

1. Software Compatibility

Databases

	Oracle 12c R2	Oracle 19c	MSSQL 2016	MSSQL 2017	MSSQL 2019	MSSQL 2022
22.x	x	x		x	x	x
23.x		x			x	x
24.x		x			x	x
25.x		x			x	x

- ✔ Both Trapeze EAM and the database vendor must support the database version to receive support.
- ✔ Oracle LTS - Database Long Term Support offers the highest level of stability and the longest length of error correction support. It is recommended to use LTS releases only. Refer to Oracle's [Schedule of Current Database Releases](#) for additional information.

Operating Systems

Servers and Workstations

	Windows 10	Windows 11	Windows 2016	Windows 2019	Windows 2022
22.x	x	x	x	x	x
23.x	x	x		x	x
24.x	x	x		x	x
25.x	x	x		x	x

-  Internet Information Services (IIS) 10 is the only supported version for all web applications.

Mobile

EAM Mobile runs on Windows, Android, and iOS operating systems.

Browsers

	Edge (Chromium)	Chrome
22.x	x	x
23.x	x	x
24.x	x	x
25.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.



Firefox has known compatibility issues and is not supported.

Security

TLS Protocols

The latest TLS protocols are recommended to ensure safety of data. Verify a minimum of TLS 1.2.

Single Sign-On Methods

	22.x	23.x	24.x	25.x
Active Directory Federation Services (ADFS)	X	X	X	X
CA Site Minder	X			
Central Authentication Service (CAS)	X			
Light-weight Active Directory Protocol (LDAP)	X	X	X	X
Microsoft Entra ID (Formerly Azure AD)	X	X	X	X
OpenID Connect (OIDC)	X	X	X	X
SAML 2.0	X			
Shibboleth	X			
Windows Authentication (WinAuth)	X	X	X	X

Reporting Servers

	Crystal Reports 2020 SP1	Crystal Reports 2020 SP4
22.x	X	
23.x	X	
24.x		X
25.x		X

- ❗ To use Reporting modules (external and internal), you must upgrade the Crystal Reports Runtime components to match the Crystal Reports server.
- ❗ Two versions of Crystal cannot be installed concurrently on the same machine.
- ❗ Crystal Reporting recommends using the “ODBC Driver 17 for SQL Server” driver for connecting to MSSQL databases. This ODBC connection is different from the connection used by the base EAM application. It is configured on the Reporting tab in the Web Modules Configurator.

2. Hardware Requirements

The following tables highlight server hardware specifications for various sized operations.

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 and concurrent users. Concurrent users in the EAM system is generally a better metric for size estimation. It is recommended to capture concurrent user usage during shift changes and mid-shift times.

For a specific sizing evaluation, contact an EAM representative familiar with your configuration.

- ✔ Network connectivity is required for communication between the various applications. Onboard hardware for networking is implied.

Small/Medium Operations

- Heavy Integration users may opt to put MAXQueue Integration Server on a separate machine with similar specifications.
- Uploaded files can be configured to be stored on an external drive.

Hardware Requirements – Small/Medium Operation			
1 – 2000 assets / 1-100 concurrent users			
EAM Component	CPU Speed & Cores	RAM	Storage
Application Server Web Modules Reporting Server MAXQueue Integration Server Data Services (API)	2.4 GHz & 4 Cores (2 threads per core)	32 GB	500 GB
Database	2.4 GHz & 4 Cores (2 threads per core)	32 GB	250 GB

Large Operations

- If your organization has over 10,000 assets, please consult EAM team prior to purchase of hardware for recommendations based upon your expected usage.
- Uploaded files can be configured to be stored on an external drive.
- Reporting Server can be installed on the MAXQueue Integration Server.
- Use a separate server for reporting if frequently running many reports.

Hardware Requirements – Large Operation 2000+ assets / 100+ concurrent users			
EAM Component	CPU Speed & Cores	RAM	Storage
Application Server Web Modules Reporting Server Data Services (API)	2.4 GHz & 4 Cores (2 threads per core)	32 GB	500 GB
MAXQueue Integration Server	2.4 GHz & 4 Cores (2 threads per core)	32 GB	250 GB
Database	2.4 GHz & 8 Cores (2 threads per core)	32 GB	500 GB

Hardware

Workstation Recommendations

- Supported Windows Operating System
- Minimum Monitor Resolution 1024 x 768

Peripherals (Optional)

- Barcode Scanners – USB or Bluetooth
- Label Printers
 - Intermec printers that support the IPL programming language.
 - All Zebra printers that support the ZPL and EPL programming languages.

3. Mapping and GIS Requirements

The following tables reflect currently supported providers. These services are not owned or maintained by Trapeze, so we cannot guarantee their performance or availability.

Tile Services

MapTile Provider	Supported in Web	Mobile Connected	Licensing Requirements
Bing	x	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	ArcGIS Server – Standard or Advanced Edition (not Basic). Version 10.3 or above To obtain see: https://enterprise.arcgis.com/en/
OpenStreetMap (OSM) Test only. Not for use in production	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 do not adhere to the provider's service usage policy is not supported.

Organizations that use map services must research and obtain any necessary licenses and comply with all restrictions and limitations imposed by those services.

Geocoding Services

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

4. End of Customer Support Notices

End of Support Date	Software Version
June 30, 2015	Trapeze EAM 12.0.x
Dec. 31, 2015	Trapeze EAM 12.1.x
June 30, 2016	Trapeze EAM 13.0.x
Dec. 31, 2016	Trapeze EAM 13.1.x
Dec. 31, 2017	Trapeze EAM 14.0.x
Dec. 31, 2018	Trapeze EAM 15.0.x
Dec. 31, 2019	Trapeze EAM 16.0.x
Dec. 31, 2020	Trapeze EAM 17.0.x All MobileFocus Pocket PC Handheld Versions
Dec. 31, 2021	Trapeze EAM 18.0.x
June 30, 2022	Trapeze EAM 19.0.x
Dec. 31, 2022	Trapeze EAM 19.1.x
Dec. 31, 2023	Trapeze EAM 20.x
Dec. 31, 2024	Trapeze EAM 21.x
Dec. 31, 2025	Trapeze EAM 22.x
Dec. 31, 2026	Trapeze EAM 23.x
Dec. 31, 2027	Trapeze EAM 24.x
Dec. 31, 2028	Trapeze EAM 25.x

Item	No Longer Supported in Version
Internet Explorer 8 Windows 7 Windows Vista	Trapeze EAM 16.0 and greater
Internet Explorer 9 Internet Explorer 10	Trapeze EAM 17.0 and greater
Crystal Reports 2013 SP4 Oracle 11g R1	Trapeze EAM 18.0 and greater
MSSQL 2008 R2 SP3 Oracle 11g R2, 12c R1	Trapeze EAM 19.1 and greater
Crystal Reports 2016 SP7	Trapeze EAM 20.x and greater
Classic Purchasing*	Trapeze 21.0 and greater
Internet Explorer 11 ActiveX	Trapeze 21.0 and greater
Crystal Reports 2016 SP9 MSSQL 2016, 2017 Oracle 12c R2 Windows Server 2012, 2016	Trapeze 22.0 and greater
32-bit App Server Python Scripting CatBase Documoto Classic (IPC) External Validation GUI* Query Report Generator Batch Processing* Automated Fuel System Processing* Izenda BI Migration Tool Windows 8.1	Trapeze 23.0 and greater
External Reporting* Service Request Management Page* Supervisor Portal*	Trapeze 24.0 and greater
* Legacy Feature: It is recommended to migrate away from legacy features as they will be removed in a future version. The feature may still be available but in a deprecated state.	