

## Frequently Asked Questions (FAQ) About SCLIntra

**Q: *What server and client operating systems can be used with SCLIntra Enterprise?***

A: SCLIntra Enterprise can utilize the following server operating systems for its storage of package, asset, or other information: Microsoft SQL Server 2005, SQL Server 2005 Express, SQL Server 2008/R2, Oracle 9i, Oracle 10g and Oracle 11g. The database server may be client-supplied or provided via a 3<sup>rd</sup> party hosting service. Client operating systems supported are Windows XP, Windows Vista and Windows 7.

**Q: *What are considerations in choosing among the Oracle, SQL, and SQL Express databases?***

A: The SQL and Oracle installations of the product are full enterprise style systems. The ability of these systems to expand is only limited by the infrastructure housing the various components. These databases are ideal for larger user groups, multiple buildings, multiple core function profiles, or high throughput volumes. The SQL Express installation is designed to reside on a single workstation and accommodate a handful of system users. This application is ideal for smaller offices with a single mail center and lighter volume demands. SQL Express installations should have no more than 10 concurrent connections, of which only 3 should be desktop clients. For all three database platforms, a growth metric of 4K per processed item can be used to calculate expected database size. This metric assumes several transactions and an electronic signature for each item.

**Q: *Can the server components be installed in a virtual environment?***

A: Yes. The server-side components of the SCLIntra system do not have any physical hardware requirements.

**Q: *What is the SCLIntra Sync Service?***

A: The service that connects the multiple mobile devices with the database. It also holds the source files for the application in a central location, making software updates faster and more efficient. Should a wireless network be available, it also handles the real-time connections to the database.

**Q: *What is the email notification service and how does it work?***

A: The email notification service is a standard SCLIntra Enterprise feature that automatically creates customizable email messages to alert users and managers of routine or exceptional changes in the status of a tracked item. As SCLIntra tracks the steps of a process, each step has a different 'status'. When an item hits a flagged status corresponding to a particular point in the process, the service generates an email. For instance, to alert a recipient an item is on its way to their desk, a user may simply flag the 'Out for Delivery' status as their 'email' status. Once configured, each time an item enters that status, an email is triggered. As part of the Management Console, custom email messages may be edited for each status. The service launches automatically and is ready for use at any time. The service requires access to an SMTP Gateway and is installed as a service on the Microsoft server platforms, ensuring a high level of availability.



## Frequently Asked Questions (FAQ) About SCLIntra — Continued...

**Q: How does SCLIntra integrate with LDAP/Active Directory? What about other authentication and recipient import services (single sign-on, Windows)?**

A: SCLIntra can be set up to import recipient (people and location) information from an Active Directory, Exchange or LDAP data source. In addition, the system can use Active Directory for pass-through authentication. Other single sign-on solutions are also supported.

**Q: Does SCLIntra integrate with other data sources like Oracle, PeopleSoft and SAP?**

A: Yes. SCLIntra can interface with a wide variety of external databases, ERP systems and other applications.

**Q: What types of hardware are utilized with SCLIntra Enterprise and in a typical mailroom workstation?**

A: SCLIntra employs Motorola Enterprise Digital Assistants and handheld barcode scanners, along with Zebra barcode label printers. Imaging devices, signature capture pads and magnetic stripe readers are also used with SCLIntra Enterprise. The typical mailroom PC configuration contains the following pieces of hardware: 1 barcode scanner, 1 thermal printer, and 1 mobile computer sync station (cradle). Each component has a unique USB interface with the PC. As an alternative (or in addition to a single slot cradle), an Ethernet cradle connected directly to the client network may also be used.

**Q: How is the application deployed?**

A: The application is deployed using Microsoft's ClickOnce™ deployment technology. Users will be instructed to click on a web link which will launch the application. On-premise installations require the presence of an authorized Information Systems Engineer from the client facility in order to provide information concerning the network infrastructure. Hosted installations can be accomplished even faster. Once the server is operational, auxiliary stations are established. The benefits of this style of implementation are easy application updates as the files are located centrally, much lighter impact on the local machine and it removes the need for local level administrative access to install. Find out more about Microsoft's ClickOnce deployment technology here <http://msdn.microsoft.com/en-us/library/t71a733d.aspx>.

**Q: How long does a SCLIntra Enterprise installation take?**

A: On-site set up of the hardware and training of personnel is recommended, but optional. This training can typically be completed in one to two days on-site, depending on the size of the deployment. Our preference is to train a handful of key users who will then pass their knowledge on to other users. We have found this method to be far more effective than large group training in getting larger mailrooms operational quickly. As an alternative to on-site training, SCLLogic offers remote training via WebEx.

**Q: Whom do I call if I have any additional questions?**

A: Please notify your Territory Manager with any additional questions. If your questions are of a technical nature, the Territory Manager will have a SCLLogic technical services team member contact you at your convenience. Post installation, purchase of a software support contract provides clients with toll-free live access to our technical support team.

## Application and System Components

### Server Application Description

The SCLIntra application is either hosted on a server that resides on the client's network or on a secure cloud-hosted server. An Enterprise database such as MS SQL or Oracle is used to store the data and a web server is used to display the reports, searches, and application services. The web server also manages the conduit that communicates to the handheld units either wired on the network using cradles or wirelessly through a WLAN or WAN network.

### Server Applications

SQL Server 2005, SQL Server 2008, SQL Server 2005 Express, Oracle 9i, Oracle 10g, Oracle 11g

Web Server: IIS 6.0, 7.0

### Operating System

Windows Server 2003, Windows Server 2008, Windows XP, Windows Vista

### Server Components

**Microsoft Internet Information Services (IIS)** - Used for hosting web pages.

Mfr: Microsoft

**SCLIntra Server** – Manages communications to the database from the desktop client.

Mfr: SCLLogic, LLC

Development language: VB.NET

**SCLIntra Mobile Sync Service** – Mobile computing devices connect to this service to communicate with the database.

Mfr: SCLLogic, LLC

Development language: ASP.NET Web Services

**SCLIntra Enterprise Web Application** – Primary web component housing searching, reporting, alerts and shipping requests, among other functions. With a browser of their choice, the user may access SCLIntra server over their intranet, or even in an Application Service Provider model across the internet. This component is frequently referred to as the “carpeted area” and provides core functions to internal customers.

Mfr: SCLLogic, LLC

Development language: ASP.NET, JavaScript

Web Application Operating System: Any (IE 6 or higher, Firefox, Safari)

**SCLIntra Email Service** – Optional service used to initiate email notification feature.

Mfr: SCLLogic, LLC

Development language: VB.NET

### Desktop Client Application Description

The SCLIntra Desktop Client provides users with a .NET application installed on their system or deployed through MS ClickOnce. This application enables users to move quickly through receive, sort, and update operations.

### Desktop Client Operating System

Windows XP, Windows Vista, Windows 7

### Desktop Client Components

**SCLIntra Desktop Client** - Primary PC thick-client component

Mfr: SCLLogic, LLC

Development language: VB.NET

**SCLIntra Management Console** – Controls application configuration, user accounts, screen layouts, default statuses, label and email templates

Mfr: SCLLogic, LLC

Development language: VB.NET

**Microsoft ActiveSync** - Used to proxy communications from mobile devices to a backend server through a serial port or USB port. This component is not needed when Ethernet cradles or wireless mobile devices are used.

Mfr: Microsoft

### Mobile Application Description

All features of the SCLIntra desktop client are available on a mobile terminal, including simple searches when operating in real-time mode. This portability empowers the users with the full scope of the SCLIntra application, all in the palm of their hands. Signature and image capture also make the mobile devices the ideal choice for delivery tools.

### Mobile Application Operating System

Windows Mobile 5, Windows Mobile 6 and Windows CE for Mobile Computing

## Recommended System Requirements for Installation

In any server installation, a RAID array (or the equivalent) should be considered to maintain redundancy in case of hard drive failure. Additionally, a back up scheme consistent with the preferences of the local administrator should be employed. SCLLogic can aid in the development of administrative schedules for backup and optimization during the installation of the SCLIntra system. SCLIntra should be installed on a server that meets the following hardware requirements:

### Recommended:

- Microsoft Windows Server 2003 or 2008 (with appropriate licenses)
- Pentium Core 2 Duo 1.8 GHz (or equivalent)
- 2G Ram
- 100 MB HD availability for installation
- 80 GB HD availability for storage (depending on database server)
- 1 MB or faster network speed
- One of the following databases: Microsoft SQL Server 2005, SQL Server 2008, SQL Server 2005 Express, Oracle 9i, Oracle 10g or Oracle 11g.

The SCLIntra Desktop Client should be installed on a PC workstation that meets the following hardware specifications:

### Recommended:

- Windows XP, Windows Vista or Windows 7
- MS Internet Explorer 6.0+
- Pentium Core 2 Duo 1.8 GHz (or equivalent)
- 2G RAM
- 50 MB Free Drive Space
- USB Ports (minimum of 3)
- 1 MB or faster network speed
- Graphics Card capable of 256 colors and 1024x768 resolution or higher
- Network Interface Card

### About SCLLogic

SCLLogic is the leader in package tracking solutions. We design, develop, deploy and support our software. SCLIntra Package Tracking Solutions are available for purchase, rental or lease; on premise or hosted; you decide, we deliver.