



# Class Systems

Language School Software

## Technical Notes – Class .NET

Class .NET is a Windows application that interfaces with the Microsoft Office package and connects to a Microsoft SQL Server back-end to store data. Outlined below are the rough guidelines required to install Class .NET. Please note that this will vary per customer, depending on what systems you have in place and number of desired Class users. After reading this document, we highly advise booking in a “techy chat” with one of our Engineers. Please contact [support@infospeed.co.uk](mailto:support@infospeed.co.uk) to do so.

### Server Requirements-

It may be possible to impliment Class on your existing hardware. Things to consider are:

1. How ‘busy’ is the processor?
2. How much spare memory is available?
3. What are the current disk usage statistics?

The Class database must be installed and hosted on a server, capable of coping with the processing and transferring of data from the Client application to the Database. For you to host the Class database you must install a piece of software called ‘Microsoft SQL Server’.

Microsoft SQL Server can be installed free using the Express edition. To use this you need below 8 Class Users. Should you have more than 8 Class users you will be required to purchase the full version (please see the list of supported SQL versions below).

With SQL Server Express being free, it has hardware limitations. It can only use a maximum of 1GB RAM and a single CPU-core. We will always recommend that a full version is installed for Class to run most efficiently.

We will always recommend that in an ideal situation, the SQL Server is dedicated to the task of running the Class database.

In addition to hosting the SQL Server, you must also have the facilities for a network share to be placed here (if not, another suitable place on the network).

### Supported SQL Versions

- SQL Server 2005 Express/Standard/Enterprise (Minimum)
- SQL Server 2008 R2 Express/Standard/Enterprise (Recommended)
- SQL Server 2012 Express/Standard/Enterprise/Business Intelligence

### Supported Operating Systems

- Windows Server 2008 (including R2) Standard/Foundation/Enterprise

- Windows Server 2012 (including R2) Standard/Foundation/Enterprise

The above supported lists can be either 32/64-bit. Should you have something that isn't listed, please call one of our Engineers to discuss.

A hardware setup for a dedicated 8-user Class system would be as follows:

- Quad-Core processor ~2.3Ghz
- 6GB Memory
- 200 GB HDD space
- 1GBps Network Setup
- RAID 10

#### RAID-

Having a RAID setup is personal preference. However for speed and redundancy we highly recommend having RAID 10 **setup at a hardware level**.

#### Virtualization-

Providing the host and guest machines have been configured correctly with regards to Network, Hardware and any required Domain settings, the Class 'back-end' can run in a virtualized environment.

Virtualization technology used by clients includes, but is not limited to: VMWare, ESXi/vSphere, Hyper-V and XenServer.

Should you have any doubts on whether Class will be compatible with your current system in place, please email [support@infospeed.co.uk](mailto:support@infospeed.co.uk) and a member of our Engineering team will be in touch.

#### Workstation Requirements-

As Class is a Windows application that has been developed using the Microsoft .NET Framework (3.0), please ensure that workstations are fully up to date with the latest Framework Updates and Patches. This can be done through Windows Update.

The Operating Systems we support are as follows:

- Windows 7 Home Premium (Minimum)
- Windows 7 Professional (Preferred)
- Windows 7 Enterprise
- Windows 7 Ultimate
- Windows 8 (including 8.1) Home Premium
- Windows 8 (including 8.1) Professional
- Windows 8 (including 8.1) Enterprise

In addition to needing one of the above Operating System, we also require Office to be installed on each workstation. We support:

- Office 2007 Standard/Professional (Minimum)
- Office 2010 Standard/Professional (Preferred)
- Office 2013 Standard/Professional

As an absolute minimum specification, we would recommend that each workstation has a minimum of a dual-core processor and at least 2GB memory.

### Remote Working-

Class is an application that will only work over a LAN. However, remote working solutions are available. The easiest being a Terminal Server. This is a server where by remote users will connect and see a desktop as if sitting in the Office. Additional hardware/licensing will be required to use Terminal Services. It would be best to contact your IT service provider, however we can advise as to a solution you could purchase/install.

Another remote working solution is over VPN (Virtual Private Network). This links together multiple computers over the internet, as if they were physically connected to the same network. This is a popular solution for multi-school environments. To use a VPN connection, a fairly stable internet connection with plenty of bandwidth is required.

For more information on remote working and finding the best solution for you, please contact [support@infospeed.co.uk](mailto:support@infospeed.co.uk).

### Microsoft Office & Regional Settings-

As Class .NET is a Windows application that relies heavily on the Microsoft Office package, it is crucial that the Language and Regional Settings of the Operating System also matches that of your Office version. For example, if you are using an English (UK) version of Windows 7 with English (UK) regional settings, you must also have the English (UK) version of Microsoft Office.

If you do not have these matching, you will be presented with a 'HRESULT: 0X80028018' error when starting Class and even basic functions will be unavailable, due to different versions of Microsoft Office having different install locations, depending on which language version you have purchased.

### International Clients-

If you plan to use Class on an Operating System that is not English (UK) then you must also install the English MUI Office pack that is relevant to the version of Office you are installing. This is due to formula commands within Office being different to the English commands Class has been developed in. For example, within English Office the command to add cells in the Excel package is '=sum(a1+b1)'. However, within the Spanish version of Office this command has changed to '=suma(a1+b1)'.

As Class has been developed and tested within an English (UK) environment, we would always recommend and advise using an English Operating System with English Office to avoid any further issues that may arise.

### Class Installation-

The install of Class will be completed remotely by one of our trained engineers. Please ensure the setup files for SQL are readily available and that the remote connection provided has been tested (Either Remote Desktop or TeamViewer). Please note that on the day of the install, we will only install the Class database and one workstation. The rest will be down to your IT company, following detailed instructions given.

## Licensing-

The Class software is licensed on a 'concurrent user' basis. This means you can install the software on as many workstations and have as many user accounts as you wish, but only X amount of users may be logged in at once.

## AntiVirus/Firewall-

Changes to your current AntiVirus and Firewall setup will be required. This includes but is not limited to:-

- Excluding TCP/UDP ports 1433/1434 from your Inbound & Outbound Firewall
- Adding of Class executables to your exceptions list
- Adding of the Class shared folder to your exceptions list

If the above is not completed you may encounter freezing/speed issues when using Class.

## Backups-

There is no need to emphasise the mandatory nature of backups! Should you have the full version of SQL Server, we can configure a maintenance plan to run a database backup nightly. If you are running on an Express version of SQL Server, we can recommend and install some free software for you to use.

As well as backing up the database, the CFWSQL folder share will also need to be included. We recommend that as well as an SQL backup, your normal preferred server backups are taken.

Should you require more detailed information on what needs to be backed up, please do not hesitate to contact us.

Infospeed will not be held responsible for maintaining backups. It will be down to yourselves to ensure this is successful and backups are still running routinely.

## WebCams and Scanning-

Class has the ability to store pictures of students/host families/teachers etc, as well as scan in important documents (such as passports). Infospeed have adopted the use of the standard WIA approach as this is how the Windows Operating System interfaces with such devices.

Infospeed cannot guarantee the compatibility for each Webcam/Scanner, due to the difference in manufacturers and drivers. We will always recommend, in the first instance that for webcams, the Microsoft LifeCam HD Series is used. We have completed development and testing on the Microsoft LifeCam HD 3000 and Class now supports this. For scanning we recommend the CanoScan LiDE Series.

Following on from testing, we have found that the best approach when scanning over Terminal Services is to scan to the local workstation, then paste into the Terminal Server session using the Clipboard.

## Printers-

Class will support any Laser/Ink-Jet printer when connected to a workstation, providing correct drivers are installed. Should you wish to print over Terminal Services, please install the complete driver on the Terminal Server; using this in place of the EasyPrint driver already included as standard. Any other configurations will require a chat with one of our Engineers.

## Emailing-

Class supports SMTP emailing. This can be configured one of two ways. The first being we install an SMTP relay on your server to send outgoing mail, with the return address being one of your own. The other (and preferred option) is to send emails through an Exchange server (if available). The second option requires the configuration of a user account that has permissions to relay for the Class application to use.

## Texting-

The Class application has the ability to send texts to Students/Agents/Host Families/Teachers. This is using an online service called 'Clickatell'. For further information on pricing etc, please contact [support@infospeed.co.uk](mailto:support@infospeed.co.uk)

## UniPay-

Class has been integrated with the UniPay service provided by CEL. This is an online payment portal which allows Students to pay invoices through Credit/Debit Card and Bank Transfer. Please request a copy of the UniPay document from our support desk.

## Web Module (Class Online Toolkit) -

A web module 'add-in' is available which will allow students to book and log in to see information on their booking in Class. Additionally host families and agents can login and print off copies of documents and see vital information relating their account. This can be incorporated into your website as a booking form which feeds directly into Class. Customisation options are available, for more information please request the 'Class Online Toolkit' option.

## Training-

Following the successful install of Class, training will be scheduled in with our Support team. With this we host a Webex session and using your data, show you the basic functionalities and set up of Class.

Additional training may also be purchased.

## Support Information-

Should you have any further questions after reading this document please contact us at your earliest convenience; we are more than happy to answer them.

HelpDesk – [support@infospeed.co.uk](mailto:support@infospeed.co.uk)

Sales – [sales@infospeed.co.uk](mailto:sales@infospeed.co.uk)

Telephone: +44(0)1202 734363 (Monday -Thursday from 9am-5:30pm / Friday from 9am-5pm GMT)

**Last updated: 1<sup>st</sup> July 2014**

