

System Requirements

PURPOSE

This document outlines Cloudnine's system requirements.

BROADBAND INTERNET CONNECTION

You need at least 3 Mbps download speed and 512 Kbps upload speed.

If you have multiple concurrent users on the same network/office, add 1 Mbps download and 512 Kbps upload to the connection requirements above.

Example:

- Five (5) concurrent user would require 8 Mbps download & 3 Mbps upload connection speed
- Ten (10) concurrent users would require 13 Mbps download & 5.5 Mbps upload connection speed

[Click here to run the speed test.](#)

If you are on a home network, most popular mainstream routers will be fine. However, in an office environment with multiple connections from multiple computers, you should use a business class router. This allows for a stable internet connection and consistent traffic to travel through your network.

Also consider removing all firewall software from computers if you go with a business class router. It will keep your internet speeds more efficient.



WINDOWS

Minimum:

- Windows Vista SP2 or Windows 7, 8, or 10
- Remote Desktop Protocol (connection) 7.1 or higher
- 150 MB hard drive space
- 2 GB RAM
- 1024 x 768 monitor resolution

Recommended:

- Windows 7 SP1
- Remote Desktop Protocol (connection) 7.1 or higher
- 2 GB hard drive space
- 4 GB RAM
- Dual monitors with combined screen resolution no higher than 4096 x 2048

WINDOWS 7, 8, & 10

If you are working from a computer with Windows 7, 8, or 10, you will need to click the links below to update your computer. You will also need to restart your computer when the update(s) have been successfully installed.

- [Run all recent Microsoft updates](#) (requires restart)
- [Install the latest versions of printer drivers](#) (requires restart)



WINDOWS XP / VISTA

As of Tuesday, April 8th, 2014, Microsoft will no longer be supporting (providing security updates and patches) to this OS. Accordingly, Cloudnine will also no longer be supporting Windows XP. Clients currently using this OS need to upgrade to Windows 7 (or newer) to ensure continued support in the Cloud.

If you are working from a Windows XP or Vista computer, you will need to click the links below to upgrade to upgrade (make sure to restart your computer when done):

- [Run all recent Microsoft updates](#) (requires restart)
- [Windows XP to Service Pack 3](#) (requires restart)
- [Windows Vista to Service Pack 2](#) (requires restart)
- Remote Desktop Protocol 7.1 or higher
- [Install the latest versions of printer drivers](#) (requires restart)

MACINTOSH

Below are the minimum requirements for Mac computers:

- OS of 10.6 or above
- You must [download and install remote desktop software](#) (no additional charge) to connect to service
- Processor: 2.8 GHZ Intel Core 2 Duo
- Memory: 4 GB 667 MHZ DDR2 SDRAM

Note: Cloudnine does not host the Macintosh version of QuickBooks. All files must be Windows version.

