & Incrementals to view a document tree similar to this.

- *FACTS Version 9.3 & Incrementals*
  - *Installation and Administration Guides*
    - *Installation Guide*
    - *Product Compatibility Matrix*
    - *Hardware Guide*
  - *Release Notes*
    - *9.3.0 Release Overview*
    - *Incremental Release Notes*
  - *Integrations*
    - *Infor Solutions*
      - *Infor Distribution Storefront*
      - *eCommerce*
    - *Credit Card*
      - *CenPOS*
    - *WMS*

    - *Accellos*
  - *Document Management*
    - *Unform*
- *Users Guides*
  - *Implementation Guides*
  - *Standard modules User Guides*

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

FACTS 9.3.0 Hardware Guidelines

Overview

Infor Distribution FACTS is a client/server application, which means each installation will include a database server, an Ethernet network, network communications software (TCP/IP), and client PC workstations.

Client PC Recommendations

These are the Client PC recommendations.

- Virtually any current technology PC has sufficient power to run FACTS. PCs that are not capable of effectively running the approved client operating systems should be replaced.
- The processor should have adequate power to run the version of Windows being used. Consult the FACTS 9.3.0 Compatibility Matrix for the list of supported client operating systems.
- Minimum of 1024 x 768 screen resolution is required.
- Network access (wired or wireless) is required and is the most important aspect of the client machine. The wireless or network card in the client should support the networking recommendations below.
- To allow more windows to be viewed at the same time, 1280 x 1024 screen resolution (or better) is recommended.

Networking Specifications

These network specifications are required.

- The FACTS client/server solution, when not used with a terminal server, requires a fast network and short ping times from the client to the server.
- Ping times approaching or exceeding 100ms will result in sluggish screen draw times, and, when substantially higher, may not be considered usable.
- In distributed environments where network speed or ping times are marginal, a terminal server is recommended.

- Network switches, routers, cable, and patch panels must adhere to at least Category 5 specifications.

Network Bandwidth Considerations

Network bandwidth must meet these requirements.

- Single location sites running local 10/100 Mbit switches that meet the above recommendations should experience no speed-related issues.
- Multiple location sites using internet connections must properly size the communications “pipe” for the number of devices to ensure adequate responses times.
- For environments without terminal servers, we recommend 50k of bandwidth per active remote user for the FACTS client.
- If additional applications are in use that utilize bandwidth, e.g. Internet Explorer, Exchange, file sharing, etc., additional bandwidth should be allocated.
- Note that bandwidth may vary due to quality of the connection.

Terminal Server Considerations

The terminal server considerations are:

- When using a terminal server, it should have very fast ping times (<10ms) to the server and be on the fastest network available between it and the server.
- Server-side licensing of WindX via the WindX Plug-in or ProBundle is highly-recommended for all clients, including terminal servers. Multi-user WindX is only available to customers who already have purchased it.

PxPlus and Apache Web server Considerations

Web server considerations include:

- When using the Apache Web server to run the API Toolkit for use with Storefront or otherwise, the Webserver will typically be run on the FACTS server itself.
- Each task handler setup on the PxPlus web server will consume a PxPlus user license and will consume RAM and processor time. For purposes of sizing, consider each task handler as if it were a “Power User”
- The Apache Web Server is not utilizing any of your PxPlus licenses.

- The PxPlus Web Server still needs to be purchased and licensed in order to utilize the Apache Web Server. The PxPlus Web Server contains the communications interface necessary for communications to take place between the Apache Web Server and PxPlus.

PxPlus Application Server and Simple Client/Server

Recommendations for FACTS and PXPlus Simple Client/server and Application Server are listed in this section.

- FACTS is a client/server product that requires a process on the server to communicate with the clients that are running FACTS.
- The PxPlus Simple Client/Server replaces the previous nthost/ntslave tools. Simple Client/Server utilizes a single port address for all clients, is more lightweight and faster than nthost/ntslave.
- The PxPlus Application Server also uses a single port address but it also provides security and system management around access to the FACTS environment that is not available when using Simple Client Server.
- Memory recommendations for either option are included in the recommendations below.

WindX Clients

WindX clients should follow these Plug-in requirements.

- It is highly-recommended that you use the WindX Plug-in (which is included with Pro-Bundle and higher) instead of stand-alone WindX. Stand-alone WindX is no longer available to be sold new.
- Utilizing the Plug-in eliminates the need to manage individual serial numbers for each client, and there are auto-deployment options available with the Plug-in that are not available when using Stand-alone WindX.

Server Recommendations

Server recommendations for FACTS include:

- When using Windows as the FACTS server, it is recommended that office automation products (e.g. Exchange, Outlook, etc,) be installed on a separate server.
- Do NOT upgrade to a latest version of an operating system without first checking the FACTS Compatibility Matrix to see if that version of the OS has been certified with FACTS and PxPlus.

Hard Drive Recommendations

These are the hard drive recommendations for FACTS 9.3.0.

- We recommend using high performance hard drives with fast access times. EIDE / SATA drives are not recommended because they are not optimized for multi-user applications.
- If not using a SAN, RAID 5 offers the most cost-effective means of fault tolerance, but it does not offer meaningful performance gains using the FACTS data files. You can also choose RAID 1 (drive mirroring) for enhanced fault tolerance, and RAID 10 for both speed and mirroring.
- Allow plenty of disk space for the amount of data the customer expects to generate. FACTS 7.8 and later uses more disk space than FACTS versions prior to 7.8 – expect about a 30% increase in disk space needs for the same system when converting from prior FACTS versions to FACTS 7.8 or later.
- It is recommended that you have enough free disk space to accommodate 3 additional copies of the FACTS data.

Processor Recommendations

Processor guidelines are included:

- There are many different processor choices available, and there is not a single optimum choice for a given system. Always use proven, high-quality hardware from reputable manufacturers.
- FACTS 7.8 and later version are more processor-intensive than FACTS 7.7 and prior.
- As the number of users increases, it's more important to invest in faster and more processors.
- Follow the OS manufacturer recommendations for processor selection for the anticipated number of users, then expand that as needed to account for FACTS and any other software being run on the server.

RAM Recommendations

RAM recommendations for FACTS users and OS manufacturers are listed in this section.

- When purchasing RAM, always use proven, high-quality hardware that has fast access times.
- Use the OS manufacturer recommendations as the starting point for determining the amount of RAM needed to properly run the OS with the expected number of users. Add to that any memory requirements for other software that will be run on the server. Then add to that number, the amount of RAM that FACTS will need.
- "Power User" refers to users who run many separate FACTS sessions and frequently drill down to multiple screens. We recommend you allocate 100MB of RAM on the server for each expected Power User, for their FACTS use.
- For users who typically only have 2 or 3 FACTS sessions and do not frequently drill down to multiple screens, we recommend you allocate 40MB of RAM on the server for their FACTS use.

- Add 100MB more RAM to cover the API Toolkit and other FACTS-related services that must be run on the server.

Formula: Base RAM for OS + RAM for non-FACTS applications + 100MB (for API and services) + (100MB * # Power Users) + (40MB * # Normal Users)