

Jenesis Software - Podcast Episode 3

Benny: Welcome to Episode 3. This is Benny speaking, and I'm with-

Eddie: Eddie.

Chuck: Chuck.

Benny: Today we'll be addressing system requirements. We will also be talking about some monitor resolutions and what your native resolution should be for using Jenesis.

Chuck: Let's start out by talking about the current resolution.

Benny: I like that idea.

Chuck: The current resolution that we recommend for Jenesis on a monitor is 1280x768. 1280 is the width and 768 is the height of the monitor. You'll notice the width is a lot wider than the height because most monitors today are the rectangle-shaped monitor. Monitors years ago were square, but now they are more in the rectangular-shaped, which is the 16:9 instead of the 4:3 ratio.

Benny: That's pretty much the norm nowadays, to out widescreen monitors. That's more the normal than the exception nowadays.

Eddie: If you have a resolution that's a lot higher than that, you will still see everything on the screen, but it will be a good bit smaller and maybe even up to the left. It will not give the user the experience that they would probably enjoy the most. The resolution that you described, Chuck, is the one that probably gives them the best experience.

If they have a resolution that's smaller than you're describing, there is the possibility that objects will appear off to the right and below the screen that they will not see unless they scroll up or down.

Chuck: That's right, they will have to scroll at that point. Not a lot, but there are still some computers out there that have a screen resolution of 1024x768, which is a smaller resolution. That will mean that you have to scroll.

Benny: Yes. As far as addressing that issue, it's important to remember too that monitors have their native resolution too. A native resolution is what that monitor is physically designed, hardware-wise, to support. You may come up to a

point where your resolution is too low and you may have to replace the monitor, rather than to adjust it within your software.

Chuck: To adjust on a monitor, if you don't know what your resolution is, one of the best I've found is just right-click on the desktop somewhere. Go down to either "Personalize" or to "Properties." Depending on your operating system, if you go to "Properties," then you're going to select "Screen Resolution," I believe.

Then if it's "Personalize," the screen resolution will be right there on the bottom of the screen. You can click on it. It will show you what your current resolution is.

Benny: They should all point out your native resolution too, within the software. You'll kind of have an idea of if it's hardware related or software related, if you have any issues. Usually just by adjusting it you'll be able to tell a difference.

The farther you get away from native resolution, the more blurry the screen will become, the harder it is to read. Things like that.

Eddie: Let me clarify this piece. We've been talking for a few minutes about screen resolution. It's important for the listeners to know that today, as we're doing this podcast recording, Jenesis has two products. Jenesis, which has been around for a long time, and JenesisNow, JenesisNow.com. JenesisNow is a web product and Jenesis is a Windows product.

Most of our conversation so far, we are thinking primarily about Jenesis, not JenesisNow, correct?

Benny: Correct.

Chuck: That's correct, yes.

Eddie: JenesisNow, by the way, I don't think is a lot different in what it's going to enjoy and give the best experience with, so I think that resolution is somewhat in the same ballpark, but primarily what we've been talking about is Jenesis.

Jenesis is delivered to our customers in one of two ways. We've either installed it on their network, or we're hosting it for them on our servers. Does that change the need in any way, or is the resolution still going to be the same for Jenesis Windows version, regardless of whether it's on their desktop or whether it's hosted?

Benny: There's definitely a difference. Because when you're connecting to a hosted system, what you're doing is you're adopting the environment of the hosted system. If the hosted system's on a certain resolution, like ours is, then no

matter what you change on your end, it's not going to change the resolution of Jenesis, it's only going to change your local resolution.

That doesn't seem like a big distinction, but if you adjust your resolution to one higher than what Jenesis uses, then everything's going to become a bit smaller on the screen.

Chuck: That's correct, yes.

Benny: That's even with hosted system. With the desktop, desktop is slightly different because you're directly affecting it. It's your environment you're working in rather than signing into a different environment with a different resolution. With your local environment, it's just hands-on changing the resolution in the way that Chuck recommended, always keeping in mind your native resolution of your monitor.

Eddie: On hosted, if someone is using Jenesis, where we're hosting it, they don't really have to think much about their resolution on their computer, is that accurate?

Chuck: That's true, yes.

Benny: Yes, I would say that's true.

Eddie: Any other conversation around resolution, or can we move on to other system requirements?

Chuck: Let's move on.

Benny: Let's move on.

Eddie: Chuck, start telling me, when you think about, again we have Jenesis, desktop versus hosted, and then we have JenesisNow. Let's talk about those and what the requirements are, in terms of RAM and all these things.

Chuck: As we discussed in Episode 1 about speed, our requirements that we would like to see in a computer is at least 2.8 gigahertz processor. We would also like to see 4 gigs of RAM. This is a workstation. We'd like to see 4 gig of RAM and maybe at least a 500 meg hard drive, or a little higher. As far as desktop recommendations, that's what I would recommend for our Jenesis.

JenesisNow, as well, as long as you've got the network card that we discussed in Episode 2, then we shouldn't have any problem with JenesisNow. It's going to access JenesisNow as fast as you access the internet.

Benny can probably discuss a little more about what I'd like to tell what we want on a server, because there's a difference in a workstation and server. What we call a server is a computer where your data is stored and housed, so that all your other computers can access it.

Eddie: Before Benny talks about the server, a couple of questions.

First of all, about a server, do we recommend that every agency have a dedicated server?

Chuck: Absolutely. I do.

Benny: I would say so, yes.

Eddie: Even if it's two workstations and it's a two-person shop. You still recommend a dedicated server?

Chuck: Yes.

Benny: Definitely I would recommend that. The reason you want to dedicate a server is the less resources you're using up on that server, the better able it is to handle your network traffic. You have a slow server, you're going to have a slow network.

Eddie: Then before we go to specs on that server, I do want to go back to what Chuck was talking about earlier. With Jgenesis installed on your network, our computer specs are really what we said in Episode 1, and it's what you stated just a moment ago, correct?

Chuck: Yes.

Eddie: What about Jgenesis hosted? Same thing or any different?

Chuck: Jgenesis hosted, yeah, would benefit from the same thing. I wouldn't vary the specs that much.

Eddie: The added piece to Jgenesis hosted might be that in addition to the RAM and the processor specs you discussed, the internet speed, because it's accessing Jgenesis through the internet, needs to be probably as good as that office can afford to have.

Benny: The best you can get with [crosstalk 00:08:31].

Chuck: That's what we discussed in Episode 2 about your upload/download.

Eddie: Okay, perfect. Then with JenesisNow, the last thing I'll mention before we talk to Benny about server specs, JenesisNow, like you mentioned Chuck, probably would benefit, again, from the same kind of computer, the RAM and the processor and so on.

The added comment I'll make is JenesisNow is going to function best with Google Chrome as the browser. Probably second in place, or pretty equal to Chrome would be Firefox. Then maybe Safari. Then the worst is probably going to be Internet Explorer. I did want to mention that because if someone is using JenesisNow on Internet Explorer, they're not going to have as good of an experience, in terms of speed and functionality, as they would have with those other browsers.

Benny: That's a good point to make too, regarding people maybe transitioning to JenesisNow from other Jenesis products too. They might want to be aware that they need to switch to Chrome or Firefox, whichever they feel most comfortable with.

Chuck: It's important to note that Google Chrome and Firefox are both browsers that you can download and they're free.

Benny: Completely free to download.

Eddie: One final spec and then we'll go to the server, Benny. One final spec requirement I'll mention is it needs to be a Windows operating system for Jenesis.

Chuck: Absolutely, yes.

Eddie: What about Jenesis hosted?

Benny: Jenesis hosted can work with many Mac computers, OS X's work really well on it. Most of our users will be using either a Mac or a Windows. As far as Linux, anything along those lines, you're not going to get support for that, without-

Eddie: It would be true then a system requirement for Jenesis is Windows operating system. Then it would be true that for Jenesis hosted, it would be a Windows or a Mac. Then for JenesisNow, it could also be Windows, or a Mac, or even a tablet. Then a final comment is a tablet is not going to work well with Jenesis or Jenesis hosted, but it will for JenesisNow. All that true?

Benny: That's exactly right. Exactly right.

Chuck: That's true.

Eddie: Thank you. Now Benny, if you'll say what you want to say about servers.

Benny: The deal with servers is you really want to double your resources, as far as compared to a workstation. The reason you say that is like we touched on a little bit earlier. The workload is going to be held by the server for Jenesis because the data for Jenesis is stored on this server. You've got data on the server and then all your workstations access it. You're going to need bigger memory.

I would say, just recommendation-wise, if you're going to have 4 gigs for your workstation, you'd want a 8 minimum for your server. That's by no means a limit. I would say go up as much as you want to and can reasonably afford. The more the better. You want it to be dedicated too, as we already touched on.

As far as processing power, you could probably get away with 3 gigahertz around. I would recommend a quad-core or higher though, for a server.

Chuck: Absolutely.

Benny: You agree?

Chuck: Yes.

Benny: Just because you're going to have a lot more processes going on on that computer. More data access, more shares. Everything that you do on there is going to be affected by that.

As far as anything else, I think it's important to have more access to data storage so your hard drive's going to have to be a little bit larger, I would say, than a workstation. Chuck recommended, what, 500 megabytes for a workstation? I would say for a server, probably twice that, if not more.

Chuck: At least a terabyte.

Benny: A terabyte or more. Definitely.

Chuck: The reason we say that is because where your data is stored on your server, that is also where your imaging is stored through Jenesis. The more you scan, the more hard drive space you'll be requiring. You don't want to run out of hardware space when you're trying to scan images.

Benny: That's an important thing to be aware of too. The longer you're in business, the more images you're going to have in your system. The bigger that's going to be, as far as data usage. You have to plan ahead a little bit, accordingly. If you plan

ahead and buy a server that's got extra space on the hard drive, that's going to save you money in the long-term. It's going to save you headache and hassle too.

Chuck: I'm a firm believer, especially when it comes to a server, to buy what you can afford at that point. Buy the best you can buy for the most you can afford. Because down the road, that's going to save you a lot of time, a lot of hassle, and money as well, I believe.

Eddie: You mentioned all these images and all this data being on this server. I guess that brings up a good topic of backups. Do we want to touch really quick on what we recommend as an option for people to backup their data on their server, or on their workstations for that matter?

Benny: Definitely. I think everybody should have a local backup and an off-site cloud backup as well. Just to prepare for any eventuality. You want to prepare for the worst and that would be what a backup helps you do.

As far as software that I recommend to do it, we use LiveBall here. That's a really good cloud-based solution for backing up data. Very easy to use, very automated, which is important for backing up. You want it to always be automated and require very little maintenance.

Chuck: The only thing I would add to what Benny said, and I agree totally with what he said, is you need a cloud backup off-site as well as an on-site backup of some kind. Whether it's hard disk drive that you plug in and back it up to it, or something that you could physically take with you if you needed to.

Eddie: Go to my local office supply place, purchase a little hard drive, an external hard drive, as a backup tool. Probably ask for assistance there and someone there hopefully would help me pick the right one. We're probably not talking about a lot of money, right? Probably 100 dollars or less?

Benny: You're definitely under 100 dollars. [crosstalk 00:14:32]

Eddie: You buy that and you put that in. Then, how do you do the routine? Is that simple, to make sure it backs up every day?

Chuck: Most of the time you can automate that. The software that comes with the hardware that you buy, or you can do it through Task Scheduler inside of Windows. You can schedule a task each day to back up at a certain time.

Eddie: I go buy the device, bring it back and it's probably got software built in for me to schedule daily backups?

Chuck: Yes.

Eddie: You're recommending I do that once a day and, for the most part, just let that device sit there day in and day out. Because if I'm doing the cloud backup, there's not a need to have two or more of those devices and rotate them out every day or take one home, correct?

Benny: Exactly right.

Chuck: Yes. That's true.

It's also important that if you want to take your data with you, you can unplug it and take it to a different location other than your office. If something happened at the office, then you've got your data on the external drive.

Eddie: If they're calling for a big storm, take the data with you.

Chuck: Sure.

Benny: May be a good idea to take it with you.

Eddie: Then do the online backup we provide. We resell the same solution that we ourselves use, so that we're an option for people to do backups. You can Google, there's other options out there for online backup.

Anything come to mind, as far as what to look for in an online backup service solution?

Chuck: That was my next comment. I do recommend that you do some type of incremental backup. Something that doesn't backup just everything for the same day. In other words, what happens is you've got an incremental backup and if you need to go back three days, or five days from now, you could do that. Where, if you backup every day, just backup over the same data, you don't have an incremental. In other words, if you come in this morning and your data is bad, with an incremental backup you can go back to a backup that was done before yesterday.

Eddie: Before it was bad.

Benny: Exactly.

Chuck: If you've got a backup that just backs up everything and is not incremental, and you've backed up your bad data, then you've still got bad data.

Eddie: Another example is if I'm backing up every day and I'm backing up all my data every day, other than what you're recommending, like the incremental, then if I were to go in today and accidentally delete a client out of my system, or delete an image out of my system, then tonight it backs up that way, I don't have the luxury of going to a backup before I made that human error.

Chuck: That's correct.

Eddie: If I've got the incremental, I can say, "Ooh, I bet I did that three days ago. Luckily I've got a history."

Chuck: That's what you'll get with the cloud backup. That's not going to be your local. Not usually. That's what you'll get through the cloud.

Benny: I can't over-stress that either, the importance of that is really large. I can't over-stress how important that would be, to have incremental backup.

There's been several situations, many agencies we've worked with, where they didn't have incremental backup, so there was really no solution to resolve that.

Eddie: Backup solutions like that are a little like insurance even. It is buying insurance, I guess, to protect your data. What I was really thinking is you may not know if you've got the right one until it comes time for a claim.

If I buy insurance from an agent that is not reputable, and then I have a claim, heaven forbid, down the road, on my car or my home or health insurance, and that agent is not the right guy for me, then I'm not going to know it, maybe, until I need him.

It's the same thing with backup. You may get a cheap backup solution and a year from now need it and it may be a mess, right?

Benny: It pays for itself when you need it. Just like you said, it's an investment. You get different returns based on the product you purchase.

Chuck: Make sure you compare apples to apples when you're comparing your backups. Because if you go down, if something happens to your data and you need to restore it, the speed of that restoration makes a big difference. Because there are some out there, like you said, that are cheaper, but when you get ready to restore your data, it takes three days instead of three hours.

Eddie: Anything to add? Do you think we've covered the topic of system requirements pretty well today in this episode?

Chuck: I believe so.

Benny: Yep.

Eddie: If anyone has any questions, you can email chuck@jenesissoftware.com, or eddie@jenesissoftware.com, or benny@jenesissoftware.com. Visit our website at jenesissoftware.com.

I hope this was helpful and please let us know if you have any suggestions about other topics or any questions about what we've discussed today. Thanks.