Gorilla CRM® System Requirements

A Supplement to the Bill Good
Marketing System® Proposal

Bill Good Marketing System

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White Paper

Bill Good, Chairman of Bill Good Marketing, Inc.

This document is to be used as a guideline for purchasing computer equipment. All items listed are recommended requirements for use with the System (unless the opposite is stated).

This document is updated regularly to reflect changes to supported software and/or hardware.

Note: This white paper lists specifications for the Gorilla CRM System. Older versions of Gorilla® will not necessarily be compatible with the listed software and/or hardware.

System Requirements	
Processor (CPU)	**2GHz** or better Intel® or AMD® Processor. **2GHz dual-core** or better suggested for optimal performance.
Operating System	**Microsoft Windows 7 Professional (32-bit, 64-bit)** **Microsoft Windows 8 Professional (32-bit, 64-bit)** **Note:** Windows 8 has not been fully tested at this time but there are no known issues with compatibility. **Important!** Gorilla does not function on Mac OS/Unix/Linux/OS2 or previous versions of Windows. Gorilla is not supported in Virtual Environments.
Internet Explorer	**Microsoft Internet Explorer 11.0** (or higher) is recommended.
Microsoft Word (required for messaging)	**Microsoft Word 2013 Professional 32-bit** (recommended) **Microsoft Word 2010 Professional 32-bit** (recommended) **Microsoft Word 2007 Professional** **Note:** If using Office 2010 or 2013, 32-bit version required. **Note:** Student and other non-commercial versions of Microsoft Office are not supported.
Email Software	**Outlook® 2007, 2010, or 2013** (for emailing and synchronization) **Note:** Student and other non-commercial versions of Microsoft Office are not supported. **Note:** Email software is required only where this feature will be used.
Fax Software	**Windows Fax and Scan** utility **Note:** Fax software is required only where this feature will be used.
Additional Software (usually free)	**Adobe® Flash Player** (required for web-based content) - http://www.adobe.com **Adobe Reader** - http://www.adobe.com **Windows Media Player** (required for some web-based content) **Note:** These programs are not required for basic use, but are suggested.

System Memory (RAM)	**Windows 8 Professional**
	    4 GB of RAM
	 Windows 7 Professional
	    4 GB of RAM
	 Note: The numbers listed above are suggested minimums. **8 GB** or better is recommended for optimal performance.

Hard Drive (free space required)	**1.5 GB** of available space
Drive	**CD-ROM** or **DVD-ROM** drive
Display	**XGA** (1024 x 768) or higher-resolution monitor with Medium (16-bit) colors or better.
Other	**Keyboard** and **mouse** or compatible **human interface device.**

Other Devices	
Backup Device	You will need a device for backing up your data. This protects against computer crashes, natural disasters, and user error. Here are a few devices that can do the job.
	CD-RW drive (also recommended for System use)
	Flash Drive (recommend getting one with encryption)
	External Hard Disk Drive (recommend encryption of drive)
	NAS (Network Attached Storage, recommend encryption of storage)
	Note: Because of the numerous types available, BGM does not provide support for these or any other backup devices. BGM does provide the *Gorilla Backup Utility* for creating backup files.
Sound Card	Each system should have a **sound card** and **speakers or headset**. This enables the user to participate in our online and computer-based training, which make extensive use of audio instructions combined with user interaction.
Printer	Most Windows-compatible printers will work with Gorilla, but due to the sheer volume of letters that may be sent, a **business-grade printer** is suggested for speed, cost per page, and length of life.
	Color printers are not required for general Gorilla use. However, they can be useful for special letters such as our Birthday letters or if you are including portraits in your letters.
	Note: In general, you should look for a printer that can print at least **17** pages per minute (ppm) and at least **600** dots per inch (dpi).
Internet Connection	You will need **Internet** access to take advantage of many features of the BGM Gorilla Marketing System®. These include System training, program updates and enhancements, The Letters Library®, and other resources available on the www.billgood.com website.
	We strongly recommend a *high-speed* connection.
Scanner	A scanner is optional for the system, but you may find it necessary if you will be producing your own brochures, etc.
Network Interface Card (NIC)	All computers that participate on a Local Area Network (LAN) will need a NIC. It should be rated at least **100** megabits per second (Mbps). 1 gigabit per second network cards are recommended. See the "Networks" section for more details.

Networks	

Approved	**LAN** (Local Area Network) **Note:** If access from home or other off-site location is needed, see the "Approved for Remote Access: Terminal Server" section. **Software:** The Gorilla program, which is based on an MS Access Database, can be networked via one of the following configurations:
	
	      Windows 2008 Server (with latest Service Pack)
	
	      Windows 2012 Server (with latest Service Pack)
	
	We do **not** recommend using Unix, Linux, Macintosh®, Citrix®, or any other type of NOS as a file server.
	
	Hardware. Use a **100 Mbps** (megabits per second) or **10/1000 Mbps** (dual speed) switch. Each networked computer should have a **10/100/1000 Mbps** network adaptor card. 1 Gbps (1000 Mbps) switch and network card is recommended. Cabling must be **category five, twisted pair,** or better. Category 5-E or better twisted pair wiring is recommended.
	
	Installation. Any networking hardware or cabling installation, as well as any setting up and configuring of your network software, should be performed by a licensed network installation professional.
	
	Special Note: We do NOT recommend peer-to-peer networks with three or more workstations running the program at any one time.

Approved	**Wireless Networking** (WLAN)
	Networking devices using wireless standard **802.11g**, **802.11n**, and the emerging **802.11ac** are now approved, with reservations.
	Security
	All data sent wireless, from radio broadcasts to talk on a cellular phone, to your data over a network, is always accessible to anyone within range of the equipment, which can mean the parking lot and the street beyond. So you want to make it discouragingly difficult to interpret and/or interfere with your unavoidably accessible data. Doing that requires multiple layers and types of security features, whose details you and your licensed network installation professional should work out beforehand.

	At this writing, you should get at least:
	
	    128-bit encryption (the more bits, the harder to "crack");
	    The IEEE (Institute of Electrical and Electronic Engineers) 802.1x authentication standard, which checks user and computer credentials; and
	    WPA or WPA2, **W**i-Fi (wireless fidelity) **P**rotected **A**ccess; or equivalent. WEP encrypted wireless networks are not encouraged as they are trivial to crack.

	Moreover, routers (network connecters) can automatically transmit their SSIDs (Service Set IDs)—the network name—to allow users to roam between networks; you want that feature *off* on yours. You also want your router and/or other hardware to have good access control features.
	Performance In our tests, wireless performed 40% to 60% slower than a 100 MB wired connection. For ordinary data lookups, this speed difference is not an issue. But for the Computer Operator's database-intensive functions—running reports, printing campaign letters, moving people among campaigns, and importing or exporting data, etc.—a wireless connection is not only frustrating but can endanger data integrity. So for **peer-to-peer** networks, we more strongly than ever require that the CO's machine be the Master machine, with the database on it. For **server-based** networks, hard-wire the CO's machine.
	Good signal strength must be maintained and **throughput speeds** must never drop below **24 Mbps** or so. (Theoretical maximum for 802.11g is 54 Mbps.) Signal quality constantly fluctuating between poor and good makes losing your database connection very likely, as do low throughput speeds—caused, for example, by signal interference. The vendor who installs your wireless network should be able to warrant its signal strength and effective performance speeds.

Caution!	The BGM Software Support team will *not* be able to support your LAN or WLAN software. Nevertheless, we will gladly work with your own network technician and network administrator.
Approved for Remote Access	**Terminal Server** Windows Terminal Server has proved satisfactory when access is required from off-site locations. It is somewhat like a mainframe computer that does all the work for client workstations. When you connect to Terminal Server, your machine receives only "snapshots" of what the server is doing. Except for rendering images sent by the server, it does none of the work associated with the task. However, you can update records and view information exactly as if you were in the office. Requirements: To successfully use Windows Terminal Server, you need: • A standalone server (meaning that no one uses it as a workstation). • A static IP address for Terminal Server, which can be purchased or leased from your ISP. • A fast connection to the Internet—at least cable or DSL for Terminal Server, and reasonably fast for the user's workstation. • A licensed network installation professional to do set-up and configuration—which includes adding any users later. Terminal Server is difficult to configure and requires special treatment when installing MS Office and other programs, so this requirement is even stronger than for a LAN. Drawbacks: Some tasks cannot be performed during a terminal session. • Emailing through SMTP is not an option at this time. • Faxing is not available at this time.
Not Suggested or Supported	**WAN** (Wide Area Network) Why not? There are too many costs, monetary and otherwise. • WAN speeds are significantly slower than LAN speeds. Slow network access can cause not only transmission errors but also invalid characters, etc. While your data is being repaired by our software technicians, your System is down. • WANs can be incredibly expensive to set up and maintain. For example, a T1 connection, which runs at 1.5 Mbps—approximately one-70th of the needed bandwidth—would cost about $800 to $1,000 a month. Moreover, merely maintaining any WAN requires a true network professional, at no small cost to the user. • A WAN is also considerably less secure, unless a direct cable connection is made from site A to site B—which is not feasible in most cases and not even possible in many. Note: A VPN (Virtual Private Network) is a variety of WAN that is not hard-wired to the office. Like wired WANs, VPNs are slow, very difficult to set up and maintain for the non-specialist, and have their own security issues.

For more information, contact us.	
Phone	801-572-1480
Software Support	801-553-9888
Fax	801-572-1496
Email	Support@billgoodmarketing.com
Website	www.billgood.com