Epicor iScala System Requirements
iScala 3.5

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iScala 3.5
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Contents

iScala 3.5 System Requirements

The purpose of this section is to describe the supported and required software for iScala 3.5.

Epicor Software Corporation reserves the right to change the requirements listed in the present document to comply with changes in technology or the discontinuation of support from required software by copyright owners. If a software vendor decides to discontinue one of the products listed as supported software by Epicor, the software is automatically discontinued as an Epicor supported system. Software support is discontinued on the same date as the software vendor discontinues standard support for their standard retail product.

Note: Only English (US) versions of supported operating systems, RDMS and other third-party software are certified for use with iScala. Whilst Epicor believes that in most cases the use of other language versions is unlikely to cause compatibility issues Epicor is aware of some instances where other language versions create incompatibilities with each other and/or with the correct operation of Epicor software. Clients who elect to install other language versions of operating systems, RDMS and other third party should be aware that, in case issues are identified, than support under maintenance contracts may be restricted to resolving reported issues in English (US) environment.

Important:

No iScala installer (Server (x64), Client, CRM (x64), Advanced Payroll Standalone (x64), or Reporting Services Connector (x86/x64)) accepts installing on a computer having Service Connect Standalone's Client, Server x86 or Server x64 installed.

SC standalone and iScala shall not be installed on the same server at the same time, because this would lead to unpredictable behaviour of the resulting installation.

iScala includes its own version of Service Connect, and therefore there is no need to install SC Standalone over iScala installation.

Using Administration Console, it is possible to perform administrative tasks against both iScala and SC Standalone installations of corresponding versions.

Software Requirements

Server Operating Systems

The following server operating systems are supported:

- Microsoft Windows Server 2012 Standard Edition

- Microsoft Windows Server 2012 R2 Standard Edition

- Microsoft Windows Server 2016 Standard Edition

- Microsoft Windows Server 2019 Standard Edition

    Note: To ensure the correct functioning of the iScala system on Microsoft Windows Server 2019, install the Cumulative Update KB4495667 (May 3, 2019), or a subsequent Cumulative Update.

Note: A distributed SQL Server location is supported for company databases, as well as for the system database and for system services. The functionality is subject to iScala license. Only one installation of iScala 3.5 services is supported per server.

Required Server Software

The following programs must be installed on the server:

- Microsoft SQL Server 2012 SP3 Native Client. Appropriate installer (sqlncli.msi) for 64-bit operating systems is located within x64 subfolder near iScala server installer.

- Microsoft Internet Explorer 9, 10, or 11. Typical set of components.

- Microsoft XML Parser (MSXML) 6.0 SP1. Appropriate installer (msxml6_x64.msi) for 64-bit operating systems is located near iScala server installer.

- Microsoft .NET Framework 4.8. The iScala setup does not install Microsoft .NET Framework if it is not found on the system.

- SAP Crystal Reports runtime engine for .NET Framework, with Service Pack 30 (v.13.0.30.3805) both 32- and 64-bit versions. Appropriate installers (CRRuntime_32bit_13_0_30.msi and CRRuntime_64bit_13_0_30.msi) are located in the folder of iScala server installer.

    Note:

    KB2999226 is a prerequisite for Crystal Reports SP 30 installation.

    Manual installation of 64-bit SAP Crystal Reports runtime engine for .NET Framework with Service Pack 30 requires Microsoft Visual C++ 2015-1019 Redistributable (x64) version 14.27.29112 or later to be installed before it.

    This redistributable package can be installed by running **vcredist_x64.exe** located in the iScala server installer folder.

- Microsoft Report Viewer 2015 Runtime. Appropriate installer (ReportViewer.msi) is located near iScala server installer.

- Microsoft VBA 7.1. Appropriate installers (Vba71.msi and Vba71_1033.msi; both are required) is located near iScala server installer.

- Microsoft System CLR Types for SQL Server 2014. Appropriate installer (SQLSysClrTypes.msi) is located near iScala server installer.

- Microsoft WSE 2.0 SP3 Runtime. Appropriate installer (Microsoft WSE 2.0 SP3 Runtime.msi) is located near iScala server installer.

- Microsoft Data Access components.

- Microsoft Access Database Engine 2016 Redistributable (32-bit) or Microsoft Access 2013 Runtime (32-bit) - optional for import of Excel files in iScala client running on the server. iScala does not install this package automatically.

    Note: For more information, refer to the **Installation of 32-bit ACE OLEDB Provider** section.

- Universal C Runtime (CRT) in Windows. Appropriate installer (vcredist_x64.exe) for 64-bit operating systems is located near iScala server installer.

    Note: In order to manually install Universal C Runtime by using the above installers, run the corresponding installer and either select to install the runtime (if installer indicates that it is not installed yet) or perform a repair (if installer indicates that it is installed already).

iScala Server installer installs all required prerequisites when not in silent mode (except for .NET framework).

Note: Third-party redistributables are not removed when iScala is uninstalled.

Logistics and Stock Database Management Systems (DBMS)

The following database management systems are supported:

- Microsoft SQL Server 2012 Standard Edition SP4
- Microsoft SQL Server 2012 Enterprise Edition SP4
- Microsoft SQL Server 2012 Business Intelligence Edition SP4
- Microsoft SQL Server 2014 Standard Edition SP3
- Microsoft SQL Server 2014 Enterprise Edition SP3
- Microsoft SQL Server 2014 Business Intelligence Edition SP3
- Microsoft SQL Server 2016 Standard Edition SP2
- Microsoft SQL Server 2016 Enterprise Edition SP2
- Microsoft SQL Server 2017 Standard Edition
- Microsoft SQL Server 2017 Enterprise Edition
- Microsoft SQL Server 2019 Standard Edition
- Microsoft SQL Server 2019 Enterprise Edition

Note: Requirements for enabling Change Data Capture in Microsoft SQL Server:

- MS SQL 2012 – Enterprise Edition
- MS SQL 2014 – Enterprise Edition
- MS SQL 2016 SP1 or later – Standard Edition or Enterprise Edition
- MS SQL 2017 – Standard Edition or Enterprise Edition
  To avoid problems with Change Data Capture in MS SQL 2017, refer to https://support.microsoft.com/en-us/help/4073684/fix-change-data-capture-doesn-t-work-in-sql-server-2017.

- MS SQL 2019 – Standard Edition or Enterprise Edition.

Note:

iScala system, company, and audit databases should be hosted on a version of MS SQL server supported by iScala, and their compatibility level should be no less than the one of the lowest supported MS SQL server version.

For instructions on how to determine the MS SQL server version, please refer to article How to determine the version, edition and update level of SQL Server and its components.

For instructions on how to determine and change the compatibility level of a database in MS SQL Server, please refer to article View or Change the Compatibility Level of a Database.

It is recommended to set the compatibility level of the database to the one matching its hosting MS SQL server.

Important: If Unicode is not licensed, the input data is restricted to the set of characters corresponding to the ANSI codepage associated with the collation set for the company database. Characters not conforming to the requirement are replaced with question mark. (This limitation is not applicable if a Unicode license is available).

SQL Server Reporting Services (SSRS)

Starting from the iScala version 3.3 the iScala Reporting Platform is introduced with the **Epicor iScala SSRS Extension** which is used as a data source in the reports.

The **iScala Reporting Platform** requirements:

- SSRS 2016, SSRS 2017 and SSRS 2019.
- Visual Studio 2013, 2015, 2017, and 2019.

Legacy SSRS support is also available for the earlier versions of SSRS that correspond to the mentioned SQL versions in the **Database Management Systems (DBMS)** section.

- When editing SSRS reports by using Visual Studio 2010/Visual Studio 2012, iScala data processing extension may not be properly recognized by Visual Studio, and you may see the error that selected data extension is not installed or cannot be loaded when creating the report, attempting to load it for editing or trying to preview it. In such a case, applying the workaround described in KB2750044 allows to resolve the problem.

- If the same problem arises when editing SSRS reports by using Visual Studio 2013, check **PreviewProcessingService.exe.config** by default located at **C:\Program Files (x86)\Microsoft Visual Studio 12.0\Common7\IDE\PrivateAssemblies**.

The problem occurs because iScala products reference Microsoft.ReportingServices.Interfaces v. 9.0.242.0 and there is no redirection to the ones shipped with SSDT BI for Visual Studio 2013.

To resolve the problem, add the following lines to **PreviewProcessingService.exe.config**:

```
<dependentAssembly>
<assemblyIdentity name="Microsoft.ReportingServices.Interfaces"
publicKeyToken="89845dcd8080cc91" culture="neutral"/>
<bindingRedirect oldVersion="9.0.242.0-11.0.0.0" newVersion="12.0.0.0"/>
</dependentAssembly>
```

- If the same problem arises when editing SSRS reports by using Visual Studio 2015 with installed SQL Server Data Tools for Visual Studio 2015, check that binding for **Microsoft.ReportingServices.Interfaces** assembly exists in both **devenv.exe.config** and **PreviewProcessingService.exe.config** redirecting references from old version of this assembly to version **13.0.0.0** actually shipped with SQL Server Data Tools for Visual Studio 2015.

Make sure that binding redirection is specified like follows in both configuration files:

```
<dependentAssembly>
<assemblyIdentity name="Microsoft.ReportingServices.Interfaces"
publicKeyToken="89845dcd8080cc91" culture="neutral" />
<bindingRedirect oldVersion="9.0.242.0-12.0.0.0" newVersion="13.0.0.0"/>
</dependentAssembly>
```

devenv.exe.config is by default located at **<C:\Program Files (x86)\Microsoft Visual Studio 14.0\Common7\IDE\>**. **<PreviewProcessingService.exe.config>** is by default located at **<C:\Program Files (x86)\Microsoft Visual Studio 14.0\Common7\IDE\PrivateAssemblies\>**.

- If the same problem arises when editing SSRS reports by using Visual Studio 2017 with installed SQL Server Data Tools for Visual Studio 2017, check that binding for **Microsoft.ReportingServices.Interfaces** assembly exists in both **devenv.exe.config** and **PreviewProcessingService.exe.config** redirecting references from old version of this assembly to version **15.0.0.0** actually shipped with SQL Server Data Tools for Visual Studio 2017.

Note: You must update the configuration file according to your current **Microsoft.ReportingServices.Interfaces.dll** assembly version: **15.0.0.0**, **15.1.0.0** or **15.2.0.0**.

Make sure that binding redirection is specified like follows in both configuration files:

```
<dependentAssembly>
<assemblyIdentity name="Microsoft.ReportingServices.Interfaces"
publicKeyToken="89845dcd8080cc91" culture="neutral" />
<bindingRedirect oldVersion="9.0.242.0-15.0.0.0" newVersion="15.0.0.0"/>
</dependentAssembly>
```

devenv.exe.config is by default located at **<C:\Program Files (x86)\Microsoft Visual Studio 2017\SQL\Common7\IDE\>**. **<PreviewProcessingService.exe.config>** is by default located at **<C:\Program Files (x86)\Microsoft Visual Studio 2017\SQL\Common7\IDE\PrivateAssemblies\>**.

• If the same problem arises when editing SSRS reports by using Visual Studio 2019 with installed SQL Server Data Tools for Visual Studio 2019, check that binding for **Microsoft.ReportingServices.Interfaces** assembly exists in both **devenv.exe.config** and **PreviewProcessingService.exe.config** redirecting references from old version of this assembly to version **2019.x.0.0** or **2020.x.0.0** actually shipped with SQL Server Data Tools for Visual Studio 2019.

Note: You must update the configuration file according to your current **Microsoft.ReportingServices.Interfaces.dll** assembly version.

Make sure that binding redirection is specified like follows in both configuration files, e.g.:

```
<dependentAssembly>
<assemblyIdentity name="Microsoft.ReportingServices.Interfaces"
publicKeyToken="89845dcd8080cc91" culture="neutral" />
<bindingRedirect oldVersion="9.0.242.0-15.0.0.0"
newVersion="2020.5.0.0"/>
</dependentAssembly>
```

devenv.exe.config is by default located at **< C:\Program Files (x86)\Microsoft Visual Studio\2019\<INSTANCE_NAME>\Common7\IDE\>**. **PreviewProcessingService.exe.config** is by default located at **<C:\Program Files (x86)\Microsoft Visual Studio\2019\<INSTANCE_NAME>\Common7\IDE\CommonExtensions\Microsoft\SSRS\>**.

Workstation Software

Workstation Operating Systems

The following workstation operating systems are supported:

- Microsoft Windows 8.1 (Professional, Enterprise)

- Microsoft Windows 10 (Professional, Enterprise) version 1507 (RTM), version 1607, version 1703, version 1809, version 2004, version 20H2.

   Note: To ensure the correct functioning of the iScala system on Windows 10 1809, install the Cumulative Update KB4495667 (May 3, 2019), or a subsequent Cumulative Update.

Required Workstation Software

The following software must be installed on the workstation:

- Microsoft Internet Explorer 9, 10, or 11. Typical set of components.

- Microsoft SQL Server 2012 SP3 Native Client. Appropriate installers (sqlncli.msi) for 32 and 64 bit operating systems are located within x86 and x64 subfolders near iScala client installer.

- Microsoft XML Parser (MSXML) 6.0 SP1. Appropriate installers for 32 (msxml6.msi) and 64 (msxml6_x64.msi) bit operating systems are located near iScala client installer.

- Microsoft .NET Framework 4.8. The iScala setup does not install Microsoft .NET Framework if it is not found on the system.

- SAP Crystal Reports runtime engine for .NET Framework, with Service Pack 30 (v.13.0.30.3805) 32-bit version. Appropriate installer (CRRuntime_32bit_13_0_30.msi) is located in the folder of iScala client installer.

  Note: KB2999226 is a prerequisite for Crystal Reports SP 30 installation.

- Microsoft VBA 7.1. Appropriate installers (Vba71.msi and Vba71_1033.msi; both are required) is located near iScala client installer.

- Microsoft System CLR Types for SQL Server 2014. Appropriate installer (SQLSysClrTypes.msi) is located near iScala client installer.

- Microsoft Data Access components.

- Microsoft Access Database Engine 2016 Redistributable (32-bit) or Microsoft Access 2013 Runtime (32-bit) - optional for import of Excel files in iScala client running on the server. iScala does not install this package automatically.

  Note: For more information, refer to the **Installation of 32-bit ACE OLEDB Provider** section.

- Universal C Runtime (CRT) in Windows. Appropriate installer for 32 (vcredist_x86.exe) bit operating system is located near iScala client installer.

  Note: In order to manually install Universal C Runtime by using the above installer, run it and either select to install the runtime (if installer indicates that it is not installed yet) or perform a repair (if installer indicates that it is installed already).

iScala Client installer installs all required prerequisites when not in silent mode (except for .NET framework).

Note: Third-party redistributables are not removed when iScala is uninstalled.

Remote Windows Solution

Additional requirements for Server Software

Server Operating Systems

For remote operations, the following server operating systems are supported:

- Microsoft Windows Server 2012

- Microsoft Windows Server 2012 R2

- Microsoft Windows Server 2016

- Microsoft Windows Server 2019

- Citrix XenApp™ 7.15

- Citrix Virtual Apps and Desktops 7 1912 LTSR

If Unicode is not licensed, the default regional settings on the server for remote operations must be set to the same code page as the ANSI code page of the database. (This limitation is not applicable if a Unicode license is available).

Advanced Payroll

Additional requirements for Server Software

Required Server Software

The following programs must be installed in addition:

- Microsoft Internet Information Services (IIS) (ASP is required, SMTP is optional).

- Microsoft SQL Server Analysis Services in Multidimensional mode compatible with Microsoft SQL Server version in use (Optional for Advanced Payroll (budgeting))

- Microsoft SQL Server 2012 SP3 Native Client. iScala setup installs appropriate package if it is not found on the system.

- Microsoft .NET Framework 4.8 (with ASP.NET) (unless otherwise stated when a new service pack is released). The iScala setup does not install the package if it is not found on the system.

- SSRS server with installed iScala connectors (for details, see **iScala Help - Advanced Payroll - HRM Architecture and Configuration - Configuring Advanced Payroll Components - SSRS Reports Configuration**)

- Universal C Runtime (CRT) in Windows. Depending on the product version, the appropriate installer either for 32 (vcredist_x86.exe) or 64 (vcredist_x64.exe) bit operating system is located near Advanced Payroll installer.

  Note: In order to manually install Universal C Runtime by using one of the above installers, run the installer and either select to install the runtime (if installer indicates that it is not installed yet) or perform a repair (if installer indicates that it is installed already).

- SAP Crystal Reports runtime engine for .NET Framework, with Service Pack 30 (v.13.0.30.3805) 64-bit version, (optional).

  Note:

  KB2999226 is a prerequisite for Crystal Reports SP 30 installation.

  Manual installation of 64-bit SAP Crystal Reports runtime engine for .NET Framework with Service Pack 30 requires Microsoft Visual C++ 2015-1019 Redistributable (x64) version 14.27.29112 or later to be installed before it.

  This redistributable package can be installed by running **vcredist_x64.exe** located in the iScala server or Advanced Payroll installer folder.

If you are planning to use OLAP with Advanced Payroll, the following components must be installed:

- ADOMD .NET from the Microsoft® SQL Server® 2016 Feature Pack.

- Microsoft® SQL Server® 2016 Analysis Management Objects. You can download it from Microsoft SQL Server 2016 Feature Pack set.

- Microsoft Office 2003 Web Components Service Pack 1.

If you are planning to use .NET plug-ins in wage types or Server-Side ASP Script-Based Reports, one of the following development tools must be installed:

- Microsoft Visual Studio 2012 Express Edition

- Microsoft Visual Studio 2012 Professional Edition

- Microsoft Visual Studio 2012 Premium Edition

- Microsoft Visual Studio 2012 Ultimate Edition

- Microsoft Visual Studio 2013 Express Edition

- Microsoft Visual Studio 2013 Professional Edition

- Microsoft Visual Studio 2013 Premium Edition

- Microsoft Visual Studio 2013 Ultimate Edition

- Microsoft Visual Studio 2015 Community Edition

- Microsoft Visual Studio 2015 Professional Edition

- Microsoft Visual Studio 2015 Enterprise Edition

- Microsoft Visual Studio 2017 Community Edition

- Microsoft Visual Studio 2017 Professional Edition

- Microsoft Visual Studio 2017 Enterprise Edition

Note:

After installing the listed packages, restart COM+ (MSDTC, WebPA.NET Application) and IIS services.

Configure HTTP Access to SQL Server Analysis Services (http://technet.microsoft.com/en-us/library/gg492140.aspx).

Required Client Software

If you are planning to use OLAP with Advanced Payroll, the following components must be installed:

- Microsoft® Analysis Services OLE DB Provider for Microsoft® SQL Server® 2016. You can download it from Microsoft® SQL Server® 2016 Feature Pack Feature Pack set.
- Microsoft Office 2003 Web Components Service Pack 1.

If you are planning to design SSRS reports:

- SQL Server Data Tools - Business Intelligence for Visual Studio 2012/2013/2015.

Supported Workstation Software

One of the following software components must be installed on the workstation:

- Microsoft Internet Explorer 11.

Epicor iScala CRM Server Integration

Additional requirements for [Server Software](#)

Required Server Software for Microsoft Dynamics 365 Server v9.0 (on-premises) Update 0.14

The following components must be installed in addition:

- Microsoft Dynamics 365 Server, v9.0 (on-premises) Update 0.14.
- Not all Rollups and Service Packs for Microsoft Dynamics CRM are supported by Epicor iScala CRM Server Integration. New supported Rollups and Service Packs are released with the new iScala HF.
- Microsoft SQL Server Native Client. iScala setup installs appropriate package if it is not found on the system.
- Microsoft .NET Framework 4.8 (with ASP.NET). The iScala setup does not install the package if it is not found on the system.

Required Workstation Software for Microsoft Dynamics 365 Server, v9.0 (on-premises) Update 0.14

- Internet Explorer 10 and 11.
- Google Chrome
- Microsoft Dynamics CRM 365 for Microsoft Office Outlook.

Service Connect

Additional requirements for [Server Software](#)

Required Server Software

The following programs are required to be installed in addition:

- Microsoft Internet Information Services (IIS) (Common files and WWW Service are required, SMTP and FTP are optional)

- Microsoft Message Queuing Services (MSMQ) 2.0 (optional)

- IBM WebSphere MQ Server or Client 5.1, 6.0, 7.0, or 8.0 (optional) (English version only)

- SonicMQ v7.6 CSharp Client for Windows (optional)

- Windows Service Bus 1.0, Windows Service Bus 1.1 (optional)

- Microsoft .NET Framework 4.8 must be installed. The iScala setup does not install the package if it is not found on the system.

- Microsoft Web Services Enhancements (WSE) (optional). Install WSE manually if you want to use Epicor 9 WSE and other WSE references. The required package enabling WSE support in .NET Framework (Microsoft WSE 2.0 SP3 Runtime.msi) is located in the folder of iScala server installer.

- Microsoft Internet Explorer 7.0, 8.0, 9.0, 10, or 11. Typical set of components.

- 32-bit or 64-bit Microsoft Access 2013 Runtime, or 32-bit or 64-bit Microsoft Access Database Engine 2016 Redistributable - optional for import and creation of modern Excel file formats (*.xlsx, *.xlsm, *.xlsb) files by input and output channel conversion plugin Excel2Xml.

  Note: For more information, refer to the **Installation of 32-bit ACE OLEDB Provider** section.

Hardware Requirements

The purpose of this section is to describe the recommended hardware for iScala 3.5.

Any configuration that does not meet the hardware requirements outlined below is not supported unless approved by a local Epicor representative.

For more information about hardware requirements or to get customized requirements for the size of your installation, please contact your local Epicor representative.

Note:

All the requirements are created with the assumption that iScala is the only application running on the computer. More powerful hardware is required to run other applications on the same computer.

Hardware requirements are subject to change due to changes in the product and technology.

Server Hardware

Hardware Requirements for Communities of up to 25 users

We recommend having dedicated servers for the iScala application and Microsoft SQL Server.

- Intel Xeon starting from 2.2 GHz or better, with Turbo Boost, 4 cores total (if SQL server is installed separately), or 8 cores total (if SQL server is installed on the same server), or more.

- 8 GB RAM or more.

- Hardware RAID-5, or RAID 1, or RAID 10 for OS, DBMS and iScala binaries (5 GB for iScala installation).

- Hardware RAID-5, or RAID 10 for iScala databases (at least 1GB for the initial installation).

- Gigabit network connection

Hardware Requirements for Communities of 25…250 users

We strongly recommend having dedicated servers for the iScala application and Microsoft SQL Server.

iScala Server:

- Intel Xeon 2.6 GHz or better, with Turbo Boost, 8 cores total or more.

- 16 GB RAM or more.

- Hardware RAID-5, or RAID 1, or RAID 10 for OS and iScala binaries (5 GB for iScala installation).

- Gigabit network connection.

SQL Server:

- Intel Xeon 2.5 GHz or better, 8 cores or more.

- 16 GB RAM or more.

- Hardware RAID-5, or RAID 1, or RAID 10 for OS, DBMS.

- Hardware RAID-5, or RAID 10 for iScala databases (at least 1GB for the initial installation).

- Gigabit network connection.

Hardware Requirements for Communities of 250…1000 users

Dedicated servers for the iScala application and Microsoft SQL Server to support such load are necessary.

iScala Server:

- Intel Xeon 2.8 GHz or better, with Turbo Boost, 20 cores total or more.
- 64 GB RAM or more.
- Hardware RAID-5, or RAID 1, or RAID 10 for OS and iScala binaries (5 GB for iScala installation).
- Gigabit network connection.

SQL Server:

- Intel Xeon 2.5 GHz or better, 8 cores per each 250 users or more.
- 64 GB RAM or more.
- Hardware RAID-5, or RAID 1, or RAID 10 for OS, DBMS.
- Hardware RAID-5, or RAID 10 for iScala databases (at least 1GB for the initial installation).
- Gigabit network connection.

Optionally, consider installing a dedicated SQL Server on iScala server to host iScala System Database.

Hardware Requirements for Remote Operations of up to 20 users

We strongly recommend the use of a dedicated server for remote operations (Remote Desktop Services or Citrix XenApp Server).

- Intel Xeon 2.6 GHz or better, 1 physical core per each five users.

- 1 GB RAM per 10 concurrent users plus 2 GB RAM for OS.

- 3 GB RAM for the iScala client installation.

- Gigabit network connection.

Workstation Hardware

Recommended configuration:

- Intel Core i3 or i5, 2.4 GHz or faster.

- 3 GB RAM for the iScala client installation.

- Fast video card in 1024x768 resolution hi-color.

- 100 Mb network connection.

Advanced Payroll

We recommend using the following hardware for the following Advanced Payroll configurations:

Calculation of up to 4,000 employees, Support of up to 10 heavy Advanced Payroll users, Support of up to 200 light Advanced Payroll users

iScala Advanced Payroll server:
Intel Xeon starting from 2.6 GHz or better
8 GB RAM or more
Hardware RAID 1, or RAID 10
100 Mb network connection

Calculation of up to 10,000 employees, Support of up to 20 heavy Advanced Payroll users, Support of up to 500 light Advanced Payroll users

iScala Advanced Payroll server:
Intel Xeon starting from 2.8 GHz or better
16 GB RAM or more
Hardware RAID 5, or RAID 1, or RAID 10
100 Mb network connection.

Service Connect

The Server Hardware Requirements are the same as [Server Hardware](#).

Warning:

Please ensure that the Service Connect works with the same database as the Windows Solution, acting as an additional virtual user.

The processing of XML messages, due to the multithreading capabilities of this product, may result in an additional load on the Server, equivalent to a number of concurrent users working with the system. This number can vary from 1 to 50 depending on the message load.

Installation Notes

See the **Installation and Upgrade Instructions** and **Advanced Payroll Standalone Module Installation Guide** documents in the **Release Documents** folder.

Removal of Scala Shared State Objects COM+ application

Scala Shared State Objects COM+ application is removed in iScala 3.3. The components which were previously located in Scala Shared State Objects are now present in Scala Database Components and Scala Business components COM+ applications.

Database Collation

If in iScala Enterprise Server installation companies are distributed among several databases, all the databases have to have the same *collation* value.

x86 vs x64 Installation

Starting from iScala 3.3, server installer is only available for installation on 64-bit operating systems, thus only x64 installation is available.

For versions of iScala from which in-place upgrade (one not requiring previous version to be removed first) is supported, if 32-bit older version of iScala was installed on a 64-bit operating system, it is possible to perform an in-place upgrade of older x86 installation to a new x64 installation. During in-place upgrade, relevant file locations are updated to the layout of x64 installation, for instance if older version of iScala was installed in default location, relevant files are relocated from under **C:\Program Files (x86)\Epicor** to **C:\Program Files\Epicor**. Such actions are not necessary (and are not performed) if older version of iScala was installed in a custom folder.

If 32-bit older version of iScala was installed on a 32-bit operating system, install iScala Server x64 on a 64-bit operating system (optionally using the system database from older installation) and move customized files over to the new installation.

Installation of 32-bit ACE OLEDB Provider

The iScala Client requires 32-bit OLEDB provider (Microsoft.ACE.OLEDB.12.0) to be installed to process Microsoft Excel files (*.xls, *.xlsx, *.xlsm, *.xlsb).

Support of modern Excel file formats (*.xlsx, *.xlsm, *.xlsb) in Service Connect input and output channels by default also requires the same 32-bit provider to be installed on iScala Server. Alternatively for Service Connect, if 64-bit OLEDB provider is installed on the server, it is possible to switch Service Connect to use that provider by changing the **LaunchMode** setting in **<iScala Installation Folder>\System\Services\DES\Converters\excel2xml.cfg** to **"out-of-proc64"**.

Depending on whether Microsoft Office is installed, its version, type of the Office installation and its platform, different approaches have to be used to install the provider.

Microsoft Office may be installed using:

- Standard Windows Installer package (MSI)
- Click-to-Run package (C2R).

If you are not sure which type of installer was used, please refer to the following article describing how to determine the installer type https://blogs.technet.microsoft.com/office_integration_sharepoint/2016/06/23/determining-your-office-version-msi-vs-c2r/.

The C2R installation package does not expose the OLEDB provider for use by regular programs, therefore you must install the 32-bit provider.

You may have the 32-bit or 64-bit Microsoft Office package installed. Depending on which one you have, the approach may vary. To check the platform of the Office package: run any Office program (Word, Excel, PowerPoint, Access), open an empty document in it, click **File**, select **Account**, and click **About** <Office Program>.

The 32-bit Windows Installer (MSI) package installs the necessary 32-bit OLEDB providers for use by other programs. The 64-bit installation package installs 64-bit providers only, thus, for iScala you must install the 32-bit provider.

No Office installed	MS Office 2016		Office Click-to-Run 32- or 64-bit	MS Office 2010/2013, MSI	
	MSI, 32-bit	MSI, 64-bit		MSI, 32-bit	MSI, 64-bit
Install the Microsoft Access Database Engine 2016 Redistributable, 32-bit.	Nothing to install. The 32-bit OLEDB provider is installed by the MS Office 2016 MSI 32-bit.	Install the Microsoft Access 2013 Runtime, 32-bit.	Install the necessary redistributable.	Nothing to install. The 32-bit OLEDB provider is installed by the MS Office MSI 32-bit	Install the Microsoft Access Database Engine 2016 Redistributable, 32-bit, or the Microsoft Access 2013 Runtime, 32-bit.

Microsoft Access Database Engine 2016 Redistributable 32-bit

Download and install the Microsoft Access Database Engine 2016 Redistributable, 32-bit, from https://www.microsoft.com/en-us/download/details.aspx?id=54920.

Microsoft Access 2013 Runtime 32-bit

Download and install the Microsoft Access 2013 Runtime, 32-bit, from http://www.microsoft.com/en-us/download/details.aspx?id=39358.

Installation of OLEDB providers in presence of Office Click-to-Run installation

Follow the recommendations provided in the "ODBC or Microsoft.ACE.OLEDB.12.0 OLEDB provider connections that will be used outside of Office" section.

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