

# System Requirements for SurveyTracker Plus 6.0

This document lists the supported scanners and forms, and the minimum software and hardware required to install and run SurveyTracker Plus, SurveyTracker Plus Email/Web, and SurveyTracker Plus Network.

**Note:** Users responsible for installation must have administrative rights.

## Software Requirements

- Microsoft Windows XP, Vista, Windows 7, Windows 8.1, or Windows 10.

## Hardware Requirements

The minimum hardware components required are:

- Intel® compatible processor running at a minimum of 1 GHz
- 1 GB RAM (Advanced surveys require additional RAM)
- 1 GB hard disk: the base installation is approximately 250 MB; the additional space required depends on the number and size of your survey projects
- 24 x CD-ROM drive for installation or downloaded installation file
- Monitor with at least 800 x 600 resolution
- Display properties set to 96 DPI or equivalent.
- Internet connectivity for registration and activation
- Post-Script laser printer for scannable form printing

## Software Requirements by Scanner Type

The minimum software required is listed below by SurveyTracker Plus-compatible scanner type.

Scanner	Windows Vista	Windows 7	Windows 8.1	Windows 10
OpScan 4 ES	Compatible	Compatible	Compatible	Compatible
OpScan iNSIGHT 2/4 (OMR Only cartridge, connected via RS-232)	Compatible	Compatible	Compatible	Compatible
OpScan iNSIGHT 2/4 w/imaging	Compatible	Compatible	Compatible	Compatible
iNSIGHT 4 ES	Compatible	Compatible	Compatible	Compatible
OpScan 2, 3, 4, 4U, 5, 6, 7, 8, 10, 15, 21, 9010M/9020M	Compatible	Compatible	Compatible	Not Tested
iNSIGHT 5000i	Compatible	Compatible	Compatible	Not Tested
iNSIGHT 20	Compatible	Compatible	Compatible	Not Tested
iNSIGHT 20 Plus	Compatible	Compatible	Compatible	Compatible
iNSIGHT 30	Compatible	Compatible	Compatible	Not Tested
iNSIGHT 70/150	Compatible	Compatible	Compatible	Not Tested

- **Compatible:** The listed Operating System / scanner combination has been tested and is recommended for use with this product.

- **Not Tested:** The degree of success or failure using our product with the listed Operating System / scanner combination is unknown. Using \*Compatible\* combinations is recommended.

## Supported Scantron Forms and Paper

Supported Scantron forms and paper are listed below.

- Plain paper (24# weight and 84 brightness is recommended for use with this product. The degree of success or failure using a different weight or brightness is unknown.). Plain Paper printing requires PrintFlex/ScanFlex Add-On Component.
- Scantron Plain Paper (form #347302)

While many customers use plain paper forms with SurveyTracker Plus, customers also use the forms listed below. You can order these forms online from the Scantron Store ([www.ScantronStore.com](http://www.ScantronStore.com)) or by calling (800) 347-7704. Contact us if you would like more information about the use of plain paper versus forms.

- General Purpose Data Sheet (form #257521)
- Blank Custom Scantron Form (form #257558 or 103188)
- Data Sheet I (form #257545)
- Data Sheet II (form #257530)
- Information Data Sheet (form #257537)

## SurveyTracker Plus E-Mail/Web – Additional Requirements

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SurveyTracker E-Mail/Web can create Web surveys that are hosted on your web server. SurveyTracker generates all the files necessary for these surveys to operate on the web.

### Web Surveys

#### Software Requirements

Web surveys require either a Windows- or Unix-based web server running one of the following webserver software options, or their equivalent:

- Microsoft IIS 4.0 or later
- Apache or equivalent

The website must support one of the following script types:

- Classic ASP
- Perl 5 or later
- ColdFusion 5 or later

## Response Data

Response data can be returned by e-mail or stored as a file on the server.

### Collecting responses by email

Responses must be sent to a local email inbox running a supported mail program (see [Collecting Email Response Data from Locally Hosted Web Surveys](#) at the end of document for details) in order to collect the data; web-based mail programs are not supported. Returning responses by email requires one of the following running on the server:

- CDOSYS (native to Windows 2003 and later)
- CDONTS (native to Windows 2000)
- ASPMail
- Sendmail
- ColdFusion

### Collecting responses on the server

Proper server read and write permissions are required to allow SurveyTracker to store data on the server. To retrieve the file from the server, end users must have an FTP tool or direct access to the server.

## Additional Web Server Requirements

Password, response merge, and Save and Resume functionality must use ASP scripts on Windows servers that support 32bit applications. Read/write permissions for the database folder are required.

## Supported Browsers

To display and operate web surveys, browsers must meet the HTML 3.0 specification and have JavaScript enabled. The following browsers are supported:

Operating Systems:	IE 9	IE 10	IE 11	Firefox	Chrome
<b>Windows XP, SP 3</b>	N/A	N/A	N/A	Compatible	Compatible
<b>Windows Vista, SP 2</b>	Provisional	N/A	N/A	Compatible	Compatible
<b>Windows 7 SP 1</b>	N/A	Compatible	Compatible	Compatible	Compatible
<b>Windows 8</b>	N/A	Compatible	Compatible	Compatible	Compatible
<b>Windows 10</b>	N/A	N/A	Compatible	Compatible	Compatible

- **Compatible:** The listed Operating System and/or Browser has been tested and is recommended for use with this product.
- **N/A:** The Operating System and/or Browser combination is not compatible or is no longer supported by the manufacturer, and therefore not tested or supported by Scantron.

## Web Server Drive Space Requirements

SurveyTracker itself is not installed on the web server, however SurveyTracker uses the following disk space:

SurveyTracker Feature	Average size
<b>Web Survey</b>	40-50 K per page
<b>ADA/Section 508 Compliancy (optional)</b>	Add 24-40 K per page
<b>Script</b>	100 K
<b>Real-Time Report</b>	1-2 K

**Responses:** If responses are stored on the server, the average size of the file depends on the length of the survey, the number of responses, and the length of write-in responses. For example, a data file with 150 responses to a 25 question survey can be about 22k.

**External web databases:** If an external web database is used, its file size will vary depending on the number of respondents in the list. A database with 250 members starts at 100k. This database does not store response data.

### **SurveyTracker Web Survey Hosting Service Requirements**

An optional Web Survey Hosting Service is available to SurveyTracker Plus E-Mail/Web users. Contact your account manager for more information about this hosting service.

The hosting Web server is pre-configured to work with SurveyTracker Web Surveys.

This service requires:

- Documentation for configuring the web distribution as supplied by vendor.
- An FTP utility to upload and download files to/from the hosted web site.
- Open Internet access to allow upload/download of files via FTP.

### **Collecting Email Response Data**

To collect response data returned to you via email, you must have one of the following email programs installed locally (Web-based mail programs not supported):

- Microsoft Outlook (32bit, disc/iso-based installation only)
- Microsoft Outlook Express
- Windows Mail
- Lotus Notes
- Novell GroupWise

## SurveyTracker Survey Software for Networks

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### Client/Server System Requirements

SurveyTracker Network is a Client/Server software application.

**Note:** Users responsible for installation must have administrative rights.

### Network Server Requirements

The SurveyTracker Network Server is installed on a computer on your network that acts as a server for the client applications. The server database houses the user and project database and facilitates communication and sharing between workstations.

#### Software requirements

- Microsoft Windows Server 2003, Windows Server 2008, Windows Server 2012, Windows Vista, Windows 7, Windows 8.1, and Windows 10.

#### Hardware requirements

- 1 Ghz or faster processor (Installations serving more than that 4 concurrent users may benefit from additional or faster processors).
- 1 GB RAM (Additional system RAM may be needed and is dependent on the number of concurrent users).
- 1 GB hard disk space (Base install is around 150MB - additional drive space is needed and is dependent on the number and size of survey projects for all users).
- CD-ROM drive for installation or downloaded installation file.
- 100 Base-T Ethernet or faster network connection.
- SurveyTracker uses ports 61982, 61983, and 61984 to facilitate communication (these ports may be changed).

#### Additional Server Installation Considerations

- The server component installs on a computer on your network. It does not install on a web server.
- The server component can be installed:
  - On its own dedicated system, or work off a server used for other tasks.
  - On a server computer or on a desktop PC acting as a server for the clients.
  - In a virtual environment.
- SurveyTracker Network server installs its own Firebird database for user accounts and projects. No additional database setup or installation is required or supported.

## Network Client Requirements:

The SurveyTracker Network Client applications are installed on workstation computers on the same network as the server. The client installation consists of the SurveyTracker application which interfaces with the server and database to display the user's projects.

**Note:** Users responsible for installation must have administrative rights.

### Software Requirements

- Microsoft Windows XP, Windows Vista, Windows 7, Windows 8.1, or Windows 10.

### Hardware Requirements

- IBM PC or compatible with at least an Intel Pentium 4 processor.
- At least 1GB RAM (2GB or more is strongly recommended).
- CD-ROM drive for installation or downloaded installation file.
- Approximately 250MB of hard disk space.
- Monitor resolution of at least 800x600.
- Display properties set to 96 DPI or equivalent.
- Administrative rights during installation.

### Additional Client Installation Considerations

- If desired, the client can be installed on the same computer as the server.
- The client can be installed in a virtual environment.