

PROWARE LABS TECHNICAL GUIDE



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PROWARE LABS

TECHNICAL GUIDE

LAST UPDATE / *September 14th, 2012*

DOCUMENT / *Technical Guide (6 Pages including Cover Sheet & Table of Contents)*

DESCRIPTION / *Initial Setup Guide Developed for Municipal IT Staff*

This guide was created to help municipal IT staff (or those lucky enough to have been volunteered) with the initial setup of the desktop applications, tablets and also included are servers settings. The server settings may or may not be required depending on your particular setup. If you have any question regarding any settings please do not hesitate to contact us at support@prowarelabs.com.

SECTION 1 – SYSTEM REQUIREMENTS

The following are the system requirements for our applications. Proware Labs applications may run different systems, but to ensure that we can provide support and that the applications run smoothly, please ensure you have the following:

1. **Mobile**

Samsung Galaxy Tab 10.1 with 16GB (Minimum) and 4G capability

2. **Desktop**

- 2.33GHz or faster x86-compatible processor or Intel® Atom™ 1.6GHz or faster processor for netbooks
- Microsoft® Windows® XP Home, Professional, or Tablet PC Edition with Service Pack 3; Windows Server® 2003; Windows Server® 2008; Windows Vista® Home Premium, Business, Ultimate, or Enterprise (including 64-bit editions) with Service Pack 2; or Windows 7
- 512MB of RAM (1GB recommended) for Microsoft® Windows® XP Home, Professional or Tablet PC Edition with Service Pack 3; Windows Server® 2003; 1GB (2GB recommended) for Windows Server® 2008; Windows Vista® Home Premium, Business, Ultimate, or Enterprise (including 64-bit editions) with Service Pack 2; or Windows 7

SECTION 2 – TABLETS

The following are the setup instructions for the Samsung Galaxy tablets. Some of these settings are optional, but can be useful if there are issues with application performance.

- 1. Wi-Fi Network Access** Apps > Settings > Wireless and Networks > Wi-Fi Settings

To save on costly 4G charges, we highly recommend that the tablets be given access your local Wi-Fi network.
- 2. 4G Activated** Enabled with a Provider

Please ensure that the device has been activated with your chosen provider. If 4G has not been activated, the user will not be able to access our servers, or any other service such as email from a remote location.
- 3. Email Settings** Apps > Settings > Accounts and Sync > Add Account

We recommend setting up the client's email. Depending on the email service, users also can have access to all their contacts on the road.
- 4. Image Resolution** Apps > Camera > Settings (Gear) > Resolution > 1024x768

Since 4G access can be slow at times, uploading and downloading large pictures from our servers can be time consuming. We recommend setting the camera resolution to 1024x768 to drastically improve application performance.
- 5. Enable Non-Market Apps** Apps > Settings > Applications > Unknown Sources (Check)

To save on costs, we provide our application via our own custom services. To install our application however, you need to enable the installation of non-market applications.
- 6. Remove Widgets (Optional)** Press and Hold Widget > Drag to Garbage Can (Remove)

To save on 4G and to improve application performance you can delete the widgets from the desktop that may use up bandwidth. This is completely optional.
- 7. App Installation** Using the browser, login at <https://secure.prowarelabs.com>.

Using your account, login at <https://secure.prowarelabs.com>. Then choose the desired mobile application to begin the download. On the right hand side press the menu icon and choose downloads. Here you will be able to see the download progress. Once the download is complete press on the newly downloaded file to begin the installation process.

Once the installation is complete, you can test logging into the application using that tablet's user's credentials.

SECTION 3 – DESKTOP APPLICATIONS

The following are the setup instructions for any of the desktop versions of our applications. To begin you will need user credentials.

1. Administrative Rights

Some municipalities have security settings that prevent regular users from installing applications on their computers. If this is the case, please ensure that someone on-site has the proper administrative rights to complete the installation.

2. App Installation Using a web browser, login at <https://secure.prowarelabs.com>.

Using your account, login at <https://secure.prowarelabs.com>. Then choose the desired application to begin the download. Once the download is complete click on the newly downloaded file to begin the installation process.

One thing to note is that during the installation process, the installer might request that you install Adobe Air. Our applications require Adobe Air to function correctly. So when prompted, you need to accept.

Once the installation is complete, you can test logging into the application using that user's credentials.

SECTION 4 – SERVER SETTINGS

Server setting changes, as mentioned above, may or may not be required depending on your particular setup.

1. Firewall Settings

The Proware Labs Suite of applications are cloud based applications. As such, we require that certain ports stay open at all times. Those ports are:

- secure.prowarelabs.com (50.57.225.126) port 443;
- dev.prowarelabs.com (50.57.73.11) port 443.

2. Backups (Optional)

To ensure that your data is secure, ProwareLabs does a database backup every four hours. Some municipalities however, like to have additional data security by having backups stored on their own servers. If this option has been requested, you will need to provide us with:

- Host and Port Example: `sftp.mymunicipality.com:22`
- Username Example: `prowarelabs`
- Password Example: `123password#!`

Note: ProwareLabs takes your data's security VERY seriously. It is for this reason that we encrypt the backups sent to your servers. Also, to prevent possible man-in-the-middle (or woman-in-the-middle) attacks, we require the use of SFTP as opposed to FTP proper.

QUESTIONS?

As mentioned above, if you have any question regarding any settings, please do not hesitate to contact us at support@prowarelabs.com.