

lucityAM Hardware & Software Recommendations

Version 2017

database support

SQL Server 2016, 2014, 2012, 2008r2, 2008
Oracle Server 9i, 10g, 11g, 12c¹
Disk Space from 1 GB to 20 GB

operating system support

Windows Server 2016, 2012r2, 2012, 2008r2 SP1
Windows 10, 8.1, 7 SP1+

browser support

Internet Explorer 11⁵
Chrome, Firefox, Edge²
Safari^{2,3}

gis requirements

Lucity Web Map requires ArcGIS Online, ArcGIS Enterprise 10.5, or ArcGIS Server 10.2.2+⁴
Lucity ArcGIS Desktop extensions require ArcGIS Desktop 10.2.2+
Lucity ArcGIS Pro Add-In requires ArcGIS Pro 1.3+

video requirements

Optimized for 1024 x 768+ on desktop computers

considerations

Lucity highly recommends the use of SSL across your enterprise
Lucity Mobile Server requires SSL (TLS 1.2) when used with an Apple iPad or iPhone

Installing Lucity Desktop on the same host as any other Lucity software is not recommended
Avoid the same host for Services Server and Web Server (for performance)

hardware requirements

Minimum and Recommended Hardware Specifications

	CPU	Cores	RAM ⁹	Storage ⁶
Lucity Services	2 GHz	4	4 GB, 8GB	1 GB
Lucity Web Server	2 GHz	4	4 GB, 8GB	2 GB
Lucity Mobile Server	2 GHz	4	4 GB, 8GB	2-20 GB ⁸
Other Lucity Server Applications ⁷	2 GHz	4	2 GB, 4 GB	1 GB
Lucity Database Server ¹⁰	2 GHz	4	4 GB, 8GB	20 GB

1. Oracle client is required. Oracle client versions supported are 11g or 10gr2 with latest ODP.NET patch
2. Editable Resources and the Lucity Web Map are not available in these browsers. Current testing is focused on desktop versions of these browsers
3. We expect most features to work but limited testing is done in this browser and there may be rendering issues in some cases.
4. ArcGIS Server 10.4.0 is not supported but ArcGIS Server 10.4.1 is supported
5. Compatibility view not supported. Microsoft Silverlight 5.1.50901+ is required for Lucity Web Map and Editable Resources
6. Storage space for Lucity components only; does not include storage space for OS or any supporting software
7. Includes Lucity REST API, Lucity Citizen Portal REST API, Lucity Citizen Portal, Lucity Document Server
8. Lucity Mobile Server requires 2GB for core installation plus up to 20 GB for offline cache storage
9. Min and recommended are provided. Minimum is appropriate for 5 or fewer users.
10. Recommended value supports 25 concurrent users on a server dedicated to the Lucity Database Server hosting.

Lucity Mobile and Mobile Work for Android

mobile 2.x

Minimum required disk space for online use: 250MB

Minimum operating system: Android 4.1

Supported screen sizes: Small (426dp x 320dp) to XLarge (960dp x 720dp)

3G/4G or WiFi-only devices are all acceptable

GPS

Camera

mobile offline 2.x

Minimum required disk space: 2 to 3 times the offline cache size (this does not include GIS offline or tile cache requirements)

2 GB minimum RAM

1.5 GHz minimum processor

mobile work orders

Minimum required disk space: 50 MB

Minimum operating system: Android 4.1

Supported screen sizes: Small (426dp x 320dp) to XLarge (960dp x 720dp)

3G/4G or WiFi-only devices are all acceptable

GPS

Camera

- > Resolutions of 720 and greater are recommended. Lucity form designs are shared between the tablet and the web. Tablets smaller than 720 will require frequent scrolling right to left on the screen to see the full width of the form in landscape mode. A display of 960dp by 720dp will effectively show most Lucity forms in both landscape and portrait mode with minimal side to side scrolling.
- > The quality of the end user's experience will be directly proportional to the quality of the tablet purchased.

Lucity Mobile for iPad / iPhone

mobile 2.x

Online supports iPhone 5+, iPod Touch (5th generation+), iPad Mini+, iPad (3rd generation+), iPad Air+

Offline supports iPad Mini 2+, iPad Air+

Offline required disk space: 2 to 3 times the offline cache size

This does not include GIS offline or tile cache requirements

Minimum iOS version: 8.0

3G/4G or WiFi-only devices are all acceptable

GPS

Camera