Congratulations on Your eLogger Purchase!

Once a purchase order is received, you will be contacted to schedule a kick-off meeting with our technical team. Typical lead-time is within 48 hours of purchase order receipt. We will deliver the software electronically and then schedule the installation with our support staff.

Our support technicians will guide you through the installation process or, with granted access, will complete the installation in its entirety for you.

Installing eLogger

- Installed on your server, protected by your firewall
- Accessed via a web browser
- Minimum Hardware Requirements:
  - 2GB RAM
  - 2GHz CPU
  - 100gb Web storage space
  - 50gb SQL storage space

Resources & Server Preparation:
The Licensee is responsible for server preparation and meeting all technical requirements prior to scheduling installation.

- Administrator Access to the Web Server for whoever is doing the installation is required.
- SQL Administration rights to the SQL Server instance are required for whoever is doing the installation.
- The SMTP Server Name is required.
- If using AD authentication, an Active Directory Service Account with no special permissions is needed.
- eLogger’s support technicians will provide the installation package via an ftp site prior to the scheduled date of the installation.
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Database Requirements

- Microsoft SQL Server 2012, 2014, 2016 or 2017 with Full-Text Search installed. If you are using SQL Express, we require SQL Express with Advanced Services. We recommend Microsoft SQL Server 2016 or newer.

Client Requirements

- Windows: Chrome, Edge, Firefox or IE 11 (IE 11 is not supported for eLogger Anywhere)
- macOS: Chrome, Safari, Firefox
- Android: Chrome
- iOS: Mobile Safari
- 1024x768 screen resolution (not necessary on mobile devices)
- JavaScript must be enabled and browsers should be updated to their newest version for best results

Other Resources

- SMTP Server (required for email notifications)
- Virtual environments are supported

eLogger Installation FAQ’s

How long does a typical installation take? Installations of eLogger generally take about one hour to complete if the server has been set up to meet the technical requirements displayed above.

Can eLogger run on Azure or Amazon Web Services? Yes. Feel free to install eLogger in the cloud with a vendor of your choosing.

Is an SMTP Server required to run eLogger? Yes. If you want eLogger to send email notifications.

Can we use SQL Express? Yes, but it has to be the SQL Express package with Advanced Services. Remember, the Express edition does have a database size limitation.

People have taken well to the eLogger product and as far as I know it has been one of the smoothest roll-outs of anything electronic since electricity was first discovered.

- Eric, Pima County