




CygNet v9.7 System Requirements

Release Date: April 3, 2023

Revisions: 1 - July 31, 2023; 2 - November 15, 2024

This document describes the system requirements and compatibilities for all currently supported CygNet Software versions and component applications.

For instructions on updating your host, refer to the  [CygNet v9.7 Upgrade Procedure](#) for more information.

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Revision History

The following revisions have been made to the CygNet v9.7 System Requirements on July 31, 2023, in the [CygNet Measurement Software Requirements](#) section.

- Added the number of supported FMS Nodes per server.
- Clarified the 1:1 relationship between an FMS Service and SQL server, as previously stated in the CygNet Help.

The following revision has been made to the CygNet v9.7 System Requirements on November 15, 2024, in the [CygNet Measurement Software Requirements](#) section.

- Added language to clarify the requirement for distinct host machines for Microsoft SQL Server and the FMS Service for CygNet Measurement, as previously stated in the CygNet Help.

Product Lifecycle

For more information on the lifecycle of CygNet components, refer to the **CygNet Software Product Lifecycle Matrices** on the [Software Support portal](#) (login required) under **CygNet Software > Maintenance & Support Info**.

CygNet Lifecycle Notice

CygNet Software follows a fixed product lifecycle policy and offers three years of support (two years of mainstream support followed by one year of limited support). Contact your Weatherford Account Manager or CygNet Sales (via email at [CygNet Sales](#)) for more information about your support options.

The following table lists the release and support dates for the currently supported versions of CygNet Software.

| CygNet Version | Release Date | Limited Support Begins | Limited Support Ends (End of Life) |
|----------------|------------------|------------------------|------------------------------------|
| 9.7 | April 3, 2023 | March 27, 2025 | March 27, 2026 |
| 9.6 | March 2, 2022 | March 2, 2024 | March 2, 2025 |
| 9.5 | February 5, 2021 | February 5, 2023 | February 5, 2024 |

The following CygNet versions have reached lifecycle milestones with the release of CygNet v9.7:

- **CygNet v9.6** will enter Limited Support on March 2, 2024, and will reach its End of Life on March 2, 2025.
- **CygNet v9.5** entered Limited Support on February 5, 2023, and will reach its End of Life on February 5, 2024.

The following CygNet components have reached lifecycle milestones with the release of CygNet v9.7:

- **CygNet v9.4 Online Help** will enter Limited Support with the release of CygNet v9.7. It will reach its **End of Life** with the release of v9.8 and will be removed from the documentation website. See the note [here](#).
- **CygNet Web** will enter Limited Support with the release of CygNet v9.7 and will reach its End of Life with the release of v9.8. See the note [here](#).

The following Windows operating systems are no longer supported with the release of CygNet v9.7:

- **Windows 8.1**

Refer to the [Microsoft Lifecycle Policy](#) for information about Windows operating system support.

Upgrade Assistance

Upgrade assistance is provided through prepaid professional service hours provided with your annual services subscription or through time-and-materials consulting services. If you need assistance in planning, upgrading, or deploying this release, please contact CygNet Support for more information about these options. Contact CygNet Support at the [Software Support portal](#) (login required), via phone at 1-866-4CYGNET (1-866-429-4638), or via email at [CygNet Support](#).

CygNet Documentation

Refer to the [CygNet Help](#) for CygNet v9.7 for user assistance. The online help is best viewed in Microsoft Edge or Google Chrome browser. Microsoft Internet Explorer 11 is not supported.

Server Requirements

The following section describes hardware and operating system requirements for running CygNet Software.

Server Requirements – Hardware

Hardware is not included with the CygNet Software license and must be purchased separately.

We recommended that CygNet services, as an enterprise application, be run on server-class hardware and software. As such, the minimum hardware requirements are based on the operating system and the applications installed. Hardware considerations that may affect performance include number of cores, speed of processors, amount and speed of memory, and speed of disk infrastructure.

An Excel spreadsheet, **CygNet v9.7 ESE Memory and Disk Calculator** (CygNet_97_Memory_Disk_Calculator.xlsx), is provided to help you determine the amount of memory and disk space required for your CygNet system. CygNet configuration settings such as data retention settings, database disk caching settings, logging settings, and backup strategies will also affect the amount of disk space required for your CygNet system. Refer to the [CygNet Release Documents](#) topic in the **CygNet Help** for a link to download the Excel spreadsheet.

For best performance, CygNet services should be installed on a different physical drive from the computer's operating system. If the computer has only a single hard drive, we recommend installing the services on a separate partition.

If you are using virtual servers, be sure that the physical machine has enough resources for all of its virtual machines and their applications.

Server Requirements – Operating System

The operating systems supported for CygNet services and clients (SCADA services/clients, Measurement (FMS) services/clients, and Web services/clients) are listed in the [Supported Operating Systems](#) table in this document. Install the latest Windows updates and service packs to keep your operating systems up to date.

Development support for CygNet Software running on a particular operating system is dependent upon the CygNet release version. Be advised that CygNet Software may not run unless the operating system is supported by the CygNet version. Technical Support continues per your Maintenance Agreement.

Refer to the **CygNet Software Product Lifecycle Matrices** on the [Software Support portal](#) (login required) under **CygNet Software > Maintenance & Support Info** for more information on the product lifecycle for the operating system.

User Account Control (UAC)

CygNet Software allows operators to enable **Microsoft's User Account Control (UAC)** for all supported operating systems running CygNet *clients*. We recommend that you review the security environment for your enterprise, determine your UAC settings requirements, and configure UAC on computers running CygNet client applications to help prevent unauthorized changes to the computer.

Computers running CygNet Host Services still require that UAC be *disabled* (CygNet SCADA service hosts, CygNet Measurement (FMS) service hosts, and CygNet Web service hosts and clients).

Refer to the [CygNet and User Account Control](#) topic in the **CygNet Help** for more information about this requirement.

Supported Operating Systems

The following table lists the operating systems supported for CygNet v9.7, v9.6, and v9.5.

| CygNet Version | Supported Operating Systems for CygNet Services | Supported Operating Systems for CygNet Clients |
|-------------------------|--|---|
| 9.7 | <ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016• Windows Server 2012 R2 | <ul style="list-style-type: none">• All supported server operating systems• Windows 11 (Pro, Enterprise)• Windows 10 (Pro, Enterprise) |
| 9.6 ¹ | <ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016• Windows Server 2012 R2 | <ul style="list-style-type: none">• All supported server operating systems• Windows 10 (Pro, Enterprise)• Windows 8.1 (Pro, Enterprise) |
| 9.5 ² | <ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016• Windows Server 2012 R2 | <ul style="list-style-type: none">• All supported server operating systems• Windows 10 (Pro, Enterprise)• Windows 8.1 (Pro, Enterprise) |

1. CygNet v9.6 will enter Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

2. CygNet v9.5 entered Limited Support on February 5, 2023 and will reach its End of Life on February 5, 2024.

Other Software Requirements

Listed below are other software requirements for your CygNet system. These components are either part of the operating system or supplied by CygNet.

| Supported Version | Required for |
|--|--|
| Microsoft Core XML Services | |
| MSXML 6.0 (MSXML6) | CygNet Measurement (FMS service and clients) CygNet Native Clients CygNet Services CygNet web clients |
| Microsoft .NET Framework ¹ | |
| <i>It is recommended that you upgrade to the latest version available for your operating system.</i> | |
| Microsoft .NET Framework 4.7.2 or later ² | CygNet Software, including any executable deployed from the <code>\Bin</code> folder |
| Microsoft .NET Framework 4.7.2 Developer Pack or later | CygNet Bridge v4.6 CygNet Bridge v4.5 CygNet Bridge v4.4 |
| Microsoft .NET Framework 4.7.2 or later | CygNet Measurement CygNet Dispatch |
| Microsoft Visual C++ Redistributable Packages | |
| <i>The Visual C++ Redistributable Packages install runtime components of Visual C++ libraries. These components are required to run C++ applications that are developed using Visual Studio and link dynamically to Visual C++ libraries. These package can be used to run such applications on a computer even if it does not have Visual Studio installed.</i> | |
| Microsoft Visual C++ Redistributable for Visual Studio 2015-2019 (x64) - v14.28.29325 or later | CygNet v9.7, 64-bit components and service installer CygNet v9.6, 64-bit components and service installer CygNet v9.5, 64-bit components and service installer |
| Microsoft Visual C++ Redistributable for Visual Studio 2015-2019 (x86) - v14.28.29325 or later | CygNet v9.7, 32-bit components and service installer CygNet v9.6, 32-bit components and service installer CygNet v9.5, 32-bit components and service installer |
| Microsoft Edge Web Browser | |
| Microsoft Edge with Internet Explorer (IE) mode | CygNet Web Clients |
| Microsoft Internet Information Services (IIS) | |
| Microsoft IIS 10 on Windows Server 2019 Microsoft IIS 10 on Windows Server 2016 Microsoft IIS 8.5 on Windows Server 2012 R2 | CygNet Web Server CygNet Mobile Application Suite |

1. Windows 10 Enterprise 2015 LTSC is limited to Microsoft .NET Framework .NET 4.6 and is therefore incompatible with CygNet v9.7.

2. The Microsoft .NET Framework 4.7.2 is a highly compatible, in-place update to the Microsoft .NET Framework 4, 4.5, 4.5.1, 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7, and 4.7.1.

32- and 64-bit Requirements

The following information applies to 32- and 64-bit operating systems:

- The **64-bit CygNet ODBC driver** requires a 64-bit operating system.
- The **32-bit CygNet ODBC driver** can run on both 32- and 64-bit operating systems; however, regardless of the type of operating system, it only supports the use of a 32-bit DSN and 32-bit applications. Refer to the [Configuring the ODBC Data Source Connection](#) topic in the **CygNet Help** for more information about creating 32-bit DSNs on a 64-bit operating system.
- The **CygNet Web Server** can run on a 64-bit operating system; however, it must run with a 32-bit version of ASP.NET. Refer to Microsoft's [ASP.NET documentation](#) for more information.
- For **32-bit CygNet services** to access large address memory (virtual memory greater than 2 GB) they must be run on a 64-bit operating system. This option applies to CygNet versions 8.0.1 or later.
- **64-bit CygNet services** require a 64-bit operating system.
- **64-bit CygNet clients** require a 64-bit operating system.
- **64-bit CygNet drivers** must be used in conjunction with a 64-bit UIS.
- **64-bit CygNet Totalflow EIE** requires the 64-bit ABB toolkit (TCIDLL.dll). For more information on this toolkit contact your ABB representative.

GNS Hardware and Software Requirements

The following components are required for the server for specific features of the General Notification Service (GNS). If these features are not used, the components are not required.

| Item | Supported Versions | Required for |
|----------------------|--|--|
| Email protocol | POP3 or Microsoft Graph API (for use with OAuth) Note: <i>The email server must be licensed and configured separately. Azure Active Directory and Microsoft 365 must be licensed and configured separately.</i> | Email acknowledgment of callouts |
| Speech API | Microsoft Speech API (SAPI) 5.1 or later Note: <i>The GNS uses the Microsoft Speech API (SAPI) for text-to-speech conversion. The SAPI comes pre-installed with Windows. If you want to install other third-party voices, they must be compatible with version of SAPI pre-installed with Windows.</i> | Voice callouts (notifications) The native API for Microsoft Windows is used for text-to-speech conversion. |
| Text-to-Speech board | Intel Dialogic System Release 5.11 (with Service Update 214 or later) Intel Dialogic System Release 6.0 (with Service Update 214 or later) Note: <i>The board must be licensed directly from Intel. Any additions must be compatible with the installed version.</i> | Voice callouts (notifications) and call-in acknowledgments . The board is used for text-to-speech conversion. |

CygNet Measurement Software Requirements

The following components are required for CygNet installations licensed for CygNet Measurement (FMS) v9.7, v9.6, and v9.5. If the measurement application is not used, the components are not required.

Requirements listed in the table below apply for most CygNet Measurement systems. These requirements do not apply for CygNet Measurement installations using the optional FMS Internal Database. Refer to the [FMS Internal Database](#) topic in the **CygNet Help** for more information about appropriate CygNet Measurement database options.

Microsoft SQL Server is required for most CygNet Measurement v9.7, v9.6, and v9.5 installations (those not utilizing the FMS Internal Database). The SQL Server must be licensed by you from Microsoft and must be run on a dedicated server that is distinct from the machine hosting your FMS system.

Plan for and provide the appropriate number of discrete servers required to accommodate the quantity of meters in your enterprise, and the needs of your particular usage.

- The FMS Service requires a one-to-one relationship with a dedicated FMS SQL Server database. SQL Server must be running on a dedicated computer that is distinct from the machine hosting the FMS service.
- Each server supports a recommended maximum of 4000 Nodes, depending on the complexity and specifics of your usage.
- Refer to the CygNet Measurement v9.7 Help topics for installation guidance.

Regularly install the latest updates and service packs to keep your components and operating system up to date.

Development support for CygNet Measurement using a particular version of SQL is dependent upon the CygNet Measurement version installed. CygNet Measurement may not function unless the version of SQL used is supported by the CygNet Measurement version. Technical Support continues per your Maintenance Agreement.

Refer to the **CygNet Software Product Lifecycle Matrices** on the [Software Support portal](#) (login required) under **CygNet Software > Maintenance & Support Info** for information about SQL product version lifecycle.

Server Requirements

CygNet Measurement requires installation of a compatible Microsoft SQL server, installed on a dedicated server distinct from the computer hosting your FMS service. This requirement does not apply to installations that use the FMS Internal Database.

Supported Microsoft SQL Server Versions

The following table lists Microsoft SQL Server versions supported for v9.7, v9.6, and v9.5.

| FMS Version | Supported Server Versions |
|------------------------|--|
| 9.7 | <ul style="list-style-type: none">• Microsoft SQL Server 2019• Microsoft SQL Server 2017• Microsoft SQL Server 2016 - SP3• Microsoft SQL Server 2014 - SP3 |
| 9.6¹ | <ul style="list-style-type: none">• Microsoft SQL Server 2019• Microsoft SQL Server 2017• Microsoft SQL Server 2016 - SP2 or later• Microsoft SQL Server 2014 - SP2 or later• Microsoft SQL Server 2012 - SP4 or later |
| 9.5² | <ul style="list-style-type: none">• Microsoft SQL Server 2019• Microsoft SQL Server 2017• Microsoft SQL Server 2016 - SP2 or later• Microsoft SQL Server 2014 - SP2 or later• Microsoft SQL Server 2012 - SP4 or later |

1. CygNet v9.6 will enter Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

2. CygNet v9.5 entered Limited Support on February 5, 2023 and will reach its End of Life on February 5, 2024.

Client Requirements

CygNet Measurement requires installation of compatible database server clients. This requirement does not apply to installations that use the FMS Internal Database.

Supported Microsoft SQL Client Versions

The following table lists server clients (as applicable for your Microsoft SQL Server version) supported for CygNet v9.7, v9.6, and v9.5.

| FMS Version | Supported Clients |
|------------------|---|
| 9.7 | <ul style="list-style-type: none">• Microsoft SQL Server Native Client 11.x; install with Administrator rights• Oracle Database Client 12c; install with Administrator rights• Oracle Database Client 11g; install with Administrator rights <p>Note: This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</p> |
| 9.6 ¹ | <ul style="list-style-type: none">• Microsoft SQL Server Native Client 11.x; install with Administrator rights• Oracle Database Client 12c; install with Administrator rights• Oracle Database Client 11g; install with Administrator rights <p>Note: This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</p> |
| 9.5 ² | <ul style="list-style-type: none">• Microsoft SQL Server Native Client 11.x; install with Administrator rights• Oracle Database Client 12c; install with Administrator rights• Oracle Database Client 11g; install with Administrator rights <p>Note: This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</p> |

1. CygNet v9.6 will enter Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

2. CygNet v9.5 entered Limited Support on February 5, 2023 and will reach its End of Life on February 5, 2024.

3. This requirement applies when CygNet Measurement is licensed for v9.7, v9.6, or v9.5, in **Repository** mode, and when the installation will utilize the optional Flow-Cal export functionality. In this specific case, the version of the Oracle database compatible with your (32-bit) operating system and with your third-party system must be installed for the host client (the computer hosting your FMS service). The Oracle database client is obtained by you from Oracle. Refer to the Oracle website and your Flow-Cal provider for more information.

CygNet Bridge Requirements

The following components are required for CygNet Bridge. If CygNet Bridge and its companion products are not used, the components are not required.

CygNet Bridge operates in conjunction with the CygNet Mobile, CygNet Dispatch, and/or CygNet Bridge API products. The following table lists the software and hardware requirements for CygNet Bridge to operate with the companion products you have selected and licensed.

| Item | Supported Versions |
|----------------------------------|---|
| Operating System | Windows Server 2019 Windows Server 2016 Windows Server 2012 R2 |
| C++ support | Microsoft Visual C++ Redistributable for Visual Studio 2015-2019 (x64) - v14.28.29325 or later |
| .NET Framework | Microsoft .NET Framework 4.7.2 Developer Pack or later |
| Web server | Microsoft IIS 10 on Windows Server 2019 or Windows Server 2016 Microsoft IIS 8.5 on Windows Server 2012 R2 |
| SSL certificate | <p>An SSL certificate is required to activate the secure HTTPS protocol.</p> <p>During CygNet Bridge installation, the HTTPS (secure) communication protocol is selected by default. It is strongly recommended that you use HTTPS host-client communications, since HTTPS traffic is encrypted from end-to-end to ensure that data transmitted between the web server and companion products is secure. To support HTTPS, you must install an SSL certificate either before or after installing the CygNet Bridge software. Note that self-signed certificates are not supported.</p> <p>Although HTTP is also supported, it is not considered secure enough for use in production environments. HTTP is suggested for use only in limited circumstances such as internal test environments.</p> |
| Data access | CygNet Bridge v4.6 (with CygNet v9.7) CygNet Bridge v4.5 (with CygNet v9.6) CygNet Bridge v4.3 or v4.4 (with CygNet v9.5) |
| CygNet Bridge license | <p>CygNet Bridge is licensed in conjunction with its companion products CygNet Mobile, CygNet Dispatch, and/or CygNet Bridge API. The appropriate license must be installed on your CygNet host.</p> <p>Contact your Weatherford Account Manager or CygNet Sales (via email at CygNet Sales) for more information.</p> |
| CygNet Bridge companion products | <p>Meet additional requirements for each of the optional CygNet Bridge companion products you have selected and licensed for use:</p> <ul style="list-style-type: none">• CygNet Mobile Requirements• CygNet Dispatch Requirements• CygNet Bridge API Requirements <p>Refer to the CygNet Help for information about these products.</p> |

CygNet Bridge API Requirements

The following components are required to use the CygNet Bridge API with CygNet Bridge.

| Item | Supported Versions |
|---------------------|---|
| Polling application | CygNet SCADA v9.5 or later |
| Data access | CygNet Bridge v4.6 (with CygNet v9.7) CygNet Bridge v4.5 (with CygNet v9.6) CygNet Bridge v4.3 or v4.4 (with CygNet v9.5) |
| License | CygNet Bridge API is licensed in conjunction with CygNet Bridge. Contact your Weatherford Account Manager or CygNet Sales (via email at CygNet Sales) for more information. |

CygNet OPC UA Server and CygNet Bridge API Requirements

CygNet Bridge 4.4.121 or later (including CygNet Bridge API) is required for the operation of the CygNet OPC UA Server v1.0 or later.

A CygNet Bridge license is not required to run the OPC UA Server, although a CygNet OPC UA license is required. If you have only the CygNet OPC UA license, you must install CygNet Bridge, but you will not be able to use it directly.

Contact your Weatherford Account Manager or CygNet Sales (via email at [CygNet Sales](#)) for more information.

CygNet Dispatch Requirements

The following components are required to operate the CygNet Dispatch application with CygNet Bridge.

| Item | Supported Versions |
|-------------------------|---|
| Polling application | CygNet SCADA v9.5 or later |
| Measurement application | CygNet Measurement v9.5 or later |
| Data access | CygNet Bridge v4.6 (with CygNet v9.7) CygNet Bridge v4.5 (with CygNet v9.6) CygNet Bridge v4.3 or v4.4 (with CygNet v9.5) |
| License | CygNet Dispatch is licensed in conjunction with CygNet Bridge. Contact your Weatherford Account Manager or CygNet Sales (via email at CygNet Sales) for more information. |

CygNet Mobile Requirements

The following components are required to run the CygNet Mobile Application Suite with CygNet Bridge.

| Item | Supported Versions |
|------------------------------------|--|
| Mobile device and operating system | Apple iPhone with currently supported iOS installed. Android mobile device with currently supported OS installed. |
| Polling application | CygNet SCADA v9.5 or later, including one or more Group Services (GRP) configured as a hierarchy service. |
| Communication interface | CygNet Mobile Notification Plugin software to enable communication of alarms and notifications to CygNet Operator. Note: The CygNet Notification Plugin Manager , which is included in the GNS, is required to use the CygNet Mobile Notification Plugin. Refer to the CygNet Notification Plugin Interface topic in the CygNet Help for more information. |
| Data access | CygNet Bridge v4.6 (with CygNet v9.7) CygNet Bridge v4.5 (with CygNet v9.6) CygNet Bridge v4.3 or v4.4 (with CygNet v9.5) |
| License | CygNet Mobile is licensed in conjunction with CygNet Bridge. Contact your Weatherford Account Manager or CygNet Sales (via email at CygNet Sales) for more information. |
