

## RECOMMENDED SYSTEM REQUIREMENTS

### WORKSTATIONS

- Operating System:** Microsoft® Windows® 8.1 or 10 (64-bit). Home Editions are not supported. Microsoft .NET Framework 4.6.1 or higher is required.
- Processor:** Intel® Core™ i5 processor or higher.
- RAM:** 64-bit operating system, 8 GB or higher is recommended. Commercial Servicer® clients will use up to 1.5 GB of workstation memory. SAP® Crystal Reports® requires 8 GB of RAM on the workstation.  
***NOTE:** Running related apps (Administrator, Security, and Accountant) at the same time will require more memory.*
- Disk Drive Space:** 1 GB for the SAP® SQL Anywhere® database client software. 2 GB for each SAP® Crystal Reports® workstation. SSD drives are recommended.
- Other Software:** A PDF reader is required for Radstar®.
- Peripherals:** Hardware accelerated graphics card. Screen resolution of 1,024 x 768 pixels or higher.

### SERVERS

Standalone users can treat server references below as their workstation.

#### APPLICATION SERVER

It is possible to run Loan Producer®, Mortgage Servicer®, and Commercial Servicer® on the same server.

- Operating System:** Windows Server® 2012 R2, Windows Server® 2016 or Windows Server® 2019 Datacenter and Standard Editions. Essentials and Foundation Editions are not supported. Standalone users may also use Windows® 8.1 or 10. Home Editions are not supported. Microsoft® .NET Framework 4.6.1 or higher is required.
- Processor:** Minimum of 4 CPU cores.
- RAM:** Allow at least 8 GB of memory for the Windows® operating system. In addition, please refer to the table below to determine the amount of additional memory to be added.  
***NOTE:** If using Commercial Servicer® on the same server as Mortgage Servicer® and/or Loan Producer®, calculate memory requirements for each FICS® system separately and add together.*

Number of users:	1-10	11-20	21-30	31+
GB of RAM used:	4	8	12	16

- Disk Drive Space:** 4 GB for Commercial Servicer®. For optimal performance, enterprise SSD drives and hardware RAID are recommended.
- Other Requirements:** Internet access is required from the server. WinZip® 9 or higher or 7-Zip 4.62 or higher is required for unzipping downloaded software updates.

#### DATABASE SERVER

The database software can be on the same server as the application software if you have 5 or less users. Larger customers will get optimal performance by storing the database on a separate server. RAID 10 or better is recommended for database files. Enterprise SSD drives and hardware RAID are recommended. **The operating system and processor requirements for the database server are the same as the application server.**

- RAM:** 16 GB
- Disk Drive Space:** 500 MB for SAP® SQL Anywhere® or 6 GB for Microsoft® SQL Server®. 20k bytes for each loan on Commercial Servicer®. For Radstar®, allow approximately 3 GB of storage space for every 1,000 loans per year.
- Database Management System:** SAP® SQL Anywhere®, Microsoft® SQL Server® 2016, or Microsoft® SQL Server® 2017.

# SAP® BUSINESSOBJECTS™ BUSINESS INTELLIGENCE (BI) SOFTWARE

SAP® BusinessObjects™ BI cannot be run on the same server as Commercial Servicer®.

<b>Operating System:</b>	Windows Server® 2012 R2 or Windows Server® 2016 Datacenter and Standard Editions. Essentials and Foundation Editions are not supported.
<b>Processor:</b>	4 CPU Cores
<b>RAM:</b>	16 GB
<b>Disk Drive Space:</b>	80 GB

## REMOTE DESKTOP SERVICES (RDS) OR CITRIX® SERVER

<b>Operating System:</b>	Windows Server® 2012 R2, Windows Server® 2016 or Windows Server® 2019 Datacenter and Standard Editions. Essentials and Foundation Editions are not supported.
<b>Processor:</b>	Minimum of 4 CPU cores.
<b>RAM:</b>	In addition to 8 GB, see the Workstation RAM specs above.
<b>Remote Desktops (RDP) and Published App Sessions:</b>	See Workstation specs above.

## OTHER

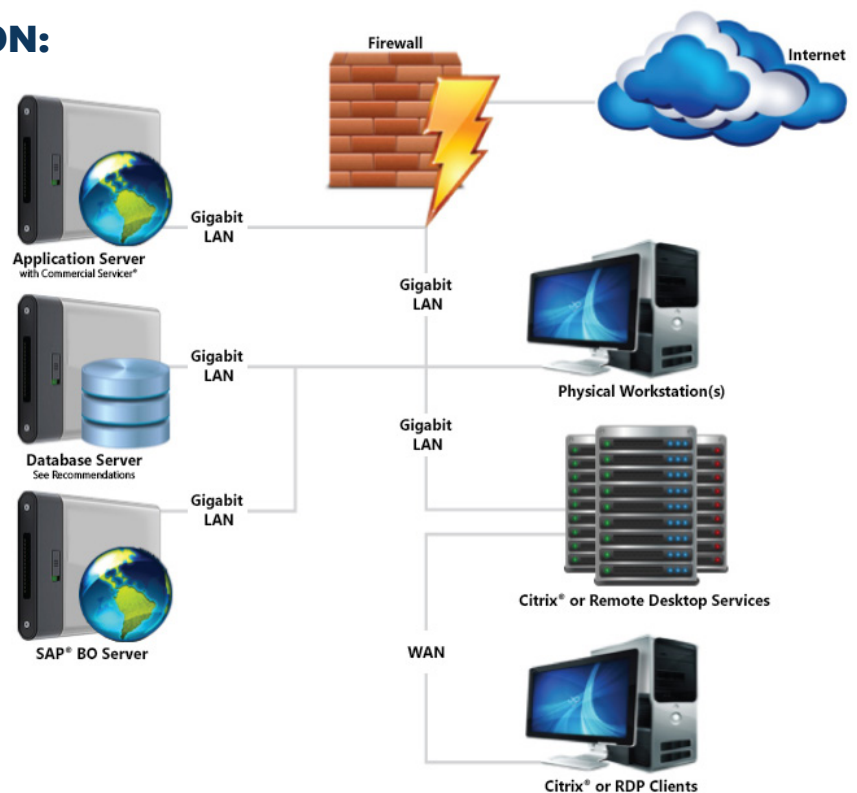
<b>Printers:</b>	Microsoft® Windows® 8.1 or 10 supported printer. HP LASERJET printers are recommended.
<b>Backup:</b>	Electronic or physical media backups of all FICS® programs and data files are highly recommended.
<b>System Performance:</b>	Larger loan volumes and number of users may require higher specifications. If system performance is degrading as more users are added, monitor the CPU and memory of the application server or RDS or Citrix® Server for high utilization. Adding more CPUs or load balancing between two or more application servers or RDS or Citrix® Servers can help alleviate this condition.

## EXAMPLE NETWORK CONFIGURATION:

The Application Server needs Internet Access to the following:

Commercial Servicer®

- <https://FICSUpdate.LoanWare.com>
- <https://clientaccess.FICS.com>
- <https://www.FICS.com>
- [https://\\*.FICSLoanStat.com](https://*.FICSLoanStat.com) (LoanStat®)
- <https://license.FICSLoanWare.com>
- <https://video.FICSHelp.com>



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