

Macola 10.5.1 SUPPORTED PLATFORMS

Macola Supported Platforms

This document addresses the MINIMUM suggested requirements for deploying Macola 10.5.1. Due to multiple industry changes and rapid equipment obsolescence, we recommend that you seek the advice of a networking equipment specialist as well as a knowledgeable Microsoft license specialist before making purchase commitments.

Please refer to the information presented below as well as installation documentation for Macola 10.5.1 as a purchasing aid.

Please take into account that third party software products such as Microsoft Windows, Microsoft Office, and Microsoft SQL Server have their own system requirements that might be different from the system requirements of Macola 10.5.1. Moreover, note that Exact follows the Microsoft support life cycle policy. In this policy Microsoft provides guidelines for product support availability throughout a product life cycle.

For more information, see the Microsoft support life cycle policy on the Microsoft website.

Client/Workstation

Client/Workstation Operating System	Supported
Microsoft Windows 10 (Professional and Enterprise) ^{Note 7}	Yes
Microsoft Windows 8 and 8.1	Yes
Microsoft Windows 7 (Professional, Ultimate, and Enterprise)	Yes
Microsoft Windows 2012 R2 Remote Desktop Services	Yes
Microsoft Windows 2012 Remote Desktop Services	Yes
Microsoft Windows 2008 R2 Terminal Server	Yes
Microsoft Windows 2008 Terminal Server	Yes

Web Browsers

Web Browsers Supported	Supported
Microsoft Internet Explorer 9, 10, 11	Yes
Google Chrome (latest version recommended)	Yes
Mozilla Firefox (latest version recommended)	Yes
Apple Safari ^{Note 5}	Yes
Microsoft Edge	Yes

Only Microsoft Internet Explorer 11 is fully compatible with version 10.5's New Order Entry, Order Inquiry, Item Snapshot and WMS Directed Picking.

Mobile Apps

Mobile Apps	Supported
Compatibility: Requires iOS 7.0 or later. Compatible with iPhone, iPad, and iPod touch	Yes
Android version 4.0 "Ice cream sandwich" and later	Yes

Browser-based Mobile Access

For accessing Macola 10.5.1 new screens

iOS 10
Android 6.0 "Marshmallow"

Database Engines

Database Engine <small>Note 1, Note 2, Note 3, Note 6</small>	Supported
Microsoft SQL Server 2016 (Standard and Enterprise)	Yes
Microsoft SQL Server 2014 (Standard, Enterprise, and Business Intelligence)	Yes
Microsoft SQL Server 2012 (Standard, Enterprise, and Business Intelligence)	Yes
Microsoft SQL Server 2008 R2 (Standard and Enterprise) (New workspaces added with Macola 10.3 are compatible with SQL Server 2012 and higher only.)	Yes
Microsoft SQL Server 2008 (Standard and Enterprise)	No

Sizing of a Dedicated Database Server

Company Size	Database Size	Users	RAM	Cores (virtual)	Processors (physical)	Disk Speed
Small business	<20 GB	1 to 10	16 to 24GB	2 to 4	1 processor	10K
Medium business	20 to 75 GB	11 to 50	32 to 64GB	4 to 6	2 processors	10K
Large business	75 GB +	51+	64GB+	6 to 8	2 processors	15K

Server Operating Systems And Web Server

Server OS	Supported
Microsoft Windows Server 2012 R2 and IIS 8.5	Yes
Microsoft Windows Server 2012 and IIS 8.0	Yes
Microsoft Windows Server 2008 R2 and IIS 7.5 (Standard or Enterprise)	Yes
Microsoft Windows Server 2008 and IIS 7.0 (Standard or Enterprise)	Yes
Small Business Server 2008 Premium Add-on and 2011 Standard Edition (x64)	Yes

Additional Software Requirements

Additional Software	Supported
Microsoft Silverlight version 4.0 (minimum) on both clients and server	Yes
WCF Data Services 5.0 on web server	Yes
Microsoft .NET Framework 3.5 SP1	Yes
Microsoft .NET 4.0 full version on client and server (The Client Profile version is not sufficient)	Yes
Microsoft .NET Framework 4.5	Yes
Microsoft Message Queuing	Yes
Microsoft Exchange: 2007, 2010 sp2, 2013 sp1, and 2016 sp1, Microsoft Exchange Online	Yes
Microsoft Office: Office 2007, Office 2010, Office 2013, Office 2016, Microsoft Office 365 ProPlus (desktop installation)Note: Only Microsoft Office 32-bit, installed locally is supported.	Yes
Forecast Pro TRAC version 4.0 and 4.1	Yes
SAP Crystal 2013	Yes
SAP Crystal 2011 Service Pack 15 <small>Note 4</small>	Yes

Notes

Note 1: Running SQL Server as an instance is not supported for live business environments.

Note 2: Database disk space for the SQL Server database(s) is determined by transaction volume, setup options and data purging routines. Total disk space is affected by the use of a server for File and Print services as well as online backups. Careful monitoring of disk usage is recommended to prevent 'out of space' errors.

Note 3: In a network environment a Microsoft Active Directory (domain) needs to be present. The workstations, the SQL Server, and the Windows Terminal Server need to be part of the same active directory.

Note 4: If you want to modify EM10 Crystal Reports you must use Crystal 2011. If you want to create your own Crystal Reports or run old reports you created on an earlier version of Crystal, you can do that outside of Macola 10 using an earlier version of Crystal. Upgrading to Crystal 2011 is not 'technically' a requirement.

Note 5: Safari is not supported for launching the CORE ERP screens except the browser based screens.

Note 6: Developer edition is also supported in a development environment.

Note 7: Business Activity Monitoring (Exact Event Manager) cannot be installed on Windows 10.

Note 8: Based on Microsoft recommendations, the SQL Server should not be installed on a domain controller.

Virtualization and Clustering

Macola and Microsoft SQL server in a VMWare/HyperV virtual environment may be a configuration option for customers; however, any performance issues with SQL and Macola in a virtual environment or any issues with the virtual environment

itself are solely the responsibility of the customer and not the responsibility of Exact. We encourage those who are not comfortable with supporting SQL performance in a virtual environment to run the SQL server on a physical dedicated server, as opposed to a virtualized server.

Exact is aware of customers who successfully run SQL server and Macola in virtual environments. As a result, it is Exact's understanding, that if the virtual environment is configured, maintained, and supported by knowledgeable staff, then this setup may perform adequately. Microsoft supports SQL server in a virtual environment; refer to the Microsoft support policy on the Microsoft web site.

Windows Clustered Server configurations and Replication are not supported.

Terminal Server/RDS For Macola 10

The Terminal Server SHOULD NOT host the Microsoft SQL Server due to security and performance concerns. The Terminal Server SHOULD NOT host the Internet Information Server due to performance concerns. Macola 10 requires a primary network installation point from which each workstation is installed. The client cannot be run from this location.

Windows Terminal Servers require a certain amount of memory be set aside for the operating system leaving the rest for client sessions. It is recommended to leave 1 GB of memory for the Terminal Server to cover unexpected demands. When using Terminal Server with highly active client sessions it is recommended to set aside an additional 128 MB of memory for each client session.

Terminal Servers can be setup in groups to spread load over multiple servers. It is recommended to consult with a specialist before setting up a secondary Terminal to be certain it is warranted and configured properly.

Copyright ©2017 Exact Software North America, LLC.

All rights reserved. No part of this work may be reproduced, copied, adapted, or transmitted in any form or by any means without written permission from Exact Software North America, LLC.

Trademarks

Product names mentioned in this document may be trademarks or registered trademarks of their respective companies and are hereby acknowledged. All product names that are known to be trademarks or service marks have been appropriately capitalized.

Use of a name in this document is for identification purposes only, and should not be regarded as affecting the validity of any trademark or service mark, or as suggesting any affiliation between Exact Software North America, LLC., and the trademark proprietor.

Disclaimer

Statements in this document regarding Exact Software North America, LLC, the product and service capabilities of the company and the market for those products and services, future opportunities for the company, and any other statements about management's future expectations, beliefs, goals, plans or prospects constitute forward looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Any statements that are not statements of historical fact (including statements containing the words "believes", "plans", "anticipates", "expects", estimates, and similar expressions) should also be considered to be forward looking statements. There are a number of important factors that could cause actual results or events to differ materially from those indicated by such forward looking statements, including: the ability of Exact to successfully market, create and deliver the product and service offerings, the ability to retain partners and customers, and the other factors. Exact disclaims any intention or obligation to update any forward looking statements as a result of developments occurring after the date of this document.