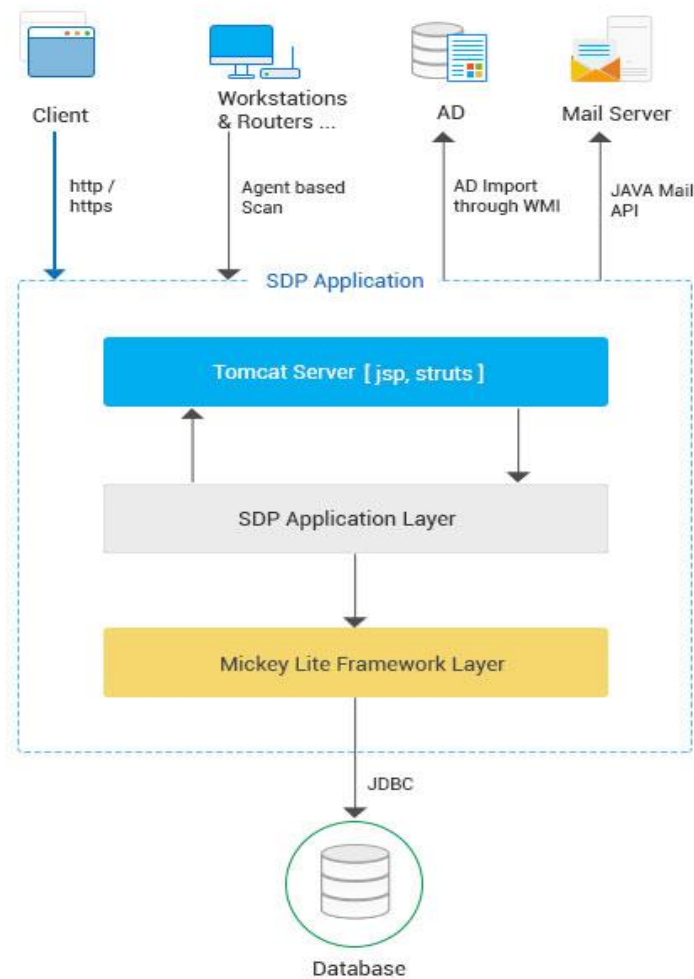


## ServiceDesk Plus Onpremise

ServiceDesk Plus is the unified service management solution that combines ITSM essentials, IT asset management (ITAM), and a CMDB with ESM capabilities.

*Figure 1 ServiceDesk Plus On-premise System Architecture*



# ManageEngine ServiceDesk Plus, Vulnerability Manager and Analytics Plus

## ServiceDesk Plus System Requirements

Inbound Requests Per Day ( OR ) Technicians Count	Hard Disk & RAM	Database	Processor
Up to 100 requests/Up to 30 logins	500 GB & 16 GB	Bundled PGSQL	1.7GHz to 2.4GHz 10MB to 12MB Cache 8 cores or any entry-level server-grade processor E.g Intel Xeon Scalable - <a href="#">Bronze/Silver</a> Intel Xeon <a href="#">E Family</a>

*In environments with higher usage, we recommend limiting the java heap size to a maximum of 4GB or 6GB. Since a larger heap size can trigger more intensive garbage collection operations and might cause application slowdowns.*

*Note that you cannot run ServiceDesk Plus on non-GUI Windows machines (or Server Core installation).*

## MSSQL

If your ServiceDesk Plus runs on an MSSQL setup, then make sure to host the database server in a separate machine under the same network as the application server. The DB server machine configuration solely depends on the number of databases configured and usage. Please consult with your DBA or Microsoft MSSQL support for **system requirements**.

## Supported MSSQL Versions: 2016, 2017, 2019, and 2022.

### MSSQL Database System Requirements

Mentioned below are the minimum requirements to run ServiceDesk Plus on an MSSQL setup. This requirement is applicable only to the ServiceDesk Plus-related database.

Processor	RAM	Hard Disk
2.4GHz to 3.0 GHz 30MB Cache 16 cores	64 GB	1TB

## Recommendations:

Bundled PGSQL	MSSQL
- Hosted on the same server of SDP	- Provision for MSSQL server
- No additional license required	- SQL license
-	

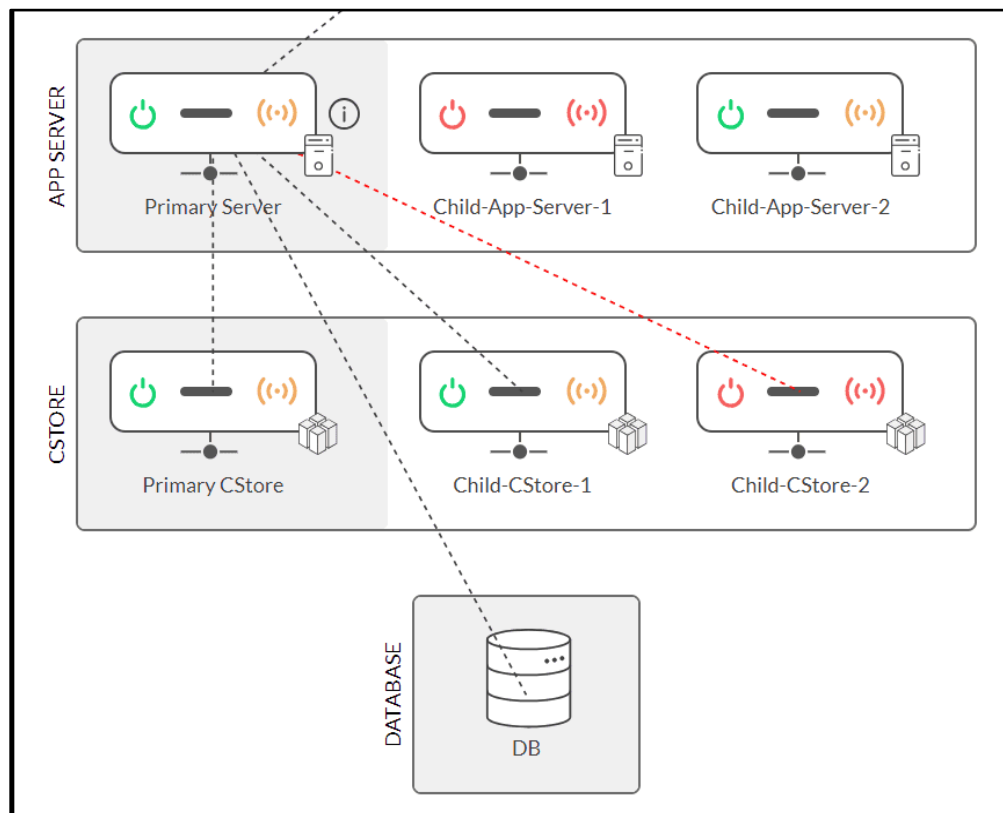
Both the database SQL and PGSQL are the best-supported databases with ServiceDesk Plus. PGSQL comes bundled with the product, it does not require any separate servers for installation and maintenance. In the case of a smaller organization, you can go with PGSQL.

When it comes to a larger environment it is good integrated ServiceDesk Plus with MSSQL, you can install and maintain the database on a separate server, you will find more database maintenance options with SQL and integration with reporting tools will be less complex.

## Analytics Plus

ManageEngine Analytics Plus is a self-service reporting and business intelligence service that helps you to analyze your IT data easily and create insightful reports and dashboards for informed decision-making.

*Figure 2 Analytics Plus Onpremise System Architecture*



# ManageEngine ServiceDesk Plus, Vulnerability Manager and Analytics Plus

## System Requirements

The minimum system requirements for effectively running ManageEngine Analytics Plus are given below.

Professional Edition

Specification	Evaluation	Production
OS	Windows 10  Ubuntu 18.04 LTS and above	Any 64 bit Windows 2016 Server R2 and above  Ubuntu 18.04 LTS and above
Processor	1 GHz	2 GHz, Quad core processor
Memory	8GB	16GB
Free Disk Space	25GB	50GB
Supported browsers	Firefox v40 and above	Firefox v40 and above  Google Chrome v40 and above

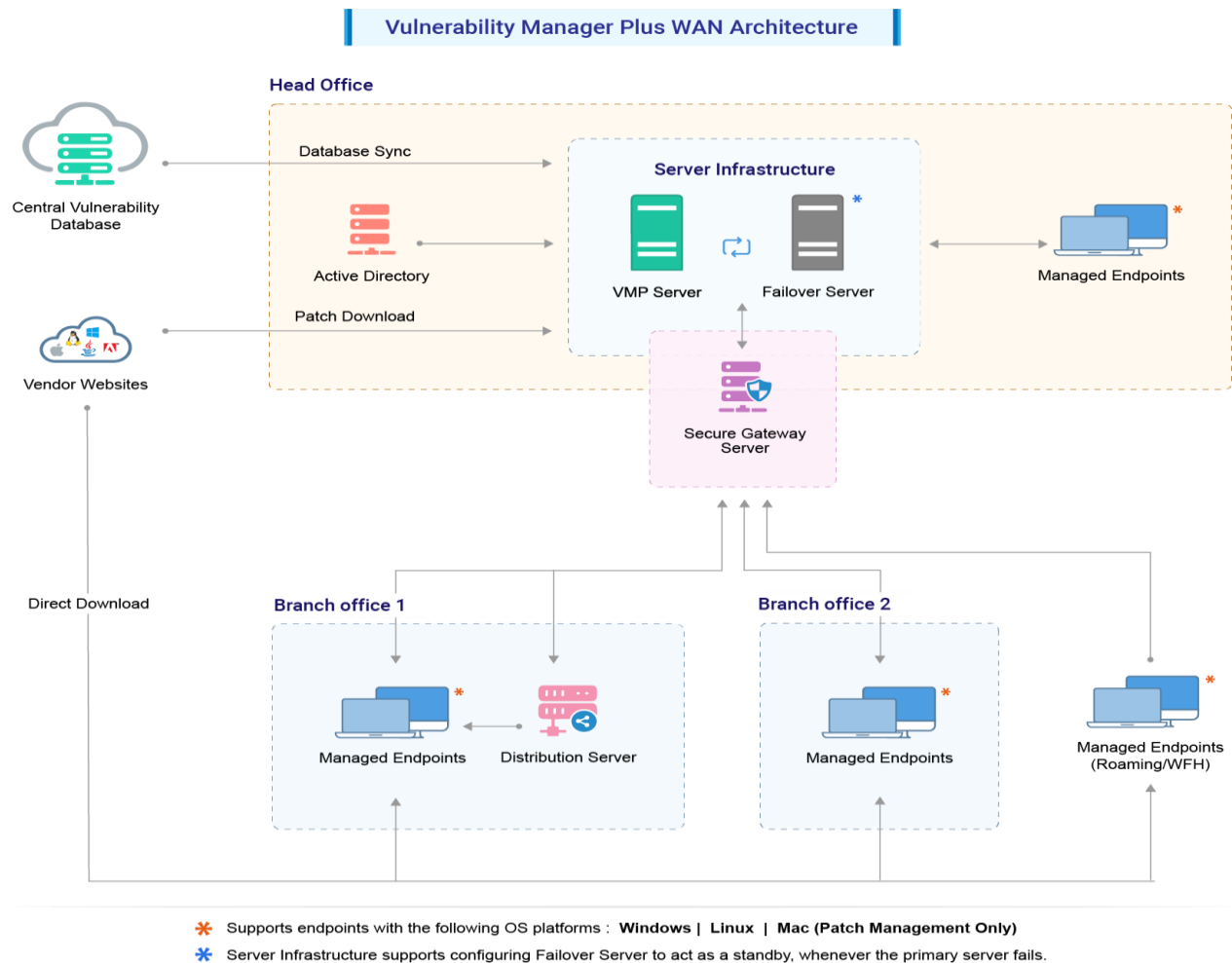
## Database

Analytics Plus **relies** on **PostgreSQL** as its main backend database for storing all imported and processed data. This **database is bundled** with the App Server, and both are hosted on the same server.

NOTE: Migration to other database platforms like MS SQL or MySQL is not feasible within our current setup.

## Vulnerability Manager Plus

Vulnerability Manager Plus is a multi-OS vulnerability management and compliance solution that offers built-in remediation. It is an end-to-end vulnerability management tool delivering comprehensive coverage, continual visibility, rigorous assessment, and integral remediation of threats and vulnerabilities, from a single console.



# ManageEngine ServiceDesk Plus, Vulnerability Manager and Analytics Plus

## Hardware Requirements

This section gives you information about the hardware requirements for distribution servers, MSSQL database, Vulnerability Manager Plus servers and agents.

### Hardware Requirements for Vulnerability Manager Plus Servers

The hardware requirements for Vulnerability Manager Plus servers include the following:

Server	Parameter	Requirement
Vulnerability Manager Plus Server	Processor information	Physical Machine: Intel Core i5 (4 core/8 thread) 2.3 GHz Virtual Machine: 8 virtual processors (2.3 Ghz)
	RAM size	8 GB
	Hard disk space	30 GB*
Network requirement	Network card speed	Minimum 1 GBPS Network Interface Card (NIC)
	Bandwidth	Minimum 1 MBPS (T1 connection)
SQL Server	Processor information	Physical Machine: Intel Core i5 (4 core/8 thread) 2.3 GHz Virtual Machine: 8 virtual processors (2.3 Ghz)

## ManageEngine ServiceDesk Plus, Vulnerability Manager and Analytics Plus

	RAM size	8 GB
	Hard disk space	30 GB*

### Supported Database

Vulnerability Manager Plus supports the following databases:

- PGSQL
- MSSQL

The following versions of MSSQL are supported:

1. SQL Server 2005
2. SQL Server 2008
3. SQL Server 2012
4. SQL Server 2014
5. SQL Server 2016
6. SQL Server 2017

### Recommendations:

Vulnerability Manager Plus does not support using a remote PGSQL database, so it is recommended to make use of **MSSQL DB as external DB**.

Bundled PGSQL	MSSQL
- Hosted on the same app server	- Provision for MSSQL server
- No additional license required	- SQL license (Enterprise/Standard)
-	



# ManageEngine ServiceDesk Plus, Vulnerability Manager and Analytics Plus

## Summary

- **ServiceDesk Plus** – if the client requires external DB it is recommended to make use of MSSQL as DB.
  - o The client shall be the one to provide the DB server and licenses required.
- **Analytics Plus** – as per current design AP relies on PGSQL as database hence external DB is not supported.
- **Vulnerability Manager Plus** – as per the current design VMP does not support remote PGSQL so it is recommended to make use of MSSQL as DB.
  - o The client shall be the one to provide the DB server and licenses required.

Bundled PGSQL	MSSQL
- Hosted on the same server of application	- Provision for MSSQL server
- No additional license required	- SQL license (Enterprise/Standard)
-	

Figure 3 Architecture for SDP, VMP and AP

