



Delphi 9.5.3 Terminal Server System Requirements
Revision 1.3
November 1, 2011

Delphi 9.5.3 Terminal Server System Requirements
Based on Active Concurrent User

Users	Category	Server Requirements
Up to 20	Processor: Memory: Disk Subsystem:	2.0 GHz 4 GB Two 72 GB hard drives (RAID 1) RAID controller
Up to 40	Processor: Memory: Disk Subsystem:	Dual 3.0 GHz 8 GB Two 72 GB hard drives (RAID 1) RAID controller
41+	Multiple load balanced Terminal Servers are required	

Additional Terminal Server Requirements

Category	Server Requirements
Operating System:	Windows Server® 2003 or 2008 Standard or Enterprise, including R2
Windows Domain:	Recommended for core Delphi, required when using SQL Server® Reporting Services
Network Protocol:	TCP/IP
NIC Speed:	1 Gbps
Supported Citrix Versions:	Citrix Presentation Server™ 4.5 or XenApp™ 5.0
Browser:	Internet Explorer® 7.0, 8.0
Internet Access:	For use with the dynamic URL Delphi feature
Microsoft Office:	2003, 2007 or 2010 (32-bit only). ¹ Office must be updated to the latest service packs and hot fixes on each client. All Delphi clients require the same Office version. Office must be installed locally on the Terminal Server.
Miscellaneous:	Antivirus, UPS recommended
Remote Access:	Please refer to the Remote Access Statement below.
Regional Settings/Foreign OS:	Please contact Newmarket Support to determine if your location's regional settings are supported.
Terminal Services:	Application Mode, licensing required

Optional Delphi Components

Category	DelphiSync Requirements
E-mail Client:	Outlook® 2003, 2007 or 2010 ²
Network Access:	HTTP (port 80) or HTTPS (443) from the Outlook client to the Web service
Network Bandwidth:	1.5 to 3.2 Kbps during normal usage, 12 to 29 Kbps during peak times
Server Components:	Microsoft IIS (Internet Information Services)
Category	Windows Authentication
Delphi:	Must be running version 9.4 or later before the implementation can begin.
Windows Domain Support:	All Delphi clients and servers must be in trusted domains.
Category	Crystal Reports
Crystal Reports® 8.5:	Not supported on Windows Server 2008, Windows Vista®, or Windows 7. Please see vendor for additional system requirements.
Crystal Reports XI:	Please see vendor for additional system requirements.

Remote Terminal Server Workstation Requirement

Category	Remote Workstation Requirement
Hardware Requirements:	Please see Microsoft RDP ³ or Citrix ICA client requirements.
Network Protocol:	TCP/IP
Default Network Ports:	ICA (port 1494), RDP (port 3389)
Network Bandwidth/Latency:	42 Kbps or better per active user session and <200 ms latency between client and Terminal Server
Video Resolution:	1024 x 768 required for all features
Remote Access:	Please refer to the Remote Access Statement below

Remote Access for Services and Support

In accordance with the Newmarket International software license agreement, Newmarket International's ability to provide timely, complete, and satisfactory services, installs, upgrades, and technical support depends on you allowing us reasonable access to your Newmarket International software server environment, databases, and applicable workstations.

Newmarket International uses WebEx® as our primary means of remote connection. WebEx is an Internet-based service that allows us to connect to any workstation or server that has an Internet connection. You will not be charged any additional fees for the use of WebEx. WebEx is easy to use and very secure. To view a PDF document on WebEx's security, go to: http://www.webex.com/pdf/wp_security.pdf.

In addition to Webex, Newmarket Support Technicians may also use Citrix® or Microsoft® RDP clients for servers connected directly to the Internet. Because many VPN clients are incompatible, Newmarket International's only approved VPN client is Juniper Networks® VPN.

In addition to the remote access requirements, Newmarket International Support and Installation Technicians may need download and upload FTP access to the Newmarket International FTP site (12.15.184.150), as well as download access to the Microsoft download sites, to complete scheduled work at your site.

Additional Information for Customers

- These system requirements are minimum guidelines. Actual requirements will vary based on your system configuration, installed applications, and use.
- If the system requirements are not met, the customer assumes responsibility of performance and compatibility issues as a result thereof.
- As the customer grows their business and data over time, it is possible that system upgrades will need to occur (for example, memory and disk subsystem).
- The customer assumes responsibility for the ongoing maintenance, virus protection, data backup, and security of their system.
- Newmarket International provides limited support for virtual environments; however, support is not provided for performance-related issues within virtual environments. VMware by EMC or Microsoft Virtual Machine are the only virtual environment software products that fall under Newmarket International's limited support. All other products are not supported. Newmarket will make reasonable efforts to resolve Newmarket International application issues that are reported. To isolate the source of a problem, Newmarket International may require actions that could significantly impact the stability of the environment, such as disabling or removing non-Newmarket International programs, or requesting that certain issues be tested in an environment that is not using virtual machines. Newmarket International will not make any program or database changes to ensure product functionality works as designed in virtual environments.

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¹ 64-bit Office 2010 is not supported. For DelphiSync with Office 2010, Delphi 9.5.3 must be running AP 2 or later.

² Outlook Web Access (OWA) and Outlook Express are not supported. 64-bit Outlook 2010 is not supported.

³ Microsoft RDP is an option for connecting a small number of remote users. Contact your sales representative for details and operating limitations.

