

State Court Administrative Office

Court Technology Requirements

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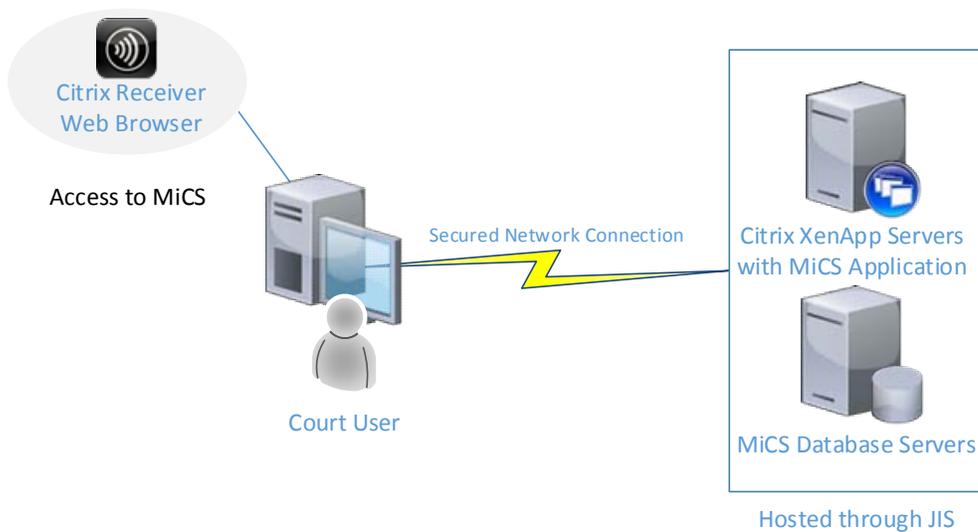
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Introduction & Overview

The MiCourt application is centrally hosted through JIS and accessed by court clients using a solution from Citrix called XenApp. In order for a client to access the MiCourt/Citrix application a small piece of software known as the Citrix Receiver is required to be installed. The Citrix Receiver allows the client's web browser to securely access MiCourt.

This document should be used to assist courts with identifying the minimum PC hardware or Virtual Desktop requirements. Additionally, this document lists information about supported web browsers, printers, storing and/or accessing file attachments from MiCourt, and Anti-Virus information.

Below is a high-level reference diagram.



System Requirements

Supported Operating Systems

- Windows 8, 32-bit and 64-bit editions (including Embedded Edition)
- Windows 7, 32-bit and 64-bit editions (including Embedded Edition) - Recommended
- Windows XP, Release 5.1 (Build 2600: Service Pack 3) – Not Recommended – Windows XP support ends April 8, 2014. JIS will provide limited support.
- Virtual Desktops will be supported on a best effort basis by JIS as long as the virtual desktop is using a supported operating system.

Minimum Hardware Requirements

Windows 7 / Windows 8

The following table shows the minimum hardware requirements for Windows® 7 and Windows® 8 as provided by Microsoft:

	Minimum 32-bit Operating System	Minimum 64-bit Operating System
Processor	1 GHz or faster 32-bit (x86) * Windows 8 requires CPU's that support PAE, NX, and SSE2 More Info	1 GHz or faster 64-bit (x64) * Windows 8 requires CPU's that support PAE, NX, and SSE2 More Info
Memory	1 GB RAM	2 GB RAM
Available Disk Space	16 GB	20 GB
Graphics	DirectX® 9 graphics processor with WDDM or higher driver	DirectX® 9 graphics processor with WDDM or higher driver
Minimum Resolution	1024x768	1024x768

The recommendations above are provided by Microsoft. When using multiple programs or when having several windows open simultaneously, we recommend at least 2 GB of system memory for a PC with 32-bit Windows 7 operating system and 4 GB for a PC with 64-bit Windows 7 operating system.

Mobile Phones & Tablets

Support for accessing the MiCourt application using mobile devices or smartphones is currently not supported by JIS. JIS is investigating adding future support of mobile devices.

Browser Requirements

The following Web browser and operating system combinations are supported:

Browser	Operating system
Internet Explorer 11	Windows 7 32-bit with Service Pack 1 (SP1) Windows 7 64-bit with Service Pack 1 (SP1) Windows 8 or 8.1
Internet Explorer 10	Windows 7 32-bit with Service Pack 1 (SP1) Windows 7 64-bit with Service Pack 1 (SP1) Windows 8 or 8.1
Internet Explorer 9.x (32-bit mode)	Windows 7 32-bit RTM or higher Windows 7 64-bit RTM or higher
Internet Explorer 8.x (32-bit mode)	Windows 7 64-bit Editions Windows 7 32-bit Editions Windows XP Professional with Service Pack 3 Windows XP Professional x64 Edition with Service Pack 2

Citrix Printer Compatibility

Printing from MiCourt uses a Citrix Universal Print driver to help resolve printer incompatibility issues. However, there may be times when a court has a printer that will not print properly through Citrix. Below are links to some of the major printer brands. The court's IT department is encouraged to initially investigate any local printing issues before contacting the JIS Help Desk. JIS will assist courts with printing issues, however, if a printer is not on a Citrix printing compatibility list, support will be limited.

HP Printers

<http://support.citrix.com/servlet/KbServlet/download/10498-102-684505/Citrix%20Supported%20HP%20Printers.pdf>

Lexmark Printers

http://www.lexmark.com/en_US/software/upd/upd-compatibility.shtml

Ricoh Printers

http://www.ricoh-usa.com/services_and_solutions/universalprintdriver/universal_print_driver.aspx

Okidata Printers

<http://www.okidata.com/citrix-compatibility>

Xerox Printers

<http://www.office.xerox.com/software-solutions/global-printer-driver/enus.html>

Canon Printers

http://www.canon.co.uk/For_Work/Solutions/enterpriseprint/index.aspx#Citrix_Printing

Citrix Installation

Installation of the Citrix Web Receiver will require administrative access to user's computer. If the user's account does not have administrative privileges the court's IT department will need to assist with installation.

A Citrix installation guide will be provided to all court IT departments.

File Attachments

The MiCourt application allows for court users to attach documents to cases. The file storage for documents attached to cases is provided by The Court. All Court user clients (Desktops, Laptops, Virtual Desktops) must be configured by the Court IT department for access to the Court's designated file storage location.

Anti-Virus

Any Court computer that accesses the MiCourt application must have Anti-Virus software installed. The anti-virus software and the virus pattern files must be kept up-to-date.

For the Courts' reference, below is a partial list of well-known anti-virus software packages. This is not a complete list. JIS has not tested these packages and cannot endorse them. The list is only for reference purposes.

- Symantec Endpoint Protection – Used by JIS
- Symantec Norton Antivirus
- Microsoft Security Essentials or Windows Defender
- McAfee
- Trend Micro
- Bit Defender
- Kaspersky

Internet Connectivity

High speed (1.5 MBPS or higher) Internet connectivity is required to access MiCourt online training.