FASuite™
System Requirements and Compatibility
Version 20.1.x | September 2020

Software Compatibility

Databases

	Oracle 11g R2	Oracle 12c R1	Oracle 12c R2	Oracle 18	Oracle 19	MSSQL 2008 R2 SP3	MSSQL 2012 SP4	MSSQL 2014 SP2	MSSQL 2016 SP1	MSSQL 2017	MSSQL 2019
17.0.x	x	x				x	x	x	x		
18.0.x	x	x	x			x	x	x	x	x	
19.0.x	x	x	x			x	x	x	x	x	
19.1.x			x	x			x	x	x	x	x
20.0.x			x	x	x			x	x	x	x
20.1.x			x	x	x			x	x	x	x

Database Tier Network Protocol Support

All network protocols supported by Oracle SQL (.NET and/or MSSQL)

Database Tier Operating System Support

Any OS supported by Oracle or MS SQL Server.

Oracle Authentication Protocol

Authentication above version 11 is not supported. Add SQLNET.ALLOWED_LOGON_VERSION_SERVER = 11 to all server sqlnet.ora files.

Application Servers

	Application Servers				
	32-bit Windows 2008	64-bit Windows 2008 R2	64-bit Windows 2012 / 2012 R2	64-bit Windows 2016	64-bit Windows 2019
17.0.x	x	x	x	x	
18.0.x	x	x	x	x	
19.0.x			x	x	
19.1.x			x	x	x
20.0.x			x	x	x
20.1.x			x	x	x

	HTTP Servers		
	Microsoft IIS 8	**Microsoft IIS 8.5**	**Microsoft IIS 10**
17.0.x	x	x	x
18.0.x	x	x	x
19.0.x		x	x
19.1.x		x	x
20.0.x		x	x
20.1.x		x	x

Application Tier Network Protocol Support

All network protocols supported by Oracle SQL *Net and/or MSSQL*

Operating Systems & Browsers

Operating Systems

Supported for use of Graphical User Interface (GUI)

	64-bit Windows 8.1	64-bit Windows 10
17.0.x	x	x
18.0.x	x	x
19.0.x	x	x
19.1.x	x	x
20.0.x	x	x
20.1.x	x	x

Graphical User Interface Network Protocol Support

All network protocols supporting TCP/IP

Browser Versions

Supported for use of Web Modules on both Desktop and Tablet Operating Systems

	IE 11	Edge Chromium	Chrome
17.0.x	x		x
18.0.x	x		x
19.0.x	x		x
19.1.x	x	x	x
20.0.x	x	x	x
20.1.x	x*	x	x

Primary certifications performed in Windows-based desktop operating system environments. Other supported operating systems or platforms may have specific limitations per-device based on hardware or software.

Internet Explorer compatibility mode is not supported.

Firefox has known compatibility issues and is not recommended.

*Mapping is not supported if using IE11.

Security

TLS Protocols

The latest TLS protocols are recommended to ensure safety of data. Verify that secure software runs using TLS 1.2.

Single Sign-On Methods

	Integrated Windows Authentication	Central Authentication Service (CAS)	CA Site Minder / OpenID	Active Directory Federation Services (ADFS)	Shibboleth	Azure Active Directory (Azure AD)	LDAP Authentication
17.0.x	x	x	x	x	x	x*	
18.0.x	x	x	x	x	x	x	
19.0.x	x	x	x	x	x	x	x
19.1.x	x	x	x	x	x	x	x
20.0.x	x	x	x	x	x	x	x
20.1.x	x	x	x	x	x	x	x
* Azure Active Directory 17.0.6 and forward.							

Python

Python scripts are supported in a 32-bit installation of the application server and will not work if using the 64-bit application option available when installing. For anyone using Python scripts within the application, the application must be installed in 32-bit.

For more information on installing the 32- or 64-bit application, refer to the Application Installation – Installing and Enabling Access.

Reporting Servers

	Crystal Reports 2013 SP4	Crystal Reports 2013 SP9	Crystal Reports 2016 SP7
17.0.x	x		
18.0.x		x	
19.0.x		x	
19.1.x		x	
20.0.x			x
20.1.x			x

- To use the Reporting modules (both external and internal reporting) version 18 and forward, you must upgrade the Crystal Reports Runtime components to match the Crystal Reports server.

- **Important:** Two versions of Crystal cannot be installed side by side. Therefore, the Enterprise Asset Management software cannot be run on the same server box (or VM) concurrently with any other versions of this application.

Hardware Requirements

Server Specifications

The following tables highlight the server hardware specifications for a standard small, medium or large operation.

The size of your operation is based on the number of concurrent users, number of active assets, and other variables specific to your organization. The sizes defined below are based on active assets. For a specific sizing evaluation, contact a company representative familiar with your configuration.

Hardware Requirements – Small Operation 1 – 400 active assets / 10 concurrent users					
	CPU	Cores	RAM	Storage Space	Network Card
Application/Web Server	2.4GHz	Dual	8GB	100GB	1Gbps
Reporting Server					
Integration Server					
*The Application/Web, Reporting and, in some cases, the Integration Server are often combined onto one machine for smaller operations.					
Database Server	2.4GHz	Quad	32GB	100GB	1Gbps

Hardware Requirements – Medium Operation 400 – 2000 active assets / 10 – 100 concurrent users					
	CPU	Cores	RAM	Storage Space	Network Card
Application/Web Server	2.4GHz	Quad	16GB	100GB	1Gbps
Reporting Server	2.4GHz	Dual	8GB	50GB	1Gbps
Integration Server	2.4GHz	Dual	8GB	100GB	1Gbps
Database Server	2.4GHz	Quad	32GB	250GB	1Gbps

Hardware Requirements – Large Operation
2000+ active assets / 100+ concurrent users

	CPU	Cores	RAM	Storage Space	Network Card
Application/Web Server*	2.4GHz	Quad	32GB	250GB	1Gbps
Reporting Server	2.4GHz	Quad	8GB	100GB	1Gbps
Integration Server	2.4GHz	Quad	16GB	250GB	1Gbps
Database Server	2.4GHz	Dual-Quad	32GB	500GB	1Gbps

*Minimum of two servers with an installation of app and web on each.

If your organization has over 10,000 assets, please consult prior to purchase of hardware for recommendations based upon your expected usage.

Hardware

Workstation Recommendations

- Microsoft Windows Workstation (Laptop or Desktop) with supported Operating System and compatible/supported browser.

- Minimum Monitor Resolution 1024 x 768

- 10/100/1000 Mbps Ethernet NIC

Laser Wedge Scanners

- DataLogic Gryphon

- QuickScan I QM2400

- PS/2, AT and USB

Label Printers

- Intermec printers supporting the IPL programming language.

- All Zebra printers supporting the ZPL and EPL programming languages

Mapping and GIS Requirements

The following tables reflect supported providers for 17.0.5 and forward. Please note that prior to 17.0.5 Esri was the only tile provider supported and recommended for both web and mobile applications.

These services are not owned or maintained by AssetWorks, as such we cannot guarantee their performance or availability.

Tile Services

Map Tile Provider	Supported in Web	Mobile Connected	Mobile Disconnected	Licensing Requirements
Bing	x			Requires a Bing Maps Enterprise License (provides access to the required Bing Maps Enterprise Key) To obtain a license see Microsoft's Licensing Options page at: https://www.microsoft.com/en-us/maps/licensing For complete terms see: https://www.microsoft.com/en-us/maps/product/terms
Esri	x	x	x	ArcGIS Server – Standard or Advanced Edition (**not** Basic). Version 10.3 or above - up to 10.5.1 To obtain see: https://enterprise.arcgis.com/en/
Mapbox	x	x	x	Requires Service Key and Client ID.
OpenStreet Map (OSM) Test only. Not for use in production	x	x	x	Use of this free service must adhere to the provider's title policy which does **not** allow the usage of their service in a production environment.

🛑 The use of tile services that does not adhere to the provider's service usage policy is not supported. Organizations that use map services are expected to research and obtain any necessary licenses and to comply with all restrictions and limitations imposed by those services.

Geocoding Services

Geocoding Provider	Supported in Web	Mobile Connected	Mobile Disconnected	Licensing Requirements
Esri	x	x	x	ArcGIS Server – Standard or Advanced Edition (**not** Basic). Version 10.3 or above - up to 10.5.1 To obtain see: https://enterprise.arcgis.com/en/

End of Customer Support Notices

End of Support Date	Software Version
June 30, 2006	FleetFocus 5.3 and earlier (Including Fleet Management and FleetAnywhere, RailFocus, EquipmentFocus, LinearFocus) InfoCenter 1.2.x and earlier
Jan. 31, 2008	MobileFocus 3.x
June 30, 2008	MobileFocus 4.x
Dec. 31,2008	App 5.4.x – 5.6.x, InfoCenter 1.4.x and earlier
June 30, 2010	App 5.7.x
Dec. 31, 2010	FASuite App 5.8.x, InfoCenter 1.5.x
Dec. 31,2011	FASuite App 6.0.x, InfoCenter 1.6.x, MobileFocus 5.3
Dec. 31, 2012	FASuite App 6.1.x, InfoCenter 1.7.x
June 30, 2013	FASuite App 6.2.x, InfoCenter 1.8.x
Dec. 31, 2013	FASuite App 6.3.x, InfoCenter 1.9.x, MobileFocus 5.4
Dec. 31, 2014	FASuite App 6.4.x, InfoCenter 2.0.x
June 30, 2015	FASuite 12.0.x
Dec. 31, 2015	FASuite 12.1.x
June 30, 2016	FASuite 13.0.x
Dec. 31, 2016	FASuite 13.1.x
Dec. 31, 2017	FASuite 14.0.x
Dec. 31, 2018	FASuite 15.0.x
Sept. 1, 2019	FASuite 16.0.x
Dec. 31, 2020	FASuite 17.0.x, All MobileFocus Pocket PC Handheld Versions
Dec. 31, 2021	FASuite 18.0.x
June 30, 2022	FASuite 19.0.x
Dec. 31, 2022	FASuite 19.1.x
June 30, 2023	FASuite 20.0.x
September 30, 2023	FASuite 20.1.x

Product	No Longer Supported in Version:
Windows 2000 Server Oracle 8.1.5+ Oracle 9.x MSSQL 2000	FASuite 6.3 and greater
Crystal Reports XI	FASuite 6.4 and greater
Internet Explorer 6 MobileFocus 5.4	FASuite 12.0 and greater
Windows XP Windows Server 2003 Oracle 10g R2 MSSQL 2005 Internet Explorer 7 Crystal Reports 2008 800x600 GUI Resolution	FASuite 15.0 and greater
Internet Explorer 8 Windows Vista Windows 7	FASuite 16.0 and greater
Internet Explorer 9 Internet Explorer 10	FASuite 17.0 and greater
Crystal Reports 2013 SP4 Oracle 11g R1	FASuite 18.0 and greater
Oracle 11g R2, 12C R1 MSSQL 2008 R2 SP3	FASuite 19.1 and greater
Classic Purchasing (CENTRALLY or BY LOCATION) is now a legacy feature*	FASuite 21.0 and greater – A code will be required to continue use of certain legacy features
Internet Explorer 11	FASuite 21.1 and greater
*It is recommended to migrate away from legacy features, as support for these features will cease in a future version. Contact Customer Care for further information about migration options.	