

TECHNICAL SPECIFICATIONS

Helpdesk Pilot is shipped as a packaged Virtual Machine (VM), containing the application and its own operating system, including all necessary pre-requisites.

VM Specifications:

OS	Ubuntu 10.04 LTS Server
Database	PostgreSQL

An encapsulated package assures you of minimal external/technical dependencies as the entire application environment is run within the VM, on your physical server.

All software updates are delivered as updates to the VM directly.

The Helpdesk Pilot VM can be offered in any one of the following virtualization platforms

- VM Ware
- ESX Server
- Oracle Virtual Box
- Microsoft Hyper-V
- Citrix XenServer

(More virtualization platforms will be supported shortly. If your platform is not listed currently, please [contact us](#) with your VM build requirement)

MINIMUM HOST SERVER REQUIREMENTS

- Operating System
 - Windows 2000/2003/2008 Server Operating System
 - Mac OS X
 - Linux
- Minimum 2GB RAM (Allocated to VM)
- 15GB Hard disk space (Allocated to VM)

PRODUCT INFORMATION

Licensing

- Help desk staff licenses offered as named seats
- Subscription based license term, covering usage of the product, support and free product updates.
- Unlimited end users
- Unlimited tickets