

System Requirements

N-central® 8.0 On-Premise Software and N-compass™ 3.1 Advanced Reporting Software

The following describes the server requirements for N-central 8.0 and its optional advanced reporting tool, N-compass™ 3.1. N-able Technologies® provides two tiers of hardware support for N-central – certified systems and compatible systems. The certified systems have been tested by N-able Technologies to ensure software compatibility as well as software performance. The compatible systems are supported for software installation and operation but have not been tested for performance and scalability.

N-central On-Premise Software

| Server Specifications | Up to 1,000 Devices | Up to 3,500 Devices | Up to 7,000 Devices | Up to 10,500 Devices |
|--|--|--|---|--|
| HP ML-150G6 E5502* | one Xeon 5502 processor 4 GB RAM 160 GB HDD | n/a | n/a | n/a |
| HP DL-360 G7 (605881-005) SLIMLINE 12.7MM SATA DVD OPTICAL DRIVE (532066-B21) HP RAID Controller Battery 650 MAH P-SERIES (462969-B21) PCIX RISER KIT (518824-B21) | one Xeon processor 4 GB RAM 60 GB HDD** | one Xeon processor 8 GB RAM 146 GB HDD** | one Xeon processor 16 GB RAM 300+ GB HDD** | two Xeon processors 24 GB RAM 1 TB HDD** |
| Dell R710 PERC H700 Integrated RAID Controller, 512MB NV Cache CD-ROM or DVD Drive | | | | |

Note: US Robotics Performance Pro modem (USR5610C) is required in any system where you plan to use SMS or Pager Notifications.

N-central Compatible Hardware

Base Configuration

Processor: Intel Xeon 55xx series or better

Network Card: 100Mb/s or better

Modem: US RoboticsUSR5610C or a serial modem is required to use paging or SMS notification features

OS: System must be certified to run Red Hat Enterprise Linux 5 (x64) by RedHat or the hardware vendor (for more information, refer to <https://hardware.redhat.com/>)

| Up to 3,500 Devices | Up to 7,000 Devices | Up to 10,500 Devices |
|---------------------|---------------------|----------------------|
| one Xeon processor | one Xeon processor | two Xeon processors |
| 8 GB RAM | 16 GB RAM | 24 GB RAM |
| 146 GB HDD** | 300+ GB HDD** | 500+ GB HDD** |

Footnotes

- * The HP ML150G6 (Part #: 466131-011) ships with a single SATA drive by default. Under this configuration, the Smart Array B110i SATA RAID controller is supported under "compatible mode" ONLY. If you require RAID support, you will need to purchase the Smart Array P410 RAID controller and applicable drives.
- ** N-able Technologies recommends that two or more hard drives be placed in a RAID to improve redundancy. RAID 1+0 is preferred, but RAID 5 is supported.

N-able Technologies Support for Virtualization Environments

N-central and N-compass support the following virtualization environments:

- VMware ESX Server 3.5
- VMware ESX Server 4.0
- VMware ESX Server 4.1

Note: Due to the limited Disk I/O performance of Linux-based Guests in Hyper-V, N-able Technologies does not recommend or support running N-central as a Hyper-V Guest. While N-central can be successfully installed as a Hyper-V Guest, this should only be carried out for non-production N-central servers and only if no other virtualization environments or physical resources are available.

N-able Technologies is committed to providing support to customers running in these virtualization environments in the same manner that we support other N-central certified hardware.

Important Notes

Because virtualization, by its nature, provides an abstraction layer between the hardware and the operating system that permits the operation of multiple logical systems on one physical server unit,

there are two important considerations that you must be aware of when using this deployment method.

System Performance

It is impossible to guarantee the scalability or performance of an N-central server deployed in a virtual machine, due to these factors:

- Variability in field environments resulting from virtualization server configurations
- The number of guests being run on the virtualization server
- The performance of the underlying VMware system

Supportability

N-able Technologies supports the N-central software deployed in VMware in the same way that we support N-central deployed in other environments. This support is limited to the components (software and operating system) shipped with N-central and does not include troubleshooting of virtualization systems or performance issues related to environmental factors; these areas will be supported on a best-effort basis. In certain circumstances, particularly in the event of serious issues with performance, we might ask that you move the system to a known physical hardware deployment to aid in troubleshooting and resolution.

Recommended Configuration

Virtualization Server

- We recommend that N-central be assigned higher resource access priority than competing systems to ensure performance
- Memory on the host system should not be over provisioned. This causes disk based swapping which significantly reduces N-central system performance.
- The system must have sufficient RAM and hard drive space to provide permanently allocated resources as outlined below.

N-central Guest Configuration (minimum)

- **Guest Type:** Typical
- **Guest Operating System:** Linux
- **Version:** RedHat Enterprise Linux 5 (64 bit)
- **Number of Virtual Processors:** 2 minimum
- **Memory:** 6,144MB (6 GB) minimum
- **Network:** 1 network interface card required
- **Virtual Disk Capacity:** 140 GB minimum

N-compass™ 3.1 Business Performance Reporting Software System Requirements

Hardware

| | |
|--|---|
| Processor: | Dual Core CPU |
| Memory: | Minimum 2 GB (4 GB or greater recommended) |
| Hard Drive Space: | N-compass 3.1 requires a minimum of 100 GB for a dedicated data partition. This will allow N-compass to: <ul style="list-style-type: none">• Import data from an N-central server that monitors up to 5,000 services• Retain data for up to 1.5 years (the data retention period is defined in the N-compass Administration Console) |
| Note: N-compass can run in physical or virtual environments | |
| Note: Scalability will vary depending on hardware performance, system configuration and environmental variances | |

Software

| | |
|--|--|
| <p>Operating System (one of the following required):</p> | <ul style="list-style-type: none"> • Microsoft Windows Server 2003 Standard or Enterprise Edition with Service Pack 2, English version, fully patched and configured as an Application Server • Microsoft Windows Server 2008 Standard or Enterprise Edition with Service Pack 2, English version, configured as a Web Server, and Application Server. Please refer to "Configuring Microsoft Windows Server" in the <i>N-compass Installation and Configuration Guide, Version 3.1</i> • Microsoft Windows Server 2008 R2 Standard or Enterprise Edition, English version, configured as a Web Server and set up for SQL Server 2008 to be installed |
| <p>Database System Supported (one of the following required):</p> | <ul style="list-style-type: none"> • Microsoft SQL Server 2005 Standard or Enterprise Edition, English version, with at least Service Pack 3 • Microsoft SQL Server 2008 Standard or Enterprise Edition, with at least Service Pack 1, English version and the following components: <ul style="list-style-type: none"> • Database Services • Reporting Services • Integration Services • Microsoft SQL Server 2008 R2 Standard or Enterprise Edition, English version and the following components: <ul style="list-style-type: none"> • Database Services • Reporting Services • Integration Services <p>Only Microsoft SQL Server 2008 supports Report Builder 2.0.</p> <p>For N-compass running on a 64-bit OS platform, only the 64-bit editions of Microsoft SQL Server 2005, 2008, or 2008 R2 are supported.</p> |
| <p>Note: 32-bit and 64-bit platforms are supported.</p> | |
| <p>Applications</p> | <p>Microsoft .NET 2.0 with at least Service Pack 1 Microsoft IIS 6.0, IIS 7.0 (Windows 2008) or IIS 7.5 (Windows 2008 R2)</p> <p>Note: Do not change the name of your server once you have installed any version of Microsoft Internet Information Services (IIS).</p> |

Disclaimer

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About N-able Technologies

N-able Technologies is the global leader in remote monitoring and management software for managed service providers and IT departments. N-able's award-winning N-central platform and complementary toolsets, backed by best-in-class business and technical services, are proven to reduce IT support costs, improve network performance and increase productivity through the proactive monitoring, management and optimization of IP-enabled devices and IT infrastructure. N-able is 100% channel-friendly and maintains operations in North America, the U.K., the Netherlands and Australia.

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