

## System Requirements

### Hardware

The specification below is the minimum recommended:

- 1 Gbyte RAM
- 2 Ghz processor
- 1024x768 screen resolution in 16 bit colour
- 500 Mbytes free disk space
- 1Mbps broadband Internet connection
- Microsoft .NET 4

The recommended configuration is:

- 2 Gbyte RAM or more
- Dual Core 2Ghz + processor
- 1024x768 screen resolution in 16 bit colour
- 1GB Mbytes free disk space
- 2 Mbps broadband Internet connection or better
- Microsoft .NET 4

### Operating Systems

**Windows:** The Key supports the following Windows configurations : XP SP3 onwards, Vista & Window 7 all in either 32 or 64 bit varieties.

**Apple MAC:** The Key is fully supported on Apple MAC computers providing the computer is running a fully licensed / up to date copy of Windows on a separate partition on the hard drive. Users are required to configure the computer to run in dual boot mode, which when switched on provides two options: Windows or OSX (OSX being the Apple operating system). The Key, like any other Windows based software, will run when booted under Windows mode.

### Checking your PC specification

To check your PC system specification, open Microsoft Word and click on **Help>About Microsoft Word** and click on the **System Info** button. Your Operating System, Processor speed and Total Physical Memory (RAM) are then displayed.

As a general recommendation, it is advisable to purchase as high a specification as your budget will allow to obtain optimum performance from the system.

### Data Storage

Client data is stored securely on Mortgage Brain's servers. Details are as follows:

- The servers are hosted in the Dockland Data Centre of Star Internet. Data is held on 4 servers with data being synchronised between the 4 servers
- Power in the Star Data Centre is protected by a system of uninterrupted power supplies supplemented with on-site power generators. The Data Centre can be supported for an indefinite time period by off-site fuelling arrangements
- The Data Centre is protected by sophisticated security, fire suppression, temperature and humidity control systems

Further details of the Star Data Centre can be found at the following website link: <http://www.star.co.uk/>

If you only use the on-line version of the Key there will no requirement to back up any data held on the Key.

## **Working Offline**

In the event that you use The Key's off-line capability you will be required to undertake your own procedures to ensure security of data held off-line. This will ensure protection of data while working off-line in the event of loss of data prior to synchronisation with Mortgage Brain's servers. The following areas should also be considered best practise for any data held on your own systems.

When working offline Key data is held in the following location and should be backed up:  
XP: C:\Documents and Settings\All Users\Application Data\Mortgage Brain\The Key\Data  
Vista / 7: C:\ProgramData\Mortgage Brain\The Key\Data

## **Anti-virus**

It is very important that you protect your computers and any network with appropriate Anti-virus protection. Viruses can, in the worst instance, result in the loss of all of your computer data. There are many Anti-virus programs on the market and it is your decision as to which to purchase. Desirable features include e-mail scanning, constant system scanning and the ability to tailor scans to search for viruses from external media.

## **Backup devices**

A valid back-up procedure should be an essential part of your business routine. In the event of a catastrophic loss of data (e.g. as a result of theft, fire etc) it enables your business to be up and running with the minimum of disruption.

Ideally all necessary data should be backed up on a daily basis and stored securely.

CD/DVD: This is a reliable method of backing up your data. The media itself is inexpensive and readily available. The maximum storage capacity of a standard CD is 640mb, whilst a single sided DVD can store up to 4.6GB.

Zip Disk: Currently these are available in three formats 100mb, 250mb and 750mb. These drives also form a reliable backup method. Zip drives also have the advantage of being re-usable.

Other backup methods also include Tape Drives, On-line Backups e.g. Clunk Click and removable hard drives.

It is very important to test your back up and restore procedure. A restore check will ensure the data you have backed up is complete, should you be required to restore it.