FILEYE

| technical requirements |

intellectual property docketing software

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supported platforms

fileye operates within your web browser and is installed locally or you may opt to have it hosted by an Internet Service Provider (ISP). Please see **installation options** as it explains the available options.

fileye must be installed onto a Windows operating system and as such may be accessed on Apple Mac computers and a wide variety of other devices. You will find the details and requirements listed below.

fileye is NOT supported running under any version of Microsoft Small Business Server (SBS).

multi user platforms

Windows Platform[1]	SP[2]	Capacity[3]	IIS[4]	MySQL 5.0.91[5]	MySQL 5.1.56[6]	MSSQL & SQL Express 2008[7]	MSSQL & SQL Express 2012[7]	MSSQL & SQL Express 2014[7]
2012 R2 Server	SP1	unlimited	6	✓	✓	✓	✓	✓
2012 Server	SP1	unlimited	6	✓	✓	✓	✓	✓
2008 Server	SP1	unlimited	6	✓	✓	✓	✓	✓
2003 Server	SP1	unlimited	6	✓	✓			

single user platforms

Windows Platform[1]	SP[2]	Capacity[3]	IIS[4]	MySQL 5.0.91[5]	MySQL 5.1.56[6]	MSSQL & SQL Express 2008[7]	MSSQL & SQL Express 2012[7]	MSSQL & SQL Express 2014[7]
10 Enterprise		10	10	✓	✓		✓	✓
10 Professional		10	10	✓	✓		✓	✓
8.1 & 8.1 Professional		10	8	✓	✓		✓	✓
8 & 8 Professional		10	8	✓	✓		✓	✓
7 Enterprise	SP1	10	7.5	✓	✓	✓	✓	✓
7 Ultimate	SP1	10	7.5	✓	✓	✓	✓	✓
7 Professional	SP1	10	7.5	✓	✓	✓	✓	✓
Vista Ultimate	SP2	10	7	✓	✓	✓	✓	
Vista Business	SP2	10	7	✓	✓	✓	✓	

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▤ other prerequisites

Microsoft IIS (Internet Information Service) must be installed and working on the fileye server as must Microsoft .NET 2.0 Framework (32-Bit) – download here (.NET 2.0 Framework is already installed on 64 –Bit operating systems, but if not download here).

👤 client requirements

Any web browser may be used, but we have tested Microsoft Edge, Internet Explorer 11+[8], Mozilla Firefox 22+, Google Chrome 29+, Apple Safari 5.1.7+ or Opera 11.5+. Minimum screen resolution 1024x768 and JavaScript must be enabled within your web browser.

☑ installation options

We provide you with detailed installation instructions and a download to enable you to install fileye. If you prefer, one of our technical staff will install fileye for you using our internet meeting manager. There is no charge for this service.

using an ISP to host fileye

If you want internet access (and the options under *installing fileye onto your own hardware* are not suitable) you will need an ISP Windows Hosting Account where you are able to install your own software.

fileye can be installed onto a Virtual Private Server[9] or a Dedicated Server.
The **Dedicated Windows Hosting Server** must meet all the fileye technical requirements and it must allow you to install using Microsoft MSI files. Some ISP's will backup your database for you for an additional cost, or you should be able to download the database yourself (using a scheduled task) and back it up with freely available FTP software.

Companies such as Amazon (*Amazon Web Services*), Microsoft (*Azure*), uk2.net, CenturyLink, GoDaddy and Fasthosts offer very good packages. There are others but it is vital that you purchase a Windows Hosting account and **not** a Web hosting account.

If using *Amazon Web Services* you must ensure you create a persistent virtual disk otherwise when you shut the machine down everything will be deleted).

If using *Microsoft Azure* you are also able to create a virtual machine which persists when you shut it down. The following link gives more information: Azure: Create a Virtual Machine Running Windows Server.

installing fileye onto your own hardware

This option allows you to keep fileye and its data within your building, and make it easier to backup.
It's also the zero cost option and uses your existing internet connection.
If you wish to access fileye remotely (Broadband via Network Router with NAT), you have three options:

1. Use Windows Remote Desktop Connection/Terminal Services software and connect to your fileye machine via your secure Virtual Private Network (VPN) if you have one.
2. Use your web browser on your remote workstation to access fileye via your secure Virtual Private Network (VPN) if you have one.
    You would access fileye by running your web browser and entering the IP address of the fileye machine (e.g.http://999.999.999.999/fileye/default.aspx).
3. Use your web browser on your remote workstation to access fileye from anywhere.
    This method requires you to configure your Network Router to forward port 80 to the fileye machine (you can use a different port but you will need to change the listening port for the fileye Website within IIS). You would access fileye by running your web browser and entering the IP address of the Network Router (e.g.http://999.999.999.999/fileye/default.aspx).

security

fileye can use SSL communication and when installing fileye you are asked if you wish to use this method of communication. You must also enable SSL within IIS.

If you wish to use the fileye data import routines with SSL communication, we strongly advise you to use Internet Explorer or Google Chrome as your browser. Additionally, the data import routines utilise flash objects which are not supported on Mozilla Firefox and Apple Safari when using SSL communication.

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notes

Item	Note
1	**MINIMUM: Windows platform requires 8GB memory, Pentium IV processor and 30GB hard-disk space.** Windows 2008 Server, 2012 Server, Windows 7, 8 and 10 are available on either 32-Bit or 64-Bit operating systems. Other versions of Windows are 32-Bit only.
2	Minimum Service Pack
3	Number of simultaneous web requests the server can receive (fileye uses 2 minimum per request)
4	Internet Information Service (IIS) version
5	Download MySQL 5.0.91 by clicking here (30Mb) Also required is the MySQL .NET Connector 5.0.6 (1Mb) and MySQL Gui Tools (17Mb)
6	Download MySQL 5.1.56 by clicking here (30Mb) Also required is the MySQL .NET Connector 5.0.6 (1Mb) and MySQL Gui Tools (17Mb)
7	Must be Service Pack 1; can be 32-Bit or 64-Bit where applicable
8	fileye must be run in compatibility mode. MSSQL Server Web Edition is also available for 2012 & 2014 editions.
9	Under this environment, we suggest you DO NOT use MySQL 5.1 or above as there is a major issue with it. It has the tendency to creates thousands of Windows handles which has a detrimental effect on the hardware. If you do intend to use MySQL opt for version 5.0