

# Freezer<sup>PRO</sup> On-Prem FAQs



## Q: How Do On-Premise Users Access FreezerPro?

**A:** Users access FreezerPro On-Prem through a web browser.

## Q: What Web Browsers Do You Support?

**A:** FreezerPro supports all modern web browsers, including:

- ✔ Google Chrome
- ✔ Edge
- ✔ Safari
- ✔ Mozilla Firefox
- ✔ Internet Explorer 11+

## Q: Can User Access Permissions Be Limited/Restricted?

**A:** Yes. FreezerPro ships with a set of pre-defined user roles which limit what actions a user can perform. These roles can also be customized. Users groups can be used to restrict access to freezers and samples.

FreezerPro's user permissions system is fully compliant with CFR 21 Part 11.

## Q: Who Can Access The FreezerPro On-Prem Virtual Machine (VM)?

**A:** People who have an account on the computer where FreezerPro is installed can access the FreezerPro administrative console. This menu-based interface allows system administrators to, for instance, configure an external database or single-sign-on server.

The On-Prem FreezerPro VM is protected by a pre-configured firewall. It is not possible for users or administrators to log in directly to access data on the FreezerPro VM.

FreezerPro support technicians may access data on the VM via SSH during a support web meeting through a shared desktop. Each support technician has a unique log-in for traceability.

## Q: How Is Data In A FreezerPro On-Prem VM Backed Up?

**A:** If the default internal PostgreSQL database is used, automatic backups are performed daily at 1 AM. The VM stores these backups for 30 days.

If desired, an external SSH Server or FTP Server can be configured as the backup destination for the internal database. If this option is used, it is the customer's responsibility to ensure the backup destinations are secure.

Backups can be restored through the administrative console by selecting the desired snapshot.

## Q: What Are The System Requirements For Hosting The FreezerPro On-Premise VM?

**A:** FreezerPro Virtual Machines are available for multiple IT virtualization environments, such as VSphere/VCenter and Hyper-V.

To host the VM on a desktop or laptop computer, Brooks recommends the following at minimum:

CPU	any 64-bit with more than 2 cores
RAM	virtual machine RAM size (see below) plus 2-4 Gb
OS	Windows, Mac OS or Linux

VM configuration may vary according to projected usage. Brooks recommends the following as a minimum configuration:

# Samples # Users	<200-300k <= 20	< 1M >20	> 1M >20
CPU	64-bit dual core	64-bit 2-4 core	64 bit > 4 cores
RAM	2GB	8GB	16GB
Disk Size	50GB	50-100GB	>100GB
External Database Server Recommended	Optional	Optional	Oracle
May be deployed on laptop	Yes	Yes	No

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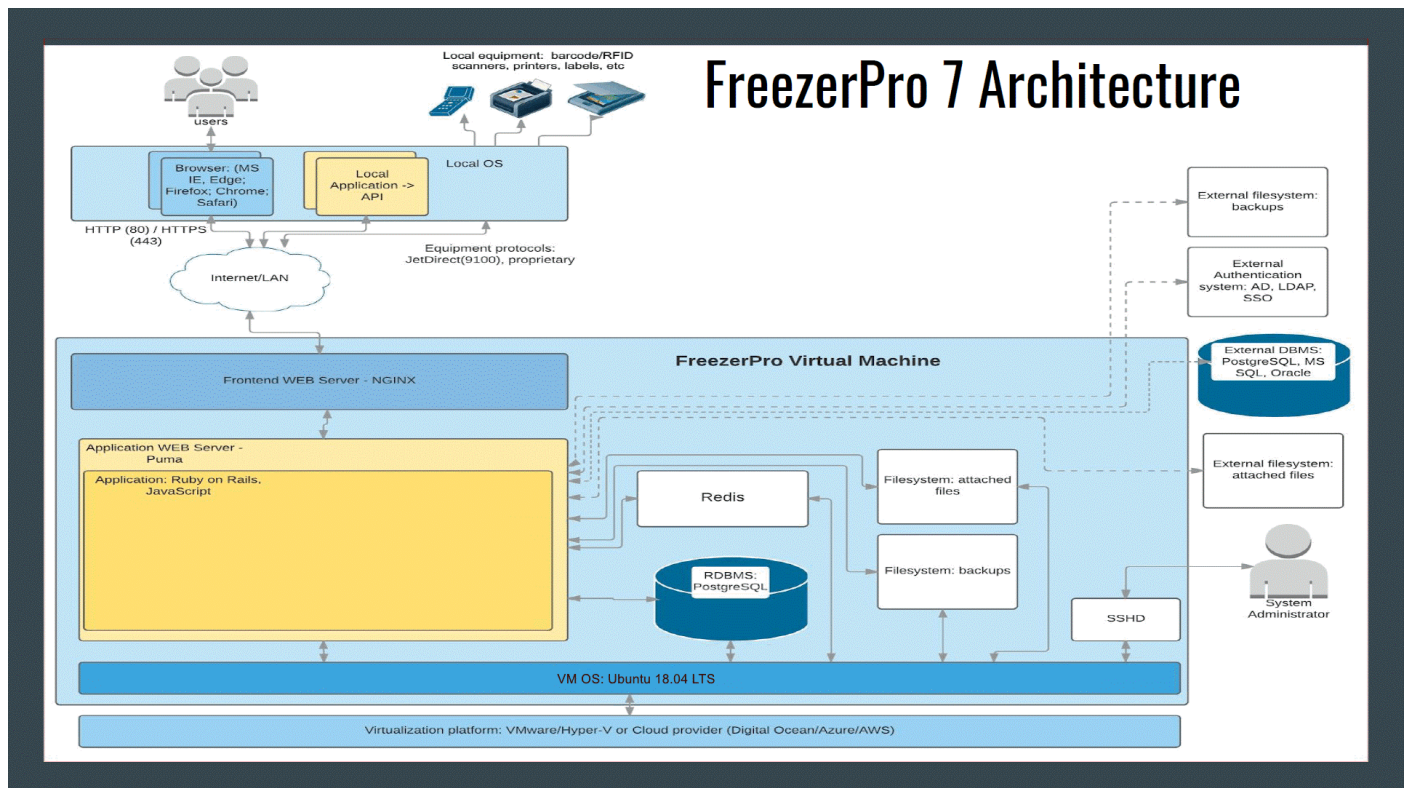
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**Q: What Is The Architecture Of The FreezerPro VM?**

**A:** The FreezerPro VM architecture is as follows. Major components include:

- ✔ Ubuntu Operating System
- ✔ Nginx front-end web server
- ✔ Ruby on rails application servers
- ✔ Redis memory cache
- ✔ Default postgres database



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