




CygNet v9.8 System Requirements

Release Date: March 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 v9.8 Upgrade Procedure](#) for more information.

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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)
9.8	March 15, 2024	March 15, 2026	March 15, 2027
9.7	March 27, 2023	March 27, 2025	March 27, 2026
9.6	March 2, 2022	March 2, 2024	March 2, 2025

The following CygNet versions have reached lifecycle milestones with the release of CygNet v9.8:

- **CygNet v9.7** will enter Limited Support on March 27, 2025, and will reach its End of Life on March 27, 2026.
- **CygNet v9.6** entered Limited Support on March 2, 2024, and will reach its End of Life on March 2, 2025.
- **CygNet v9.5** reached its End of Life on February 5, 2024.

The following CygNet components have reached lifecycle milestones with the release of CygNet v9.8:

- **CygNet Web** entered Limited Support with the release of CygNet v9.7. It has reached its **End of Life** with the release of CygNet v9.8.
- **CygNet v9.4 Online Help** entered Limited Support with the release of CygNet v9.7. It has reached its **End of Life** with the release of CygNet v9.8 and has been removed from the documentation website.
- **CygNet v9.5 Online Help** will enter Limited Support with the release of CygNet v9.8. It will reach its **End of Life** with the release of CygNet v9.9 and will be removed from the documentation website.

The following Windows operating systems are no longer supported with the release of CygNet v9.8:

- **Windows Server 2012 R2**
- **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 v9.8 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 recommend 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 v9.8 ESE Memory and Disk Calculator** (CygNet_98_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 and Measurement (FMS) 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 and CygNet Measurement (FMS) service hosts).

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 9.8, 9.7, and 9.6.

CygNet Version	Supported Operating Systems for CygNet Services	Supported Operating Systems for CygNet Clients
9.8	<ul style="list-style-type: none">• Windows Server 2022• Windows Server 2019• Windows Server 2016	<ul style="list-style-type: none">• All supported server operating systems• Windows 11 (Pro, Enterprise)• Windows 10 (Pro, Enterprise)
9.7 ¹	<ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016	<ul style="list-style-type: none">• All supported server operating systems• Windows 11 (Pro, Enterprise)• Windows 10 (Pro, Enterprise)
9.6 ²	<ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016	<ul style="list-style-type: none">• All supported server operating systems• Windows 10 (Pro, Enterprise)

1. CygNet 9.7 will enter Limited Support on March 27, 2025 and will reach its End of Life on March 27, 2026.

2. CygNet 9.6 entered Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

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 Services CygNet Native Clients CygNet Measurement (FMS service and 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 \Bin folder CygNet Measurement CygNet Dispatch
Microsoft .NET Framework 4.7.2 Developer Pack or later	CygNet Bridge 4.7 (with CygNet 9.8) CygNet Bridge 4.6 (with CygNet 9.7) CygNet Bridge 4.5 (with CygNet 9.6)
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 packages 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 9.8, 64-bit components and service installer CygNet 9.7, 64-bit components and service installer CygNet 9.6, 64-bit components and service installer
Microsoft Visual C++ Redistributable for Visual Studio 2015-2019 (x86) - v14.28.29325 or later	CygNet 9.8, 32-bit components and service installer CygNet 9.7, 32-bit components and service installer CygNet 9.6, 32-bit components and service installer
Microsoft Internet Information Services (IIS)	
Microsoft IIS 10 on Windows Server 2022 Microsoft IIS 10 on Windows Server 2019 Microsoft IIS 10 on Windows Server 2016	CygNet Bridge 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 v9.8.

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 FMS service** and **64-bit CygNet FMS Explorer** are introduced with v9.8 and require a 64-bit operating system.
- The **32-bit CygNet FMS Explorer** is still provided with v9.8 and can run on both 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.
- 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) 9.8, 9.7, and 9.6. 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 other CygNet Measurement 9.8, 9.7, and 9.6 installations (those not utilizing the FMS Internal Database), and must be licensed by you from Microsoft. Plan for and provide the appropriate number of discrete servers required to accommodate the quantity of Nodes 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.
- Each server supports a recommended maximum of 4000 Nodes, depending on the complexity and specifics of your usage.
- Refer to the [CygNet Measurement](#) section in the **CygNet Help** 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 dedicated compatible Microsoft SQL server, with a one-to-one relationship to the 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 9.8, 9.7, and 9.6.

FMS Version	Supported Server Versions
9.8	<ul style="list-style-type: none">• Microsoft SQL Server 2022• Microsoft SQL Server 2019• Microsoft SQL Server 2017• Microsoft SQL Server 2016 - SP3
9.7 ¹	<ul style="list-style-type: none">• Microsoft SQL Server 2019• Microsoft SQL Server 2017• Microsoft SQL Server 2016 - SP3• Microsoft SQL Server 2014 - SP3
9.6 ²	<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 9.7 will enter Limited Support on March 27, 2025 and will reach its End of Life on March 27, 2026.
2. CygNet 9.6 entered Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

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 9.8, 9.7, and 9.6.

FMS Version	Supported Clients
9.8	<ul style="list-style-type: none">Microsoft OLE DB Driver for SQL Server 18.6.7; install with Administrator rights <p>Note: <i>CygNet Measurement now supports the Microsoft OLE DB Driver for SQL Server. Microsoft is deprecating the SQL Server Native Client in favor of the OLE DB Driver for SQL Server, and no longer delivers the SQL Server Native Client effective with the SQL Server 2022 release. Updating to the Microsoft OLE DB Driver for SQL Server, in accordance with Microsoft guidelines, is strongly recommended. Note that your Fms.cfg file DB_PROVIDER value must also be updated to utilize the change. Refer to the CygNet Measurement section in the CygNet Help for installation guidance.</i></p> <ul style="list-style-type: none">Oracle Database Client 19c; install with Administrator rights <p>Note: <i>This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</i></p>
9.7 ¹	<ul style="list-style-type: none">Microsoft SQL Server Native Client 11.x; install with Administrator rightsOracle Database Client 12c; install with Administrator rightsOracle Database Client 11g; install with Administrator rights <p>Note: <i>This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</i></p>
9.6 ²	<ul style="list-style-type: none">Microsoft SQL Server Native Client 11.x; install with Administrator rightsOracle Database Client 12c; install with Administrator rightsOracle Database Client 11g; install with Administrator rights <p>Note: <i>This Oracle database support only pertains to specific CygNet Measurement installations requiring access to the optional bi-directional database interface, as described below.³</i></p>

1. CygNet 9.7 will enter Limited Support on March 27, 2025 and will reach its End of Life on March 27, 2026.

2. CygNet 9.6 entered Limited Support on March 2, 2024 and will reach its End of Life on March 2, 2025.

3. This requirement applies when CygNet Measurement is licensed for 9.8, 9.7, or 9.6, 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 (64-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 2022 Windows Server 2019 Windows Server 2016
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 2022 Microsoft IIS 10 on Windows Server 2019 Microsoft IIS 10 on Windows Server 2016
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>
Polling application	CygNet SCADA 9.6 or later
Data access	CygNet Bridge 4.7 (with CygNet 9.8) CygNet Bridge 4.6 (with CygNet 9.7) CygNet Bridge 4.5 (with CygNet 9.6)
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

Additional requirements for each of the optional CygNet Bridge companion products are described on the following pages:

- [CygNet Bridge API](#)
- [CygNet Dispatch](#)
- [CygNet Mobile](#)

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 9.6 or later
Data access	CygNet Bridge 4.7 (with CygNet 9.8) CygNet Bridge 4.6 (with CygNet 9.7) CygNet Bridge 4.5 (with CygNet 9.6)
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.

Refer to the [CygNet Bridge API](#) section in the **CygNet Help** for more information.

CygNet OPC UA Server Requirements

The CygNet OPC UA Server v1.0 or later operates with CygNet v9.5 or later and CygNet Bridge 4.4.121 or later (including CygNet Bridge API). Refer to the [CygNet OPC UA Server](#) section in the **CygNet Help** for more information.

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 9.6 or later
Measurement application	CygNet Measurement 9.6 or later
Data access	CygNet Bridge 4.7 (with CygNet 9.8) CygNet Bridge 4.6 (with CygNet 9.7) CygNet Bridge 4.5 (with CygNet 9.6)
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.

Refer to the [CygNet Dispatch](#) section in the **CygNet Help** 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 or iPad with currently supported iOS installed. Android mobile device with currently supported OS installed.
Polling application	CygNet SCADA 9.6 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 4.7 (with CygNet 9.8) CygNet Bridge 4.6 (with CygNet 9.7) CygNet Bridge 4.5 (with CygNet 9.6)
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.

Refer to the [CygNet Mobile](#) section in the **CygNet Help** for more information.