



Odyssey PCS™
Client Provided Server Guidelines

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Introduction

Although CBORD® resells pre-configured Dell Odyssey PCS servers; we understand that many of our clients prefer to purchase the equipment from their own hardware vendor.

To ensure success of your Odyssey PCS system installation, please read and follow these client-provided Odyssey PCS server guidelines carefully. Proper configuration of your server will guarantee that CBORD installers can begin system application installation as soon as they arrive on-site. Failure to follow the guidelines below will result in installation delays.

Odyssey PCS server hardware requirements

- All client-provided Odyssey PCS servers must meet the minimum server specifications outlined by CBORD during the sales process. Additional version specific requirements may be found here: <https://www.cbord.com/support/tps/manuals/relnotes/>

Note: For all systems, CBORD recommends a minimum of 100GB of storage for the installation partition.

System	Size	Operating System	RAM	Processor*
Odyssey PCS Sybase Application Server	Recommended if <10,000 patrons	Windows Server 2012 R2 or Windows Server 2008 R2 standard	Min: 4GB Recommended: 8GB	Min: Dual-core processor
	Recommended if >10,000 patrons	Windows Server 2012 R2 or Windows Server 2008 R2 standard	Min: 4GB Recommended: 16GB	Min: Dual-core processor
Odyssey PCS or HMS Oracle Application Server	N/A	Windows Server 2012 R2 or Windows Server 2008 R2 standard	Min: 4GB Recommended: 8GB	Min: Dual-core processor
Odyssey PCS and HMS Sybase Application Server	N/A	Windows Server 2012 R2 or Windows Server 2008 R2 standard	8GB	Min: Dual-core processor Recommend: Quad cores (two dual-core CPUs)
OdysseyOne	<5,000	Windows Server 2012 R2, Windows 8, Windows 2008 R2, or Windows 7	Min: 4GB	Minimum dual-core processor

*More cores/CPU's will improve response time.

Odyssey PCS server pre-installation configuration

The following client-provided Odyssey PCS server configuration must be completed **before** CBORD installers arrive on-site. Please call your Implementation Services Coordinator with any questions or concerns.

Operating System and installed applications

- Microsoft Windows® 2008 or Windows 2012 Server
 - Windows 2008 R2 Standard
 - Windows 2012 R2
- Note:
 - Windows 2000 and 2003 are not supported
 - A 64-bit OS is recommended
 - The Odyssey PCS server must be dedicated to the Odyssey PCS application
- All approved Microsoft critical security updates
 - Check <http://www.cbord.com/support/tps/compat/> for all tested and approved updates
- Windows Internet Explorer® 8 or higher
- Windows Internet Information Services FTP service (required only if using FTP for data exchange)
- Enable COM+ access
 - Windows 2008 & 2012: Must add the Application Server Role and enable COM+ Network Access

Operating System Configuration

- Name the server according to your site's naming conventions, while conforming to the following application requirement:
 - Machine name can be no longer than 15 characters
- Partition the hard drive(s):
 - C drive for operating system
 - D drive for data
- Configure the server's network parameters and place it on your network
 - IP, gateway, netmask, DNS server(s)
 - Note: Routing between the Odyssey PCS server and the terminals / User Interfaces must allow traffic on the ports specified in the CBORD document "Odyssey PCS - Ports used by Odyssey PCS"
 - Join the server to your domain (if applicable)
- Create the required Windows accounts that are listed in the table below and provide the username and password information to the CBORD Implementation Services Coordinator. Each account must have a unique, complex, password.

Recommended username:	Account description
CBORDSERVICE	Runs application level specific tasks. Must have local administrator rights and will be used as a RUN AS identify for Odyssey services. Printer definition(s) (see below) must be available under this profile.
CBORD_SUPPORT	Will be used by CBORD support staff to remotely access/support the server. Must have local administrator rights. Password must be unique to this server.

- Install and configure client-provided antivirus software
 - For Sybase ASA sites, exclude the following files from live/on access scan (where X is the data drive):
 - X:\CBORD Odyssey\Data\Odyssey.db
 - X:\CBORD Odyssey\Data\Odyssey.log
 - C:\Program Files\Sybase
 - X:\Tomcat

- Install and configure client-provided enterprise backup agent (if applicable)
 - For Sybase ASA sites, the following directories should be included in a daily backup (where X is the data drive):
 - X:\CBORD Odyssey\Data\Backup
- Install network printer(s) that will be used for automated report printing.
 - Verify that the print spooler service is not disabled

CBORD Installer on-site server preparation

CBORD installers will need access to the Odyssey PCS server during the installation week to complete the following tasks:

- Install the Odyssey PCS application
- Configure the Odyssey PCS database
- Install, configure and test remote access host (for CBORD remote support)

If the Odyssey PCS server will be housed in a datacenter or server room, the CBORD installers will need remote access to the server during the installation week.
