



## Overview

This document covers recommended hardware and operating systems for running our Version 12 software products. We have the same recommendations if you are running our Version 6 products.

## Special Note for Users Upgrading from Version 6

The database engine used in Version 6 was optimized for slower network transfer rates than are common today. The database engine used in Version 12 is optimized for faster networks and can perform poorly on a slow network, wireless network, or on an underpowered server. As a rule of thumb companies that manage 200 or more properties should consider upgrading their hardware if the server is several years old. Companies that manage in excess of 500 properties should consider using Remote Desktop Services to run the application. The most reliable way to determine if your current network and server are adequate for the Professional Landlord is install Version 12 and evaluate some time consuming tasks. Version 12 can be tested with your data while you continue to use Version 6. See the How To pdf [How to Convert to Version 12](#).

## General Recommendations

If purchasing a new computer we recommend finding a vendor and product that come with no pre-installed bloatware or trialware on the computer. In other words that the computer have a clean version of Windows installed running the built-in malware protection from Windows Defender.

## Cloud Hosting

The Professional Landlord is offered hosted in the cloud for those that want the benefits of remote access or choice of device without the need to maintain a physical server.

## Windows 7

For workstations, we recommend running Windows 10. Windows 7 end of support is January 14, 2020. This OS may require patches to allow our applications to communicate with some outside servers.

## **Server 2016 or Server 2012 R2 - Remote Desktop Services**

Remote Desktop Services (RDS) is the recommended method for hosting the application for companies that manage 500 or more properties or companies that want to be able to run the Professional Landlord on varied devices such as iPads and Android tablets or from any location. In addition to running the Professional Landlord, RDS can be used to access other desktop applications used by your office.

RDS can be run from a physical server or a hosted server running a Windows server operating system such as Server 2016. We recommend consulting a technician that has experience installing RDS on Microsoft Servers to evaluate your needs and recommend the appropriate server hardware.

## **Dedicated File Server**

For a dedicated file server we recommend an Intel i7 processor with 8 GB memory and a 256 GB or larger solid state drive running on a gigabit network. The server should be running a supported Windows Desktop Professional edition or Server operating system. We do not recommend running home versions of Windows in a business environment. We do not recommend using NAS (Network Attached Storage) devices, RAID drives that perform load balancing, or servers running anything but Windows operating systems.

## **Local Area Network Workstation**

This recommendation is for workstations running the application and does not apply if the application is being accessed remotely through the cloud or Remote Desktop Services. For workstations we recommend an Intel i5 or better processor with 8 GB memory and a 128 GB or larger solid state drive running on a wired gigabit network. The workstation should be running a Microsoft supported Windows desktop operating system. We recommend using Windows 10 Pro. We do not recommend running home versions of Windows in a business environment. We recommend that all workstations be on the same version of Windows and if the server is using a desktop operating system that the server also be on the same version of Windows.

## **Phone Systems that Use Internet Connections**

Note that some phone systems are designed to use a wired internet connection and the phone supplies an extension jack to connect a computer to the network. In some cases, this type of connection can greatly reduce the connection speed and may adversely affect performance. It may be desirable to consider separate internet connections for phones and workstations. Please seek professional IT advice for your situation.