

1 System requirements - acquire GIM Suite 5.2

1.1 Hardware

1.1.1 Client machine

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

	Minimum	Recommended
Processor	2Ghz	Multi Core - 2Ghz or greater
Memory (RAM)	4GB	8GB 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)	8GB	16GB or greater	8GB	16GB or greater

1.2 Software

1.2.1 Operating Systems (OS)

Client machine

Version	acquire GIM Suite Desktop
Windows 11	✓
Windows 10	✓ Recommended
Windows 8.1	✗
Windows 8	✗

Server machine

Version	Database server	Web server
Windows Server 2019	✓ Recommended	✓ Recommended
Windows Server 2016	✓	✓
Windows Server 2012 R2	✓	✓
Windows Server 2012	✓	✓
Windows Server 2008 R2 Service Pack 1	✗	✗
Windows Server 2008 Service Pack 2	✗	✗

1.2.2 Terminal Services

Terminal Services provides the ability to host multiple, simultaneous client sessions on a Microsoft Windows Server.

Windows version	acquire GIM Suite Desktop
Windows Server 2019	✓ Recommended
Windows Server 2016	✓
Windows Server 2012 R2	✓
Windows Server 2012	✓
Windows Server 2008 R2 Service Pack 1	✗
Windows Server 2008 Service Pack 2	✗

1.2.3 .NET Framework version

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.







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.

.NET Framework	acquire GIM Suite Desktop	acquire GIM Suite Server
Microsoft .NET Framework 4.8 <ul style="list-style-type: none"> Installers: https://dotnet.microsoft.com/download/dotnet-framework/net48 	✓ Recommended	✓ Recommended
Microsoft .NET Framework 4.6.2	✗	✗
Microsoft .NET Framework 4.6.1	✗	✗

Note: These downloads have not been included with this installer so that you can get the latest versions from Microsoft. Contact the acQure Support team at support@acquire.com.au if you need assistance.

1.2.4 Databases

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

Database	acQure 4
SQL Server 2019	 Note: You must also install Cumulative Update 8 if using SQL Server 2019.
SQL Server 2017	 Recommended
SQL Server 2016 Service Pack 2	
SQL Server 2014	
SQL Server 2012	
SQL Server 2008 R2	





1.2.5 Internet Information Services (IIS) Manager

IIS Manager version	Web server
Microsoft IIS10	 Recommended
Microsoft IIS8.5	
Microsoft IIS8	
Microsoft IIS7	 Minimum

1.2.6 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 108 and above	 Recommended
Google Chrome 108 and above	
Mozilla Firefox	
Microsoft Internet Explorer	

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"> • 12 • 11 (Recommended) • 10 	5.5 inches x 6.5 inches	Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768 Recommended: 1920 x 1080
iOS	<ul style="list-style-type: none"> • 16 (Recommended) • 15 • 14.5 	5.5 inches x 6.5 inches	Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768 Recommended: 1920 x 1080
Windows	<ul style="list-style-type: none"> • 11 • 10 (Recommended) 	5.5 inches x 6.5 inches	Minimum: <ul style="list-style-type: none"> • Phone: 375 x 667 • Tablet: 1024 x 768 Recommended: 1920 x 1080

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.

1.3 acQure licensing

Note: Upgrading to acQure GIM Suite 5.x will need a new set of licences as the existing GIM Suite licences will be deprecated.

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

- acQure 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 acQure Licence Manager. End user licences are originally checked by your browser and then passed to the server where they are kept alive.



- acQure *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 the [acQure Licensing.pdf](#) on the acQure website for more information about working with acQure licences.