TOPdesk
as a Service

System Requirements

TOPdesk

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System Requirements TOPdesk as a Service

In this document all default ports and other requirements which must be adhered to in order to use particular functionalities of TOPdesk as a Service are covered. The system requirements are relevant to all TOPdesk packages.

End users and operators

Browser

A supported browser is required on workstations used by end users and operators. The TOPdesk web client uses HTML, CSS and JavaScript via the HTTP protocol. You can use Google to find information on the used browser's system requirements.

Web browser	Supported releases	Not compatible releases
Mozilla Firefox (recommended[1])	75.0	3.6 and lower
Chrome (recommended[1])	81.0.4044.92	
Microsoft Edge	80.0.361.109	
Safari	TOPdesk supports Safari, but we do not actively test it.	
Microsoft Internet Explorer	--	6, 7, 8, 9, 10, 11

[1] This browser supports the latest web standards.

Screen resolution

TOPdesk requires a screen resolution of 1280x1024 pixels or more.

Internet connection: required bandwidth

When TOPdesk is used intensively, the data consumption is an average 20 KB per second per user. This data consumption does not include downloading and uploading large files.

Number of users	Recommended bandwidth (download/ upload)
1-10	2048/512 kbps
11-20	4096/1024 kbps
21-50	8192/2048 kbps
51-100	12288/3072 kbps
100 - 300	20480/5120 kbps

System requirements TOPdesk Mobile

TOPdesk Mobile uses the jQuery Mobile 1.3 and the jQuery 1.10.2 framework and will work on most smartphones and tablets. Considering the many different mobile platforms available, TOPdesk will only test the most-used platforms.

An overview of which mobile operating systems and browsers are supported by jQuery (Mobile) can be found on http://jquerymobile.com/browser-support/1.3/ and http://jquery.com/browser-support/.

Mobile Operating System	Tested and supported by TOPdesk
Android	6.0.1
Apple iOS	9.2.1

Mail Import

TOPdesk offers the ability to use IMAPS and EWS for importing mail as cards in TOPdesk. If you do not want a connection to your own mail server, you can install the Mail Import securely with the help of an SSL or TLS certificate. You can create this certificate yourself (self-signed) or request one from an external certificate supplier. If you use a client-side certificate, you need to upload this certificate to TOPdesk's Mail Import settings. STARTTLS is not possible when using the Mail Import.

When you decide to use the Mail Import, you mail server needs to be externally reachable. If you do not want a connection to your own IMAP server, you can use services like Google's Gmail as an alternative. You only need to enable the IMAP settings in that account. Afterwards, use the following settings in the Mail Import:

IMAP Server	imap.gmail.com
Port Number	993

Use SSL (Default Port: 993)	On
Mail Folder	INBOX

SMTP server

Our own default SMTP gateway has already been installed in your TOPdesk environment for sending emails. However, when you send an email from your TOPdesk environment, sent mail may be seen as a spam if you use your own address as the sender. If that problem occurs, you need to add 'spf.topdesk.net' to your domain's SPF record. It is also possible to use your own SMTP server for sending emails. If that is the case, please inform us of the address of that SMTP server.

Sender Policy Framework

TOPdesk SaaS uses the Sender Policy Framework (SPF) to enable users to use their organization's domain (or another specified domain) as the sender address of email messages. Some companies use SPF to identify incoming email as spam. In that case, when an email is sent from an IP address that is not listed in the sender domain's SPF record, the email will be flagged as spam.

To enable TOPdesk to send emails from another domain, such as your organization's own domain, you need to add 'spf.topdesk.net' to the domain's SPF record. This can be done by adding a text record within that domain's DNS configuration. You can gather the information for this text record on the following website: http://spfwizard.net

> Next to 'Your Domain', fill in the domain of the desired mail server. Next to 'Any domains that may deliver or relay mail for this domain', fill in 'spf.topdesk.net'. For the other fields, consult your organization's domain administrator. This results in the following line, which you add as a text record to your DNS configuration:
> ```
> [Your domain]. IN TXT "v=spf1 mx a ptr
> include:spf.topdesk.net"
> ```

You can also configure TOPdesk SaaS to send email via your own mail server instead of our mail server. You can set this up in the **Settings** > **Functional Settings** > **Email module**: tick **Use a custom mail server** and fill in the mail server details. Please note: for this method, your mail server needs to be reachable by TOPdesk SaaS.

External connections

There are several cases where TOPdesk may need to connect to third-party systems, for instance a personnel import out of an Active Directory or an exchange of data with an external CRM system. As long as those systems are accessible from the internet, TOPdesk can exchange data. These connections can be secured by using whitelists and/or SSL certificates. For more information about links and connections, please contact the TOPdesk SaaS department.

HTTP request

When you use the Events and Actions module, you can use HTTP requests. This functionality enables you to send data to external software via HTTP/HTTPS (via the default ports 80 and 443).

Composing HTTP requests should be done by yourself as much as possible. When extensive knowledge and support is necessary from our Support department, you may be charged for this service.