

1 Support Platforms

The supported platforms for the KnowledgeSync Server are shown. These are installed by the end user:

- Windows Server 2012 R2, 2016, or 2019, Windows Workstation 8, 8.1 or 10 (A Server OS is recommended)
- Web server: IIS
- Database Server: Microsoft SQL Server 2012 SP1 or higher, 2014, 2016, or 2017 (Express, Standard, and Enterprise editions)
- Web Browser: Chrome (version 45 or higher), Microsoft Edge
- Clients (KnowledgeSync users) will access KnowledgeSync via a web browser from their workstations. Supported web browsers are Google Chrome (version 45 or higher) and Microsoft Edge.

These are installed by KnowledgeSync:

- Crystal Reports: Crystal Reports Runtime 13.0.20
- Node.js
- WinWrap Basic

2 IIS

The IIS components listed below satisfy the minimum requirements to run the KnowledgeSync web application. If other IIS components are enabled, they do not need to be removed.

<p>Web Server</p> <ul style="list-style-type: none"> • Common HTTP Features <ul style="list-style-type: none"> ○ Default Document ○ Static Content • Security <ul style="list-style-type: none"> ○ Request Filtering ○ Basic Authentication ○ Windows Authentication • Application Development <ul style="list-style-type: none"> ○ .NET Extensibility 4.6 ○ .NET Extensibility ○ ASP.NET 4.6 ○ ASP.NET ○ ISAPI Extensions ○ ISAPI Filters 	<p>Management Tools</p> <ul style="list-style-type: none"> • IIS Management Console • IIS 6 Management Compatibility <ul style="list-style-type: none"> ○ IIS 6 Metabase Compatibility • IIS Management Scripts and Tools • Management Service
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3 SQL Server

You must have access to Microsoft SQL Server on either your local computer, network, or hosted service.

If using a separate web server (machine hosting IIS) and application server (machine where KnowledgeSync service is installed), both must have the SQL Server Client installed.

4 Crystal Reports

KnowledgeSync V10 requires and will install Crystal Reports Runtime 13.0.20 to render Crystal Reports. However, if there is already an existing version of the Crystal Reports runtime on the machine, the KnowledgeSync installer will not prompt

to install version 13.0.20. This could cause issues generating reports through KnowledgeSync. Any newer Crystal Reports runtime versions (13.0.21 and higher) are not compatible. Some older Crystal Reports runtime versions will work. If an application on the server requires a newer Crystal Reports runtime, install KnowledgeSync on a separate server.

5 WinWrap

WinWrap is the scripting engine used by KnowledgeSync V10. This product uses WinWrap® Basic, Copyright 1993-2017 Polar Engineering, Inc., <http://www.winwrap.com/>.