

Version:	2.1	Date:	8/21/2013 7:24:00 PM
Status:	APPROVED FOR USE		

Purpose

This document describes the PC software and hardware required to use ShotSpotter Flex client software:

- ShotSpotter Flex Alerts Console
- ShotSpotter Flex Investigator Portal
- ShotSpotter Flex Up-to-Date Utility

Future releases may change these requirements, at which point this document will be updated. A web-based tool called the ShotSpotter Flex [Compatibility Checker](#), can provide an automated assessment of whether a particular computer is running the necessary software. See the *Verifying Access Using System Profiler* section below. ShotSpotter Flex client software also requires network access to certain host names, services, and protocols. Further details can be found in the SST document *FED-72-01 Hosts and Services Required to Use ShotSpotter Flex Clients*.

Software Requirements

ShotSpotter Flex clients are fully supported by SST to run on Microsoft Windows XP SP2 or later or Windows 7 with Microsoft Silverlight 4 or later installed. Although not officially supported, Flex clients will also run on other operating systems capable of running Microsoft Silverlight 4.

	Officially Supported	Expected to Function (not officially supported)
Operating System	Microsoft Windows XP SP2 or SP3 Microsoft Windows 7 (incl. SP1)	Microsoft Windows Vista Microsoft Windows 2000 SP4 w/KB 891861 Microsoft Windows Server 2008 or 2008 R2 Microsoft Windows Server 2003 Mac OS X 10.4.11 and later (Intel-based)
Web Browser (must be in 32-bit mode)	Microsoft Internet Explorer 7 or later	Internet Explorer 6 (Windows 2003, XP, 2000 only) Mozilla Firefox 3 or later Apple Safari 3 or later Google Chrome 4 or later
.Net Framework Silverlight	4.0 or later Alert Console: Microsoft Silverlight 4 or 5 Incident & Reports Portal: Microsoft Silverlight 5	4.0 or later Alert Console: Microsoft Silverlight 4 or 5 Incident & Reports Portal: Microsoft Silverlight 5

Hardware Requirements

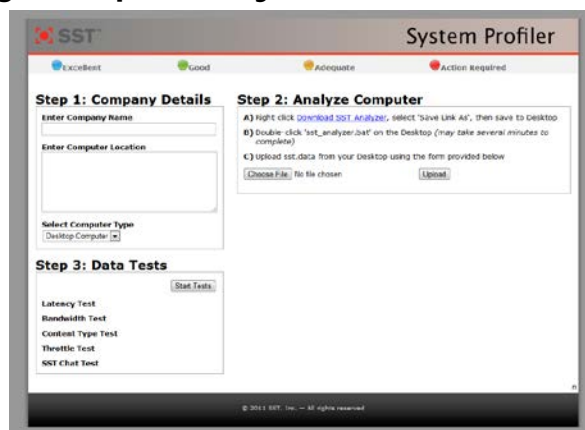
For Windows PCs:

	Recommended	Required
Processor	1.6GHz	1.6GHz
RAM	1GB	512MB
Display	UXGA (1600x1200) 32-bit	XGA (1024x768) 32-bit
Sound	Speakers	Speakers
Internet Bandwidth	1mbps	256kbps

For Mac OS computers, although not officially supported:

	Recommended
Processor	Intel Core Duo 1.83 GHz or higher
RAM	512MB
Display	XGA (1024x768) 32-bit
Sound	Speakers
Internet Bandwidth	1mbps

Verifying Access Using Compatibility Checker



SST has developed a web-based tool to aid in verifying system configuration and network access required for using the ShotSpotter Flex clients. The client can be accessed at <http://chat.shotspotter.com/profiler>. Customers or customers' IT representatives may use this tool *at each computer* which will access the ShotSpotter Flex service.

Step 2: Analyze Computer

- A) Right click [Download SST Analyzer](#), select 'Save Link As', then save to Desktop
- B) Double-click 'sst_analyzer.bat' on the Desktop (*may take several minutes to complete*)
- C) Upload sst.data from your Desktop using the form provided below

sst.data

- Computer Properties
- Display Properties
- Network Properties
- Software Properties

Step 3: Data Tests

- Latency Test**
 - www.shotspotter.com
 - www.sst-inc.com
 - www.bing.com
 - maps.live.com
- Bandwidth Test**
 - download speed
 - upload speed
- Content Type Test**
 - text/html
 - text/xml
 - application/javascript
 - image/jpeg
 - image/png

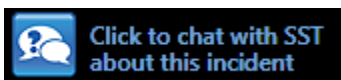
The Profiler lists basic system configuration and verifies access to all of the required host names and network services. In addition to tests run from within the web-browser, users will download and execute a small batch (.bat) file, the contents of which are available for inspection before use. Users may also review the data collected by this batch file before it is uploaded to SST for debugging and support purposes.

Support

SST Customer Support is available to all customers with valid ShotSpotter Flex Support contracts. You may contact SST Customer Support:

Via Live Chat:

From either the ShotSpotter Flex Alert Console or the ShotSpotter Flex Investigator Portal, look for the chat links:



Or by following this link in any web browser:

<https://chat.shotspotter.com/chatrequest>

Via Phone:

Phone support is available Monday-Friday, 8:00 am to 5:00 pm Pacific Standard Time. Please contact our support team during these hours at: **+1 (888) 274-6877**, then dial option **4**.

Via Email:

Email support@shotspotter.com. Please include as much detail as possible so we may better serve you quickly.