

Crow River Software - System & User Requirements

Crow River Software (Crow River Tech, LLC) products are designed to be straightforward and easy to use, with minimal administration by the customer, both on a hardware and software level. We strive to quickly resolve any and all issues regarding installation, performance and daily usage; however the following General and System Requirements must be met before we can effectively do so.

General Requirements

- ◇ Contact Person - For multiple user customers, we require that **one person** from within your company be designated as the Contact Person for exchanging information about updates, support issues, and any other communication with Crow River Software regarding the training, installation and general daily operations of the software product. We do not support each user on a one-to-one basis in multi-user situations; the Contact Person within the company is responsible for mitigating on-site issues and communicating those personally to the support staff at Crow River Software and then reporting any resolutions, update notices, etc., to the licensed users within the company.
- ◇ Users must have an overall general understanding of how to use a computer, including but not limited to*:
 - *Basic Windows skills, such as copy/paste functions and file & folder navigation in Windows Explorer*
 - *General Outlook email familiarity and ability to adjust personal settings such as Outlook Rules & Alerts and edit Mail Account settings*

System Requirements

- ◇ Supported Operating Systems (please make sure all updates and service packs are applied regularly)
 - *Windows 10, Windows 11*
- ◇ Supported Database Platforms
 - *Microsoft SQL Server 2016 or above - requires SQL Server installed and operating on a company network and is NOT included in our software packaging, installations or pricing.**
 - *Microsoft SQL Server EXPRESS 2016 - requires SQL Server Express 2016, which is a free product available from Microsoft's website (<https://www.microsoft.com/en-US/download/details.aspx?id=42299>).*
 - *We recommend downloading and installing the SQL Server Management Studio 2016 (free) to facilitate setting up the application login and password required by our software. Please refer to Microsoft documentation for system requirements for their products.***
- ◇ User Hardware Requirements
 - *MINIMUM 8GB RAM (12GB+ Suggested). More RAM results in better performance.*
 - *10MB Hard Drive Space for setup and installation; additional storage required for database*
 - *Video Resolution Minimum of 1280 x 800 (100% Resolution); settings that vary from the default proportions for your system may cause some pages to appear distorted*
 - *Other computer hardware less than 3 years old.*
- ◇ Additional Requirements (to use the listed specific features only)
 - *Microsoft Outlook 2016 or above or Office 365 (for email and remote replication)*
 - *Internet Connection (for updates and remote replication)*
 - *For Replicator Server Utilities - Windows Server NOT required (Replicator can run on a workstation); however the workstation should be an up-to-date computer with a minimum of 8GB of RAM to efficiently process replication packages for client systems.*

◆ *The Internet offers a wealth of information for learning computer basics, simply search for "free computer tutorials" using your search engine to find topics to fit your needs

**While we provide instructions for setting up an application role login and password on SQL servers, we do not support the overall operations of any SQL Server products as that is the responsibility of the vendor from which it was purchased.