



PetPoint System Requirements



REQUIREMENTS – OVERVIEW

This document describes the requirements needed to run any version of the PetPoint Animal Management System. It is limited to the requirements for internet connections, operating systems/platforms, and internet browsers. For specific configuration requirements needed on each computer used to access PetPoint, please see our [Guide to Configuring Your PC to Use PetPoint](#).

REQUIREMENTS – INTERNET CONNECTION

When using PetPoint, you are accessing a database across the internet. As such, PetPoint is only designed to run on a high-speed internet connection. The table below illustrates common internet connections:

Connection Type		Upload/Download Speeds (Typical)	Maximum # of Users (Typical)	Supported / Compatible?
Consumer	Dial-up			No
	Broadband Network Cards (typically for laptops)	128 Kbps	1	Yes*
	Home ISDN/DSL	128/256 Kbps	1-3	Yes
	Home Cable	256/1024 Kbps	1-5	Yes
Business	Business DSL			Yes
	Business Cable	512Kbps /3 Mbps	5-10	Yes
	T-1	1.544 Mbps	10-30	Yes
	T-2	6.312 Mbps	30-50	Yes
	T-3	44.736 Mbps	50 +	Yes

* *Broadband Network Cards are not recommended for moderate/heavy usage, but are supported for light usage (e.g., offsite / mobile adoption events, animal control / humane law enforcement laptops).*

Important Note: The above table only provides general guidelines for you to consider when assessing your internet connection needs. We cannot provide exact specifications for the type of connection your organization will need for sufficient performance due to the many possible variables that can impact performance, such as:

- The number of users accessing your internet connection.
- Other traffic that is sharing your internet and / or network connection (e.g., other network applications or even streaming music / downloads).
- The performance tolerance-levels of each end user (i.e., what is “slow” to one person may be “fast” to another).

However, we can additionally provide the following “rules of thumb” based on client feedback:

- Consumer-class connections are typically sufficient for home-based rescues & smaller shelters (3-5 simultaneous PetPoint users).
- Business-class connections should always be considered for mid/large shelters.
- Use [Speedtest website](#) to test your available bandwidth over a couple weeks to get peak/low estimates on your bandwidth usage if you are unsure of your current connection’s capabilities.
- Obtain the fastest internet connection you can afford when adding or upgrading service.
- Consult with your internet provider or a local IT professional if you are unsure of your needs.

REQUIREMENTS – OPERATING SYSTEM

PetPoint is only compatible with Microsoft Windows-based PC's. There are no future plans to expand compatibility to other platforms:

Operating System(OS) / Platform	Supported / Compatible?
Windows – XP, Vista & 7	Yes
Windows – previous versions NOT compatible with IE7 or higher	Yes
Mac	No
Linux	No
Other Operating Systems not listed (including virtual OS's running on unsupported platforms)	No

REQUIREMENTS – WEB BROWSER

PetPoint is designed for and only supported on Microsoft Internet Explorer at this time. We *may* provide compatibility for other browsers in future updates to PetPoint.

Web Browser	Supported / Compatible?
Internet Explorer 7 & 8	Yes
Internet Explorer 6 or earlier	No
Firefox (Mozilla)	No
Chrome (Google)	No
Safari (Apple)	No
Opera	No
Netscape	No
Other web browsers not listed	No

REQUIREMENTS – WHY DON'T WE SUPPORT EVERYTHING?

We are sometimes asked why we do not support operating systems, platforms, and browsers besides those listed above. It is actually a deliberate and sound business decision on our part for a number of reasons, including:

- The majority of animal welfare organizations are currently windows-based prior to using PetPoint. The number of organizations requesting a version of PetPoint that is Mac/Linux compatible is minimal. These are both representative of the business application world outside of the animal welfare community
- As is common with many web-based applications today, PetPoint is built using Microsoft technologies, and as such, is readily compatible with Microsoft platforms.
- The costs of creating, testing, maintaining, and providing technical support for versions of PetPoint on multiple operating systems would force us to charge for PetPoint, training, and technical support to all of our clients, not just those few organizations that would actually utilize alternative versions.

To summarize, this is not about PC vs. Mac vs. Linux or about Internet Explorer vs. your favorite browser; nor is it about "excluding" any organization that wishes to join the PetPoint family. Rather, it is about Pethealth being able to provide free or extremely low-cost services to the widest audience possible. To do that, we too must maintain our operational costs by providing a version of PetPoint that works for the majority of those within the animal welfare industry. We hope you understand our position.

Pethealth, Inc. retains the right to amend or otherwise modify this System Requirements document at any time without prior notice.