

## RepairCenter

### Mitchell Estimating

### Mitchell Estimating and eClaim Manager 3.7

RepairCenter Workspaces include: Shop Management, Estimating, Communications, TechAdvisor, and CEM.

	<b>RepairCenter</b>	<b>Mitchell Estimating</b>
<b>Workstation / Single User Hardware</b>		
<b>Operating System</b>	See page 3, Mitchell Solution Supported Operating Systems	See page 3, Mitchell Solution Supported Operating Systems
<b>Processor</b>	Minimum: single core Intel or AMD 2.0 GHz Recommended: dual core Intel or AMD 3 GHz processor or higher	Dual Core 2GHz
<b>RAM</b>	Required: 2 GB or higher (3 GB if using 64 bit Windows)	2 GB
<b>Available Free Disk Space</b>	16 GB available space when Estimating is licensed 200 MB minimum available for RepairCenter 15% of the total disk size per Microsoft recommendation	16 GB  Hard drive should have at least 10% space free after installation
<b>Monitor Resolution</b>	1280 x 1024 or higher (required)	SVGA 1024 x 768
<b>CD/DVD Drive</b>		16X DVD-ROM
<b>Wireless Communication</b>		If using Sierra AirCard Adapter, notebook requirements are: 1 Type II PC card slot, (128 bytes I/O Space and 4 MB disk space)
<b>Internet Connection</b>	Required: Broadband (e.g., DSL, Cable, T1, etc.) 1 Mbps download speed, 500 Kbps upload speed.  Recommended: Fiber Optic, T3, or Cable with 3 Mbps download speed, 788 Kbps upload speed.  Satellite: Not supported due to high latency and low upload bandwidth.  WiFi: 802.11g/n or better required. Performance will degrade with weak WiFi signal strength.  For shops with 10 or more licensed RepairCenter users, the required internet bandwidth is 2.0 Mbps down and 500 Kbps up, and the recommended internet bandwidth is 4.0 Mbps down and 1.0 Mbps up.	Broadband (e.g., DSL or Cable) with minimum 56K dial-up
<b>Web Browser</b>	Internet Explorer 7, 8, 9	Internet Explorer 9.0
<b>Label Printers (Optional)</b>	Seiko 450: Windows XP Driver V 6.9.2.387 Dymo 400 LabelWriter Turbo: Windows XP Driver v 7.8; Windows 7 Driver V 7.8 Dymo 450 LabelWriter Turbo: Windows XP Driver V 7.8; Windows 7 Driver V 7.8	

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	<b>RepairCenter</b>	<b>Mitchell Estimating</b>
<b>Microsoft Server</b>		
Operating System Server Software	See page 3, Mitchell Solution Supported Operating Systems	See page 3, Mitchell Solution Supported Operating Systems
Processor		Dual Core 2 GHz
RAM		4 GB
Available Free Disk Space		15 GB
CD/DVD Drive		16X DVD-ROM
Internet Connection		If using UltraMate with eClaim Manager or MCM, an Internet connection is required
Web Browser		Internet Explorer 9.0
<b>Novell NetWare Server</b>		
Client Software (Novell)	Not supported for RepairCenter	See page 3, Mitchell Solution Supported Operation Systems
Operating System Server Software		<i>See page 3, Mitchell Solution Supported Operating Systems. Please refer to Single-user specifications above for additional workstation requirements.</i>
Processor		Core 2 Duo/Dual Core
RAM		2 GB
Available Free Disk Space		15 GB
UPS		Yes
CD/DVD Drive		16X DVD-ROM
LAN/WAN		Netgeat 802.11b and 80211g Technology has been successfully used, utilizing wireless Networking. WAN configurations are not supported.
Wiring Topology		Gigabit NIC, Category 6 Cable, and Gigabit Hub
Internet Connection		If using UltraMate with eClaim Manager or MCM, an Internet connection is required
Web Browser		Internet Explorer 9.0

**Security/User Access:** Installs and updates must be exercised on a client PC that has administrative permissions.

**Shared Drives:** Ensure at least one shared user drive exists for access to the Estimating System CIECA, EMS, or Accounting files by all Client PCs.

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## Mitchell Solution Supported Operating Systems

Supported/Non-supported Operating Systems	Mitchell Estimating	eClaim	MCM	ABS	ABSe	RepairCenter	TruckEst
<b>Server</b>							
Windows Small Business Server 2003	No	No	No	Yes <sup>4</sup>	No	No	No
Windows Server 2003 Standard SP2	Yes	Yes	Yes	Yes	Yes	No	Yes
Windows Server 2008 32-bit SP2	Yes	Yes	Yes	Yes	No	No	No
Windows Server 2008 64-bit SP2	No	No	No	Yes	No	No	No
Windows Server 2008 R2 <sup>6</sup>	Yes	Yes	Yes	Yes	No	No	No
Novell NetWare 6.5 SP2	Yes <sup>1</sup>	No	Yes <sup>5</sup>	No	No	No	No
<b>Peer to Peer</b>							
Windows XP Professional SP3	Yes	No	Yes	Yes	No	No	No
Windows Vista Business 32-bit	No	No	No	Yes	No	No	No
Windows 7 Professional 32-bit	Yes	Yes	Yes	Yes	No	No	Yes
Windows 7 Professional 64-bit	No	No	No	Yes	No	No	Yes
Windows 7 Enterprise 64-bit	Yes	Yes	Yes	Yes	No	No	No
<b>Workstation</b>							
Windows XP Professional SP3	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows XP Professional SP3 with NetWare Client 4.9 SP2	Yes <sup>2</sup>	No	Yes <sup>2</sup>	No	No	No	No
Windows Vista Business 32-bit	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes <sup>3</sup>	Yes	Yes	Yes	Yes
Windows 7 Professional 32-bit	Yes	Yes	Yes	Yes	Yes	Yes	No
Windows 7 Professional 64-bit	No	No	No	Yes	Yes	Yes	Yes
Windows 7 Enterprise 32-bit	No	No	No	Yes	Yes	Yes	No
Windows 7 Enterprise 64-bit	Yes	Yes	Yes	Yes	Yes	Yes	No
Windows 7 Ultimate 32-bit	No	No	No	Yes	Yes	Yes	No
Windows 7 Ultimate 64-bit	No	No	No	Yes	Yes	Yes	No
<b>Virtual Machine</b>							
VM	No	No	No	No	No	Yes <sup>7</sup>	No

<sup>1</sup> Novell Server 6.5 requires SP2. Certification is only on Service Pack 2. Vista with Novell server is not supported.

<sup>2</sup> Novell NetWare Client 4.9 requires SP2. Certification is only on Service Pack 2. Do not use the "Microsoft Client for Novell Networks." Vista with NetWare Client is not supported.

<sup>3</sup> Only UltraMate version 6.7 and later and eClaim Manager version 3.6 are supported by Vista.

<sup>4</sup> Supported but not recommended as performance may be affected.

<sup>5</sup> EMS Upload for MCM 1.9 is not supported with Novell

<sup>6</sup> Windows Server 2008 R2 is 64-bit only.

<sup>7</sup> VM must operate in a one user, one RC instance per VM setup; VMs must be set up in accordance with RC minimum system requirements; If VMs are set up in an external Data Center, performance may be impacted; Must have local IT support for any VM configuration issues; **Terminal Services in which multiple users can access RepairCenter on the same VM is not supported**

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The following Operating Systems and server software are no longer supported as of January 2008:

- Windows 98SE
- Windows NT
- Windows & Windows Server 2000
- Novell NetWare 4.2
- Novell NetWare Client 4.83
- Novell Server 5.1
- Novell NetWare 6.0

**RepairCenter Compatible 3rd Party Applications:** *(Check with vendor for system requirements)*

Microsoft® Word and Excel

Intuit QuickBooks® Pro/Enterprise 2012-2013

Sage BusinessWorks® 2010-2012

Sage Simply Accounting® Premium 2011, 2012

Sage Simply Accounting® Accountants' Edition 2011, 2012

ADP/Audatex Shoplink® \*

Audatex Web Estimating®\*

CCC One/Pathways® \*

Microsoft Dynamics™ Great Plains version 9 & 10 requires

E-connect and Sale Order Processing module

Sage MAS 90® requires MAS Visual Integrator

ADP Dealer Services® DMS Reflections or Drive version 1.1 (Note: Drive 1.5 is currently not supported)

Reynolds and Reynolds® DMS ERALink or ERAccess\*\*

**Mitchell Non-Compatible Software**

At this time, Mitchell TruckEst 2.0 and RepairMate 2.0 cannot be installed on the same computer as RepairCenter.

**Antivirus Program Exceptions**

Certain antivirus programs can slow down RepairCenter. If your antivirus program supports it, add Mitchell RepairCenter, Mitchell Estimating (formerly UltraMate), and any other trusted applications to your antivirus program's exceptions list to ensure that the antivirus program doesn't slow down these applications unnecessarily.

\*EMS import and export must be enabled in order to communicate with RepairCenter.

\*\*R&R only supports the interface with a 32 bit OS.

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