

# lucityAM Hardware & Software Recommendations

Version 2018r2

## database support

SQL Server 2017, 2016, 2014,  
2012, 2008r2, 2008

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

Chrome, Firefox, Edge<sup>1</sup>

Internet Explorer 11<sup>4</sup>

Safari<sup>1,2</sup>

## gis requirements

Lucity Web Map requires ArcGIS Online, ArcGIS Enterprise 10.5/10.6, or  
ArcGIS Server 10.2.2+<sup>3,10</sup>

Lucity ArcGIS Desktop extensions require ArcGIS Desktop 10.2.2+

Lucity ArcGIS Pro Add-In requires ArcGIS Pro 2.2

## 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 <sup>8</sup> | Storage <sup>5</sup> |
|---|-------|-------|------------------|----------------------|
| 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 <sup>7</sup> |
| Other Lucity Server Applications <sup>6</sup> | 2 GHz | 4     | 2 GB, 4 GB       | 1 GB                 |
| Lucity Database Server <sup>9</sup>           | 2 GHz | 4     | 4 GB, 8GB        | 20 GB                |

1. Current testing is focused on desktop versions of these browsers

2. We expect most features to work but limited testing is done in this browser and there may be rendering issues in some cases.

3. Portal for ArcGIS Enterprise or ArcGIS Online are recommended. Some features are unavailable if not utilizing one of these portals. Some features are not available on versions < 10.4.1.

4. Does not support all Lucity Web functionality, and cannot display Lucity Web in Compatibility view.

5. Storage space for Lucity components only; does not include storage space for OS or any supporting software

6. Includes Lucity REST API, Lucity Citizen Portal REST API, Lucity Citizen Portal, Lucity Document Server

7. Lucity Mobile Server requires 2GB for core installation plus up to 20 GB for offline cache storage

8. Min and recommended are provided. Minimum is appropriate for 5 or fewer users.

9. Recommended value supports 25 concurrent users on a server dedicated to the Lucity Database Server hosting.

10. ArcGIS Server Workgroup is not recommended. It is only supported for test or production environments with 10 or fewer total Lucity GIS users.

### Lucity Mobile 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. WiFi connected devices may not send device locations while in sleep/lock.

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

- > 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. WiFi connected devices may not send device locations while in sleep/lock.

GPS

Camera