

eCAGE

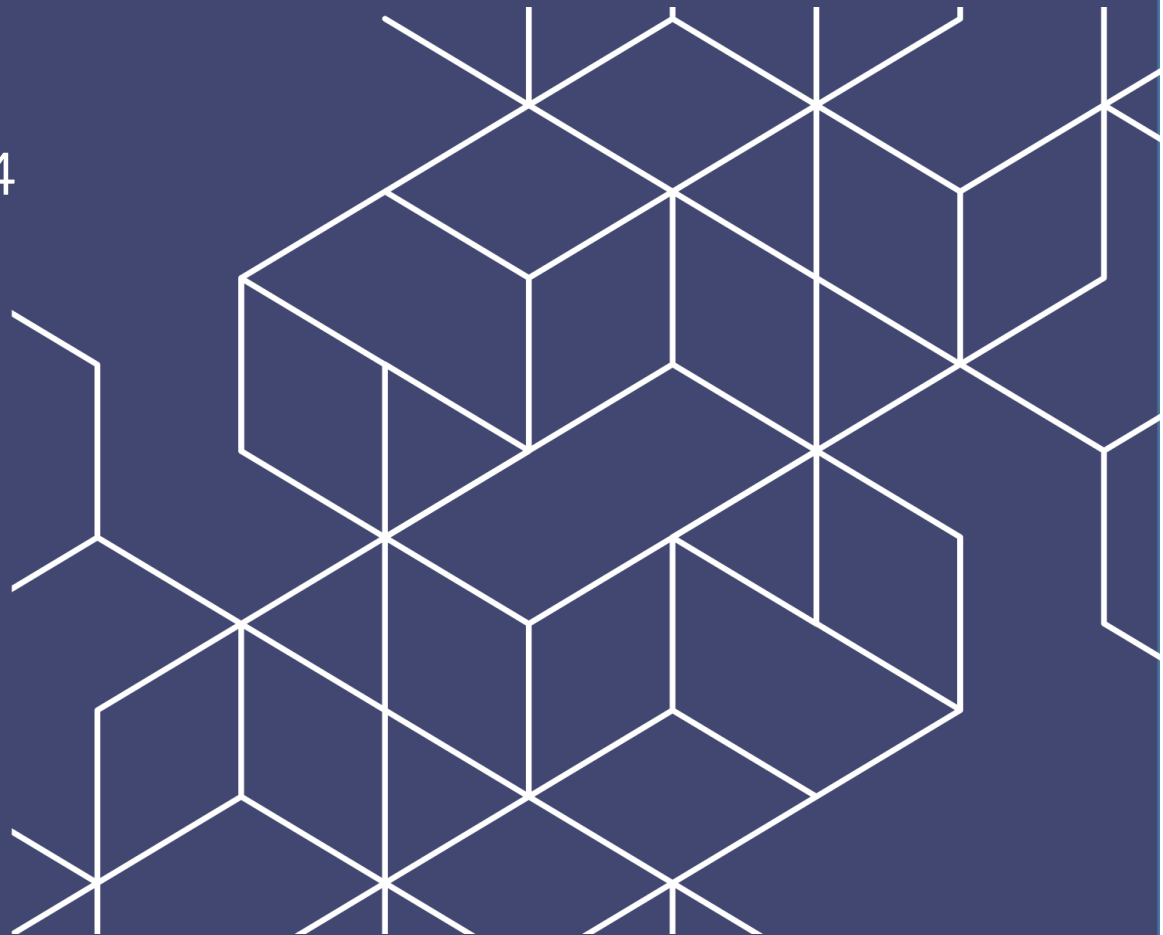


System Requirements Manual

Version 1.2

v11.3.0

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eCASE 11.3.0 System Requirements Manual

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Version History

Version	Date	Revision Summary
1.0	12/13/2023	New version for v11.2.0
1.1	2/23/2024	Added notes regarding compatibility mode settings for SQL Server 2019 to sections 2.0, 2.1 and 2.4.
1.2	5/10/2024	New version for v11.3.0



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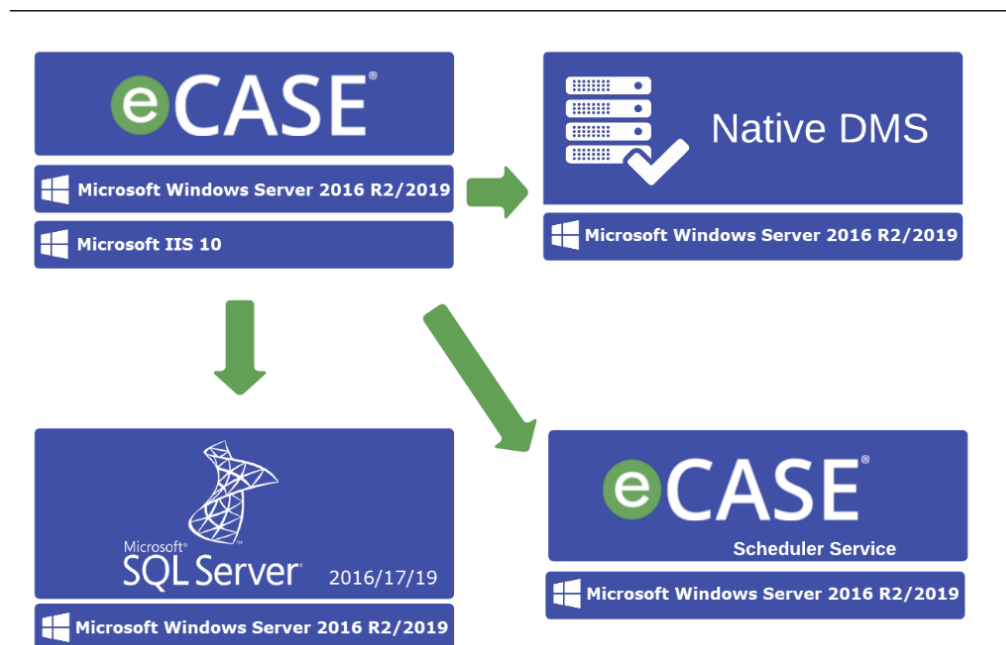
1 Overview

1.1 About eCASE

eCASE is a .NET web application running on an IIS Server. eCASE is a comprehensive Web - based case management platform that allows users to implement business applications that can automate business process, workflows and interactions between case workers and employees/public. It uses SQL Server database to store all data and content repository to store all documents.

The following figure illustrates a high-level overview of the eCASE architecture.

High-Level System Overview



eCASE includes the following standard application modules:

- **Case Management:** A robust platform for implementing multiple coexisting adaptive case management (ACM) solutions with a single commercial off-the-shelf (COTS) solution.
- **Correspondence:** A robust application for capturing, storing, retrieving, processing, tracking, and reporting correspondence action items.



- **Human Resources:** A centralized solution upon which multiple workflow-driven HR applications can be configured, providing a consistent user interface and tracking/reporting capabilities across the department.
- **Portal:** A website that allows eCASE users the ability to access and submit forms which are generated as folders in eCASE for further processing.
- **Audit:** A comprehensive audit and investigations process management solution, built to support the complete audit life cycle for Offices of Inspectors General (OIGs).

1.2 Scope

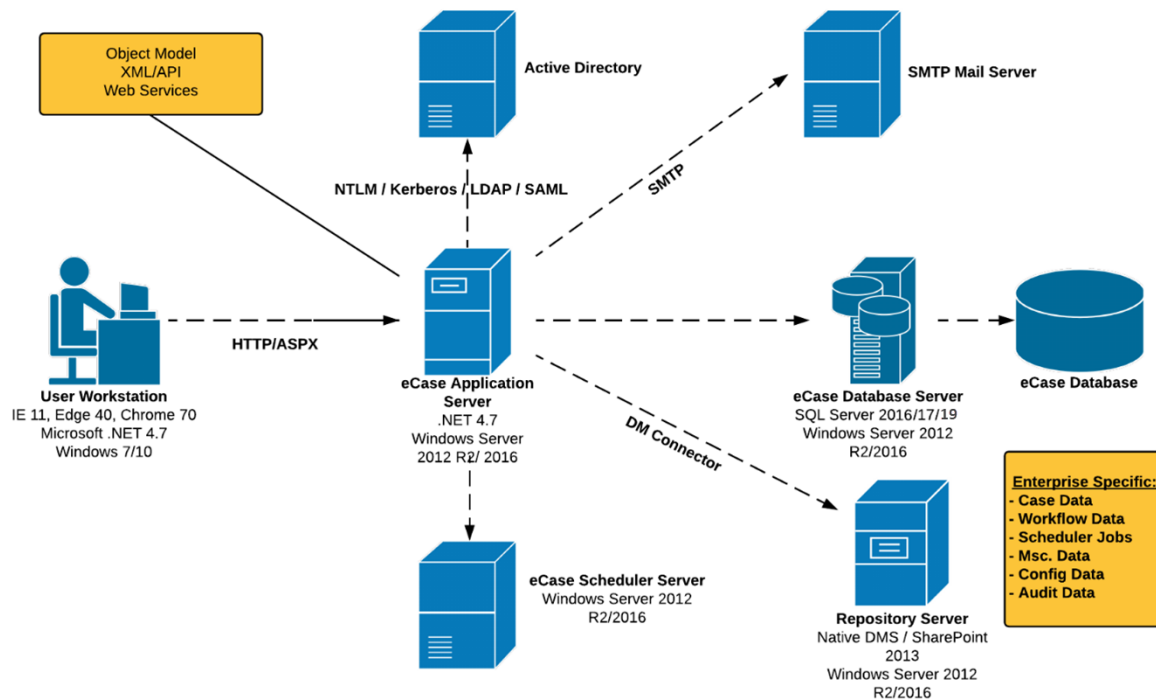
The purpose of this manual is to provide an overview of the environment you will need to setup to deploy the eCASE application. This document will also introduce hardware and software you will need to begin the process of installing the eCASE application and related components.



2 eCASE System Architecture

The figure below shows the standard eCASE System Architecture

INTERNAL NETWORK



The eCASE platform components are as follows:

- Microsoft SQL Server 2016/17/19: The purpose of these servers is to create and store a database that will be used to retrieve and store data requested by eCASE and other related applications within the working environment.

Notes:

- For SQL Server 2019, Cumulative Update 8 for SQL Server 2019 (CU8) must be installed.
- For SQL Server 2019, the compatibility mode must be manually set to SQL 2017.



- eCASE Application Server: The purpose of this server is to store the eCASE application.
- eCASE Scheduler Server: The purpose of this server is to run eCASE Scheduler Services.
- Repository Server: eCASE supports two types of repositories. One is Native DMS and Microsoft SharePoint. This server is mandatory when Repository Type is selected as SharePoint is to successfully install and use the eCASE application. The purpose of this server is to store the SharePoint application which will be used as a repository for data created while using eCASE.

If Repository type is selected as Native DMS, this server is optional. You can create the DMS folder in eCASE Application Server itself.

The eCASE application and all other components can be installed on a single server if the organization and workload is minimal. However, it is highly recommended to use the database, eCASE application, and SharePoint application (if Repository type is selected as SharePoint) on separate servers due to the high volume of processing required by the CPU.

2.1 eCASE Database Server

Below are the minimum requirements for the database server:

Hardware	4 Core Intel Xeon E5-2640 2.50 GHz 8 GB RAM 150 GB SCSI hard drive with RAID 5 configuration Hard Drives to be 7200 rpm or faster 1000 MB Ethernet (NIC)
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft SQL server 2016/17/19 with Full Text Search 64-bit Database Engines are supported

Microsoft SQL Server have specific requirements for installation. Please see the following link for Hardware and Software Requirements for Microsoft SQL Server 2017:



<https://docs.microsoft.com/en-us/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server?view=sql-server-2017>

Notes:

- For SQL Server 2019, Cumulative Update 8 for SQL Server 2019 (CU8) must be installed.
- For SQL Server 2019, the compatibility mode must be manually set to SQL 2017.



2.2 eCASE Scheduler Server

Below are the minimum requirements for the database server:

Hardware	4 Core Intel Xeon E5-2640 2.50 GHz 8 GB RAM 150 GB SCSI hard drive with RAID 5 configuration Hard Drives to be 7200 rpm or faster 1000 MB Ethernet (NIC)
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft .NET Framework 4.8 eCASE Scheduler Service

2.3 eCASE Application Server

Below are the minimum requirements for the eCASE application server:

Hardware	4 Core Intel Xeon E5-2640 2.50 GHz 8 GB RAM 200 GB SCSI hard drive with RAID 5; Hard drive to be 7200 rpm or faster 1000 MB Ethernet (NIC)
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft .NET Framework 4.8 Microsoft IIS 10 (Web Server)



IIS is not installed or enabled by default in the Microsoft Windows Server 2016 R2 operating system. To successfully install eCASE you must first install and enable IIS. Please refer to the following link for details on installing IIS 10 on Windows Server 2016.

<http://enterprise.arcgis.com/en/web-adaptor/latest/install/iis/enable-iis-2016-components-server.htm>

2.4 eCASE Portal Server

Below are the minimum requirements for the eCASE Portal server:

Hardware	4 Core Intel Xeon E5-2640 2.50 GHz 8 GB RAM 200 GB SCSI hard drive with RAID 5; Hard drive to be 7200 rpm or faster 1000 MB Ethernet (NIC)
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft .NET Framework 4.8 Microsoft IIS 10 (Web Server) eCASE Scheduler Service

IIS is not installed or enabled by default in the Microsoft Windows Server 2016 R2/2019 operating system. To successfully install eCASE you must first install and enable IIS. Please refer to the following link for details on installing IIS 10 on Windows Server 2016:

<http://enterprise.arcgis.com/en/web-adaptor/latest/install/iis/enable-iis-2016-components-server.htm>



2.5 eCASE Portal Database Server

Below are the minimum requirements for the database server:

Hardware	4 Core Intel Xeon E5-2640 2.50 GHz 4 GB RAM 150 GB SCSI hard drive with RAID 5 configuration Hard Drives to be 7200 rpm or faster 1000 MB Ethernet (NIC)
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft SQL Server 2016/17/19/22 with Full Text Search 64-bit Database Engines are supported

Microsoft SQL Server have specific requirements for installation. Please refer to the following links for Hardware and Software Requirements for Microsoft SQL Server 2017:

<https://docs.microsoft.com/en-us/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server?view=sql-server-2017>

Notes:

- **For SQL Server 2019, Cumulative Update 8 for SQL Server 2019 (CU8) must be installed.**
- **For SQL Server 2019, the compatibility mode must be manually set to SQL 2017.**

As with any application, an increase in the number of records will result in the necessity of additional storage for the server's hard drive. Additionally, an increase in the number of concurrent users on a server will result in an increase of RAM required for that server. For further information concerning additional memory or hard disk space for the Repository server please consult with your hardware and/or software vendor.



2.6 Client Workstation

Below are the minimum requirements for the Client Workstation:

Hardware	Intel Core i3/i5/i7, 2.0 GHZ processor or higher 4 GB RAM or higher 80 GB or higher IDE/SCSI hard drive 1000 MB Ethernet (NIC) CD ROM or DVD Drive (Optional)
Operating System	Windows 10
Software	New Microsoft Edge 84, Google Chrome 84 Microsoft.NET Framework 4.8 Microsoft Office 2013/2016

2.7 Scanning Workstation

Below are the minimum requirements for the Scanning Workstation:

Hardware	Intel Core i3/i5/i7, 2.0 GHZ processor or higher 4 GB RAM or higher 80 GB or higher IDE/SCSI hard drive 1000 MB Ethernet (NIC) CD ROM or DVD Drive (Optional)
Operating System	Windows 10
Software	New Microsoft Edge 84, or Google Chrome 84 Microsoft.NET Framework 4.8



Scanner	Scanner should support TWAIN Drivers and have an optical resolution of 300dpi
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(!!) Note: Please consult with your hardware and/or software vendor for further details regarding your specific scanning device.

2.8 Virtualization Server

Below are the minimum requirements for a virtualized server:

Configuration	4 Core processor 8 GB RAM 40 GB SCSI disk
Operating System	Windows Server 2016 R2/2019 with the latest service packs
Software	Microsoft .NET Framework 4.8

(!!) Note: Based on your agency's environment, this server may require additional RAM or hard disk space and may include additional software applications not mentioned in this manual.

