

1 System requirements - acquire GIM Suite 5.5

1.1 Hardware

1.1.1 Client machine

Following are the hardware requirements to run acquire 4 (the acquire GIM Suite Desktop component):

	Minimum	Recommended
Processor	2Ghz	Multi Core - 2Ghz or greater
Memory (RAM)	16GB	16GB or greater

1.1.2 Server machine

Following are the hardware requirements for your server to run acquire GIM Suite Server components.

Server requirements are dependent on the database size, number of users and level of usage. It is recommended that a customer work with their IT department to determine the server requirements for their installation.

	Database server		Web server	
	Minimum	Recommended	Minimum	Recommended
Processor	2Ghz	Multi Core - 2Ghz or greater	2Ghz	Multi Core - 2Ghz or greater
Memory (RAM)	16GB	16GB or greater	16GB	16GB or greater

1.2 Software

1.2.1 Operating Systems (OS)

Client machine

Version	acquire GIM Suite Desktop
Windows 11	✓ Recommended
Windows 10	✓
Windows 8.1	✗

Server machine

Version	Database server	Web server
Windows Server 2022	✓ Recommended	✓ Recommended
Windows Server 2019	✓	✓
Windows Server 2016	✓	✓
Windows Server 2012 R2	✗	✗

1.2.2 .NET versions

Note: The .NET downloads have not been included with the installers so that you can get the latest versions from Microsoft. Contact the acQuire Supportteam at support@acquire.com.au if you need assistance.

acQuire GIM Suite installers

Note: Some operating systems are only compatible with specific .NET Framework versions. Refer to the documentation of the operating system you are using to check for compatible .NET Framework versions.

To run the GIM Suite installers, you must install Microsoft .NET Framework 4.8 on your computer (including the latest security patches). You can download this from <https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>.

If the correct version of Microsoft .NET Framework is not found on the target device, the installer will attempt to install it or prompt you to manually install it before it can continue.

Use acQuire GIM Suite Server

To use acQuire GIM Suite Server, you must install Microsoft .NET 8.0 on your computer (including the latest security patches). You can download this from <https://dotnet.microsoft.com/en-us/download/dotnet/8.0>.

Note: Microsoft .NET 8.0 is not required for acQuire GIM Suite Desktop.

1.2.3 Databases

acQuire recommends a dedicated server to host the SQL Server instance for the acQuire 4 databases.

Database	acQuire 4
SQL Server 2022	 Recommended Note: You must also install the latest Cumulative Update.
SQL Server 2019	 Note: You must also install the latest Cumulative Update.
SQL Server 2017	
SQL Server 2016 Service Pack 2	
SQL Server 2014	

Note: In some circumstances, SQL Server Enterprise version is recommended in place of the standard version. This will improve performance in certain areas, especially with large databases. Contact the acQuire Support team at support@acquire.com.au if you need assistance.

1.2.4 Internet Information Services (IIS) Manager

IIS Manager version	Web server
Microsoft IIS 10	 Recommended
Microsoft IIS 8.5	

1.2.5 Web browser (server and client machines)

Note: The versions below are the minimum requirements. acQure recommends that you use the most recent stable release of the browser to take advantage of their latest security updates and compatibility.

To allow system configuration of acQure Arena, one of the supported browsers must be installed on the web server machine.

Web browser version	acQure Arena
Microsoft Edge 140 and above	✓ Recommended
Google Chrome 140 and above	✓
Mozilla Firefox	✗

1.2.6 Desktop/laptop platforms

The following are the minimum and recommended settings for using acQure Arena on a desktop or laptop computer:

OS version	Screen size	Screen resolution
Windows 10	Recommended: 24 inches	Recommended: 1920 x 1080
Windows 11	Minimum: 15 inches	Minimum: 1440 x 900

1.2.7 Mobile platforms

The acQure Arena mobile app works on a wide variety of iOS and Android devices, but is optimised for medium to large-size phones and tablets running the latest Android/iOS operating systems at the time of release, as summarised in the following table.

Mobile platform	OS version	Minimum screen size	Screen resolution
Android	<ul style="list-style-type: none"> • 15 (Recommended) • 14 	5.5 inches x 6.5 inches	Recommended: 1920 x 1080 Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768
iOS	<ul style="list-style-type: none"> • 18 (Recommended) • 17 	5.5 inches x 6.5 inches	Recommended: 1920 x 1080 Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768
Windows	<ul style="list-style-type: none"> • 11 (Recommended) • 10 	5.5 inches x 6.5 inches	Recommended: 1920 x 1080 Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768

Note:

- The screen size and resolution recommendations are a general guideline.
 - Most data capture tasks support both phone and tablet formats, but the layouts for different task types are optimised for different form factors, to give the best user experience (i.e. the surface sampling data capture task is optimised for phones, while the blasthole data capture task is optimised for tablets).
 - Stated resolutions are logical resolution. There is not always a direct correlation between physical resolution (actual pixels on the device) and logical resolution (scaled by user settings or operating system). Android refers to logical resolution as dp, iOS as points. Windows supports the setting of display resolution in pixels.
 - Using smaller devices or devices running at lower resolutions than the specifications in the above table is *not* recommended.
 - While the app may work on earlier mobile OS versions other than those in the above table, they are not supported.
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1.3 acquire licensing

As an administrator, you *must* make sure the following prerequisites are met:

- acquire Licence Manager (my.acquire.com.au) *must* be available and port 443 *must* be open for this address.

Note: GIM Suite web server requires access to the acquire Licence Manager. End user licences are originally checked by your browser and then passed to the server where they are kept alive.

- acquire *recommends* you:
 - Use a HTTPS web server setup
 - Create an Active Directory group for all of your GIM Suite users to make it easier to manage licences.

See [acquire Licensing](#) on the acquire website for more information about working with GIM Suite licences.