



SMART SERVICE® DESKTOP System Requirements

DOCUMENTATION 1

	 SMART SERVICE® DESKTOP		 iFleet	 Routzy	
Device	Server*	Workstation	iPhone, iPad, or iPod Touch	Android	iPad
Operating System	Microsoft Windows: Windows 10 or 11 Windows Server 2016, 2019, or 2022 *A server is not required to use Smart Service. ***Must be running Non-ARM Windows	Microsoft Windows: 10 or 11 (All versions)	iOS 11 or above (iPhone 5 or above, iPad Gen 4 or above, iPod touch 6th generation or above)	Android OS 5.0 or above* *The Xodo App is required for custom form integration	iOS 9 or above (iPad 2 or above)
Processor	Intel dual-core or faster	Intel dual-core or faster	N/A	1.0 GHz	N/A
Memory	2 GB + 1 GB additional per user (recommended) 2 GB per user if a terminal server is in place * This is ONLY for Smart Service & in addition to OS requirements	2 GB	N/A	512 MB	N/A
Display	1280 x 1024 (recommended)	1280 x 1024	N/A	N/A	N/A
Storage	15 GB	15 GB	8 GB	4 GB	16 GB
QuickBooks	QuickBooks Desktop 2020 or newer: - Pro - Premier - Enterprise A QuickBooks company file that includes the following: - At least one customer. - At least one item in the item list. - At least one item in the sales tax code list. - Any workstation using Smart Service will also need to have an active QuickBooks license. QuickBooks Online: - Simple Start - Essentials - Plus - Advanced			 More information about QuickBooks is available at: https://quickbooks.intuit.com/	
.NET Framework	The .NET Framework 4.8 The .NET Framework version should already be available on your system if you have a supported Windows operating system with the latest updates.			 Microsoft .NET Framework Available for download at: https://dotnet.microsoft.com/download/dotnet-framework/net48	
Network	If you wish to install SMART SERVICE® DESKTOP on multiple workstations, those workstations must be networked and able to see each other through the network. - Network connection: Wired* - Broadband internet connection *Wireless connections are highly discouraged due to signal fluctuation and limited speeds.				
Installation	My Service Depot will install SMART SERVICE® DESKTOP for you. In advance of installation, please install the latest updates for your version of Windows on the computers and servers where SMART SERVICE® DESKTOP will be installed. At the time of installation, we will need you to - Temporarily disable Windows User Account Control and firewalls on your server and workstations. - Provide us with your QuickBooks administrator username and password. - Set QuickBooks to single-user mode.				

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