

FOOTFALLCAM SERVER SOFTWARE INSTALLATION FORM

1.1 FOOTFALLCAM ON PREMISES SERVER SOFTWARE INSTALLATION PROCEDURE

Item	Estimated Time Required	Description
Server Installation Request	Customer responsibility	Customer asked for Server Installation.
Analyse on the Server Installation Request	1-2 days	FootfallCam Sales Team to analyse if the customer is really needed for an On Premises Server Installation or using our Cloud.
Quotation	1 day	After the FootfallCam Sales Team verifies the client is really needed for a server installation, they will send the quotation to the customer.
Customer Made Payment	Customer responsibility	FootfallCam will confirm sales after payment is received.
Prepare the Server	Customer responsibility	Customers will need to prepare the server according to the server specification after payment has been made.
Fill In Server Installation Form	Customer responsibility	After the server is ready, customers will be required to fill in the server installation form.
Server Inspection	1 -2 hours	Once the Server Installation is filled, FootfallCam Technical Team will begin a Server Inspection to make sure the server meets the Server Requirement that has been set. FootfallCam reserved the right to reject the Server Installation Request, if the criteria is not satisfied.
Server Installation	At least 5 days	If the Server Inspection has passed, the FootfallCam Technical Team will schedule for the Server Installation. The estimation of complete Server Installation will be at least 3 days given that there is no roadblock from Client Side.
Company Creation	1 day	After Server Installation completed, <ol style="list-style-type: none"> 1. If the customer belongs to the reseller, then the company creation will be done by the reseller in FootfallCam Reseller Portal. 2. If the customer is a FootfallCam End Client, the FootfallCam Project Team will create the company for the customer.
Company Configuration	1 day	After company creation, customers can configure their site, user, devices etc.

1.2 FOOTFALLCAM ON PREMISES SERVER SOFTWARE INSTALLATION SERVER REQUIREMENT

1.2.1 YOU ARE REQUIRED TO PREPARE THE BELOW ITEMS FOR HOSTING WHOLE FOOTFALLCAM SOLUTION:-

- Unattended Remote Access to Window Server and Ubuntu Server.
- 1 x Window Server (Window Server 2016 or above)
- 1 x Ubuntu Server (20.04 or above)
- 1 x Microsoft SQL Licence
- Server Whitelisted according to the Firewall Rules
- 2 x Domain Name or Sub Domain Name (For Window Server and Ubuntu Server) - **Optional**
- 2 x SSL Certificate (For Window Server and Ubuntu Server) - **Optional**
- Email Server (If not provided, you will need to whitelist FootfallCam Mail Server) - **Optional**

1.2.2 MINIMUM SERVER REQUIREMENT

Window Server	
OS Version	Window Server 2016 or above
CPU	8 Cores 64 bit
Memory	32 GB or above
Storage	500 GB or above
SQL Server Licence	Microsoft SQL Server 2016 or above

Ubuntu Server	
OS Version	Ubuntu Server 20.04 or above
CPU	16 Cores 64 bit
Memory	128 GB or above
Storage	1 TB or above

The server specification is changing from time to time. Please refer to [Hosting Solution on Your Server](#) or [Self hosting Server Deployment Examples](#) article in FootfallCam Websites for the latest update.

1.3 FOOTFALLCAM ON PREMISES SERVER SOFTWARE INSTALLATION FORM

Please note that all fields marked with an **asterisk (*)** are required. The completed form can be submitted to sales@footfallcam.com

1.3.1 CONTACT DETAILS

USER'S INFORMATION

Company Name*	<input type="text"/>
Email Address*	<input type="text"/>
Installation Type*	<input type="checkbox"/> Server Installation <input type="checkbox"/> Server Migration
Portal Account Username* <i>(Only applicable to server Migration)</i>	<input type="text"/>

PARTNER'S INFORMATION *(ONLY applicable if the end user is associated with a reseller)*

Is Partner's End User*	<input type="checkbox"/> Yes <input type="checkbox"/> No
Company Name	<input type="text"/>
Email Address	<input type="text"/>

*Note:

1. Please refer to <https://www.footfallcam.com/people-counting/knowledge-base/chapter-26-hosting-solution-on-on-premise-server#26-2-2-system-requirements> for the system requirements to deploy both Primary and Secondary Server.
2. There are plenty of ways to self-host FootfallCam Solutions, which you can learn more in <https://www.footfallcam.com/people-counting/knowledge-base/appendix-a-self-hosting-server-deployment-examples/>.
3. To understand the network requirements that allows FootfallCam™ Solution to be fully operational, kindly go to <https://www.footfallcam.com/people-counting/knowledge-base/chapter-26-hosting-solution-on-on-premise-server#26-2-3-networking-requirements> to learn more.

1.3.2 SERVER SPECIFICATION

SERVER DEPLOYMENT DETAILS

- Server Deployment Type* 2 Dedicated Servers
 2 Virtual Machines within the same hypervisor machine (E.g. VMWare vSphere)
 1 Dedicated Windows Server (Host OS) with Ubuntu Server (Guest OS) hosted within it.
- Server Deployment Size* Small Medium Large

***Note:**

Please refer to <https://www.footfallcam.com/people-counting/knowledge-base/appendix-a-self-hosting-server-deployment-examples/%20> for more Server Deployment details.

1.3.3 REMOTE ACCESS AND SERVER CREDENTIAL

Please provide unattended remote access for FootfallCam to support you on the Server Installation and Server Maintenance.

REMOTE ACCESS DETAILS

- Remote Access Type* Remote Desktop Connection
 Anydesk
 Other, please specify _____

Details Access Instruction*
(Host Address, Username, Password, VPN Connection, Token Access, etc.)

WINDOW SERVER CREDENTIAL

Host IP / Address *

Port *

Username *

Password *

UBUNTU SERVER CREDENTIAL

Host IP / Address *

Port *

Username *

Password *

1.3.4 DOMAIN NAME AND SSL CERTIFICATE (Optional)

Window Server Domain Name *

Window Server SSL Certificate *

Ubuntu Server Domain Name *

Ubuntu Server SSL Certificate *

***Note:** Please refer to <https://www.footfallcam.com/people-counting/knowledge-base/chapter-26-hosting-solution-on-on-premise-server/#26-2-3-1-servers-with-public-network>

1.3.5 EMAIL SERVICE CONFIGURATION

Email Service Configuration is available if the end-user considered to use preferred email service to send emails. (For example: Send Reports, Notifications, etc.) If you choose to use FootfallCam Mail Server, please make sure you have whitelisted FootfallCam Mail Server.

EMAIL SERVER CREDENTIAL

Use Own Mail Server * Yes No (Use FootfallCam Mail Server)

SMTP Server Address

SMTP Port Number

SMTP Authentication Yes No

SMTP Username

SMTP Password

SMTP Sender Display Name

SMTP Email Address

SMTP use SSL Yes No

***Note:** If Email Server Credentials **NOT** provided, user **MUST** always fulfil the network requirements, detailed in <https://www.footfallcam.com/people-counting/knowledge-base/chapter-26-hosting-solution-on-on-premise-server#26-2-3-networking-requirements>.

1.4 FOOTFALLCAM SERVER INSTALLATION APPROVAL

FOR FOOTFALLCAM OFFICE USE ONLY

FootfallCam PIC Name

Server Inspection Date

Approve for
Server Installation

Approve

Reject

Rejected Reason

Schedule Installation Date

FootfallCam Headquarters

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Signature of Representative: