ACTIVE Content Manager
Hardware and Software Requirements

About ACTIVE Network, LLC

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network™ products and services, please visit ACTIVEnetwork.com.

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Hardware and Software Requirements

The Hardware & Software Requirements that follow apply to ACTIVE Content Manager. Where relevant, each table contains the recommended specifications.

For further assistance evaluating hardware suitability, please contact your account representative or your consultant. Current users of this software may also check the ACTIVE Customer Portal at http://CustomerPortal.ACTIVENetwork.com for other updates and documentation.

Web Application Server

The following are general guidelines only. Recommendations of hardware requirements on the web server listed here should not supersede minimum requirements specified by the Operating System being used.

	Recommended Performance
Processor	Quad Core, 2.0 GHz or better
Memory	6 GB
Free Disk Space	5GB minimum (the more the better for long term)
Operating System	• Windows 2012 Server • Windows 2012 Server R2 • Windows 2016 Server • Windows 2019 Server The most recent service pack as well as security updates are recommended.
.NET Framework	Microsoft .NET Version 4.7 or higher
Web server application	Microsoft Internet Information Services (IIS)
Search	• Adobe iFilter • Windows Search
Email	Requires a properly configured SMTP email server Your own SMTP mail server is not required but the application must be able to connect to a mail server in order to forward system emails

Database Server

The following are general guidelines only. Recommendations of hardware requirements on the database server listed here should not supersede minimum requirements specified by the Operating System or the Database platform being used.

	Recommended Performance
Processor	Quad Core, 2.0 GHz or better
Memory	6 GB
Free Disk Space	5GB minimum (the more the better for long term)
RDBMS	• SQL Server 2012 • SQL Server 2014 • SQL Server 2016

Admin Browser

The following requirements are for users who create or manage content on the site or who administer the application.

	Specifications
Web Browser	Latest versions of: • Microsoft Edge • Mozilla Firefox (PC and Mac) • Google Chrome (PC and Mac)
Browser Scripting Languages	JavaScript must be enabled
Cookie Support	Session cookies required for authenticated users

Visitor Browser

The following requirements are for clients who view a site created with ACM.

	Specifications
Web Browser	All commercially available browsers in the versions that the vendors themselves support **Note**: ACM doesn't support compatibility mode in browsers, where the browser runs in a previous version
Browser Scripting Languages	JavaScript must be enabled

ACTIVE Network, LLC's Virtualization Policy

Hardware virtualization software lets organizations run multiple operating system instances at the same time on a single computer. This section describes support provided by ACTIVE Network, LLC for its software running with hardware virtualization software.

Except as described in this section, ACTIVE Network, LLC does not test or support its software running with hardware virtualization software.

ACTIVE Network, LLC will use commercially reasonable efforts to investigate potential issues with ACTIVE Network, LLC's software running with hardware virtualization software. As part of that investigation, ACTIVE Network, LLC may require the issue to be reproduced independently from the hardware virtualization software. Where issues are confirmed to be unrelated to the hardware virtualization software, ACTIVE Network, LLC will support its software in a manner that is consistent with support provided when that software is not running with hardware virtualization software.

ACTIVE Network, LLC makes no warranty, implied or otherwise, about the performance or reliability of third-party products running with hardware virtualization software. Third parties are responsible for the testing of their software running within virtualized hardware environments.