



Accolade

# **Hardware & Software Requirements**

## *On-Premise Servers*

Accolade 17.1 – December 2024

# On-Premise Server

## Server Requirements

### Supported Operation Systems (64-bit):

- Windows Server 2022
- Windows Server 2019

### Database Server (32-bit or 64-bit Windows Servers)

- SQL Server 2022 CU1 or greater CU (Standard or Enterprise Edition)
- SQL Server 2019 CU6 or greater CU (Standard or Enterprise Edition)

### Accolade Applications Prerequisites

- Microsoft IIS 10.0+
  - HTTP/2 Support
  - ASP.NET Core Module/Hosting Bundle for .NET 8.0
- .NET Framework Full Version 4.8
- English US as regional and input language
- DTC configured between Application and Database Server

### Dashboard Application Prerequisites

- Microsoft IIS
- .NET Framework Full Version 4.7.2+
- IPv4

### Database Prerequisites

- Database Connection User (Active Directory or SQL Server) with default language of “English” in SQL configuration.
- Collation of the SQL Server instance must be configured as: SQL\_Latin\_General\_CP1\_CI\_AS
- SQL Server Full-Text Searching
- Microsoft Office documents require installation of the Microsoft Filter Pack.
- Other content (e.g. PDF's, .MSG files) indexing requires the appropriate third-party iFilters.
- For PDF indexing and searching Sopheon recommends that the Foxit PDF iFilter is used for performance and reliability increases.
- DTC configured between Application and Database Server

### Authentication

- Single Sign-on (OpenID Connect, WS-Federation)
- Windows

As a backwards compatibility measure for customers with legacy requirements (this option is disabled by default), Accolade also supports *OAuth 2.0 Resource Owner Password Credentials Grant* authentication for API token requests.

### Language Support

- Accolade provides an English user interface that can be localized (translated) into any single- and double-byte language read left to right.

## Integration with Enterprise Applications Using the Reference Table Autoloader

The Accolade Autoloader Service requires the following:

- A “Service Account” for the Windows Service which is also configured as an Accolade user with “Service Account” role.
- A method of obtaining the files (folder or FTP) from the Enterprise Application for the Autoloader inbox.

## Hardware Requirements

Accolade is supported on both native hardware and virtualization. The following information is general guidelines and should be used during technical requirements discussions with Sopheon to determine the specific recommendations for the size of your configuration.

Use of the following features will increase the hardware requirements and the usage should be estimated up before server sizing.

Portfolio Optimizer	Portfolio Snapshots	Accolade Autoloader	Number of Projects	Documents Volume and Size
Dashboard Size	Dashboard Reload Schedule	Configuration Complexity	Roadmapping Complexity	Integrations

**Table 1 – Server Sizing Guide**

	Application Server	Database Server	Dashboard Server
Minimum	Users: Total Data: Projects: Snapshots:	<50 <10 GB <1000 0	4 cores, 8 GB ram
Small	Users: Total Data: Projects: Snapshots:	50-1000 10GB-50GB 1000-5000 0-5	4 cores, 8 GB ram
Medium	Users: Total Data: Projects: Snapshots:	1000-3000 50GB-100GB 5000-10000 5-20	8 cores, 16 GB ram
Large	Users: Total Data: Projects: Snapshots:	3000-5000 100GB-500GB 10000-50000 20+	16 cores, 32 GB ram
X-Large	Users: Total Data: Projects: Snapshots:	5000+ 500GB+ 50000+ 20+	At least 2 Large load balanced

**Data Storage:** The initial database for Accolade is less than 1GB and grows based on the usage of the system over time. Archiving is typically not performed as all historic data in the system is relevant at all times.

**Table 2 – Data Storage Usage**

Light User	Medium User	Heavy User
10MB/User/Year	100MB/User/Year	1GB/User/Year

To aid in advanced planning of the database growth, use the following formula:

- $\text{NumProjects} = \text{Initial\_Load\_Of\_Projects} + (\text{Annual\_Projects\_Added} \times \text{Expected\_Number\_Of\_Years})$
- $\text{Database\_Size} = ( \text{NumProjects} \times 50 \text{ KB} )$   
 $+ (\text{NumProjects} \times (\text{Num\_Deliverables} + \text{Num\_Activities\_per\_Model}) \times$   
 $\text{Average\_Number\_Versions\_per\_Deliverable} \times \text{Average\_File\_Size})$   
 $+ (\text{NumProjects} \times (\text{Num\_Related\_Docs} + \text{Num\_Gate\_Docs}) \times \text{Average\_File\_Size})$   
 $+ (\text{NumProjects} \times (\text{Num\_Metrics} \times 0.5\text{KB} + \text{Num\_Long\_String\_Metrics} \times 5\text{KB}) )$

Disk space for the log files will depend on usage and backup settings, but to aid in initial planning, assume an additional one half of the data storage will be needed.

Disk space for the temp files will depend on usage, but to aid in initial planning, assume an additional one half of the data storage will be needed.

## Load Balancing, High Availability, and Disaster Recovery

### Application Server

- Accolade supports load balancing configured to use Source Address Persistence

### Database Server

- Accolade supports select SQL Server High Availability Technologies
- All Accolade end user data is stored in the database

## Internet Protocol Requirements

The following protocols are supported for Accolade. A minimum bandwidth of 512 kbps is required.

- http:
- https:
  - TLS 1.2 is required by Accolade and must be enabled on both the Application server, the Database server, the QlikView server (if applicable), and client machines

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