



Active Content Manager

Hardware and Software Requirements

Version 23.3
December 5, 2023

Active Network, LLC
5850 Granite Pkwy | Suite 1200 | Plano TX 75024

Email support: ACMSupport@ActiveNetwork.com
Web site: <https://activenetwork.my.salesforce-sites.com/acm/>

Active Network™

© 2011 – 2023 Active Network, LLC, and/or its affiliates and licensors. All rights reserved. Trademarks and logos are the intellectual property of Active Network, LLC.

The content of this document is for information purposes only and is subject to change without notice. Active Network, LLC assumes no liability or responsibility for any error that may appear within this document. The material herein should not be construed as a commitment or warranty.

All other copyrights, trademarks, and tradenames are the property of their respective owners.

The Digital Millennium Copyright Act of 1998 provides recourse for copyright owners who believe that material appearing on the Internet infringes their rights under U.S. copyright law. For more information on the subject, see [Copyright policy](#).

CONFIDENTIAL

Active Network, LLC
5850 Granite Pkwy
Suite 1200
Plano TX 75024
1.888.543.7223

About Active Network, LLC

Active Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about Active Network™ products and services, please visit [ActiveNetwork.com](https://www.ActiveNetwork.com).

Table of Contents

Hardware and Software Requirements..... 1

Web Application Server..... 2

Database Server..... 3

Admin Browser..... 4

Visitor Browser..... 5

Active Network, LLC’s Virtualization Policy..... 6

Hardware and Software Requirements

The Hardware & Software Requirements that follow apply to Active Content Manager. Where relevant, each table contains the recommended specifications.

For further assistance evaluating hardware suitability, please contact your account representative or your consultant. Current users of this software may also check the Active Customer Portal at <https://activenetwork.my.salesforce-sites.com/acm/> for other updates and documentation.

Web Application Server

The following are general guidelines only. Recommendations of hardware requirements on the web server listed here should not supersede minimum requirements specified by the Operating System being used.

	Recommended Performance
Processor	Quad Core, 2.0 GHz or better
Memory	6 GB
Free Disk Space	5GB minimum (the more the better for long term)
Operating System	<ul style="list-style-type: none">• Windows 2012 Server• Windows 2012 Server R2• Windows 2016 Server• Windows 2019 Server <p>The most recent service pack as well as security updates are recommended.</p>
.NET Framework	Microsoft .NET Version 4.7 or higher
Web server application	Microsoft Internet Information Services (IIS)
Search	<ul style="list-style-type: none">• Windows Search
Email	<p>Requires a properly configured SMTP email server¹</p> <p>Your own SMTP mail server is not required but the application must be able to connect to a mail server in order to forward system emails</p>

¹ SMTP settings aren't required if Active Communication Service is in use.

Database Server

The following are general guidelines only. Recommendations of hardware requirements on the database server listed here should not supersede minimum requirements specified by the Operating System or the Database platform being used.

	Recommended Performance
Processor	Quad Core, 2.0 GHz or better
Memory	6 GB
Free Disk Space	5GB minimum (the more the better for long term)
RDBMS	<ul style="list-style-type: none">• SQL Server 2012• SQL Server 2014• SQL Server 2016

Admin Browser

The following requirements are for users who create or manage content on the site or who administer the application.

	Specifications
Web Browser	Latest versions of: <ul style="list-style-type: none">• Microsoft Edge• Mozilla Firefox (PC and Mac)• Google Chrome (PC and Mac)
Browser Scripting Languages	JavaScript must be enabled
Cookie Support	Session cookies required for authenticated users

Visitor Browser

The following requirements are for clients who view a site created with ACM.

	Specifications
Web Browser	All commercially available browsers in the versions that the vendors themselves support Note: ACM doesn't support compatibility mode in browsers, where the browser runs in a previous version
Browser Scripting Languages	JavaScript must be enabled

Active Network, LLC's Virtualization Policy

Hardware virtualization software lets organizations run multiple operating system instances at the same time on a single computer. This section describes support provided by Active Network, LLC for its software running with hardware virtualization software.

Except as described in this section, Active Network, LLC does not test or support its software running with hardware virtualization software.

Active Network, LLC will use commercially reasonable efforts to investigate potential issues with Active Network, LLC's software running with hardware virtualization software. As part of that investigation, Active Network, LLC may require the issue to be reproduced independently from the hardware virtualization software. Where issues are confirmed to be unrelated to the hardware virtualization software, Active Network, LLC will support its software in a manner that is consistent with support provided when that software is not running with hardware virtualization software.

Active Network, LLC makes no warranty, implied or otherwise, about the performance or reliability of third-party products running with hardware virtualization software. Third parties are responsible for the testing of their software running within virtualized hardware environments.