

# ELO System Requirements

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This document provides an overview of the system requirements for all software products from ELO Digital Office GmbH.

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## 1.1 Difference between ELOprofessional and ELOenterprise

- In terms of operating systems, ELOprofessional only supports Microsoft Windows. By contrast, ELOenterprise is platform-independent.
- Unlike ELOenterprise, ELOprofessional is not multi-tenant capable.
- ELOprofessional systems are only cluster-ready to a certain extent. They only allow for hot standby operation of individual components. ELOenterprise systems, however, are fully cluster-ready.
- With ELOprofessional, server processes may only be distributed within the same host, i.e. on a server system. By contrast, with ELOenterprise processes can be distributed across multiple hosts (VMs or physical servers).
- With ELOprofessional, the ELO server components (e.g. ELOas) can be distributed across multiple Tomcat servers as long as they are located on one server system (VM or physical server). In contrast, with ELOenterprise, Tomcat servers can be installed on multiple server systems (VMs or physical servers).

	ELO ECM Suite	
		
Funktionsbereiche	ELOenterprise	ELOprofessional
Betriebssystem	Plattformunabhängig[2]	Windows[1]
Architektur	SOA-konforme modulare Client-Server Architektur	SOA-konforme modulare Client-Server Architektur
Max. Anzahl Archive	unbegrenzt	20 pro Archivserver
Max. Anzahl Anwender	unbegrenzt	1000
Max. Anzahl Dokumente	2 Mrd. pro Archiv	100 Mio
Max. Archivebenen	254	254
Datenbank	PostgreSQL / MS SQL / Oracle / IBM DB2 [3]	PostgreSQL / MS SQL / Oracle / IBM DB2 [3]
Mandantenfähig	✓	•
Portalanbindung	✓	✓
Statuslog für zentrale Monitor-Systeme	✓	✓
Verteilbarkeit von Serverprozessen	✓	Single Host
Clusterfähigkeit	✓	Hot-Standby

## 1.2 Java support



**Please note:** ELOprofessional and ELOenterprise should always be installed on a 64-bit operating system.

Overview of Java support on different operating systems

	Windows	macOS	Linux
64-bit installation	Yes	Yes	Yes
32-bit installation (or AFM)	Installation possible	Installation not possible	Installation possible
Running the client	Only 64-bit	Only 64-bit	Only 64-bit

### 1.3 Database support

	Microsoft SQL Server 2016	Microsoft SQL Server 2017	Microsoft SQL Server 2019	Oracle 12c	Oracle 18c	Oracle 19c	IBM DB2 10.1, 10.5, 11.5	PostgreSQL 9.3 and above
ELOprofessional Server 20 Windows	✓	✓	✓	✓	✓	✓	✓	✓
ELOenterprise Server 20 Windows	✓	✓	✓	✓	✓	✓	✓	✓
ELOenterprise Server 20 Linux	✓	✓	✓	✓	✓	✓	✓	✓
ELO BLP*	✓	✓	-	-	-	-	-	-
ELO DocXtractor II 4.3**	✓	-	-	✓	✓	✓	✓	-

\* MS Express is also supported if only Oracle is available

\*\* Refer to the document "ELO DocXtractor II 4.3 Hardware and Software Requirements" for a detailed list of supported database driver versions. Please note this file is only available in German.

## 2 ELOprofessional Server 20

### 2.1 Windows

#### 2.1.1 Operating system

- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

#### 2.1.2 Databases

- Microsoft SQL Server 2016
- Microsoft SQL Server 2017
- Microsoft SQL Server 2019
- Oracle 11g
- Oracle 12c
- Oracle 18c
- Oracle 19c
- IBM DB2 10.1, 10.5, 11.05 for Linux, Unix, and Windows
- PostgreSQL 9.3 and above



**Please note:** When using an Oracle database, please ensure that it uses the correct character set. You can find additional information on this topic in the ELO Oracle manual.



**Information:** After installation, the Elasticsearch program library used for the iSearch requires sufficient memory to reindex the repository documents for the full text search. An Elasticsearch index for one million data sets (documents) in ELO requires approximately 10 GB of disk space. If you have a 10 GB index, you will require an additional 30 GB of storage space for reindexing to create the index and for the Optimizer. You can use these figures as a guideline if you need to calculate storage requirements for installations with more documents.



### 2.1.3 Java and Tomcat



**Information:** ELOprofessional 20 includes 64-bit Java OpenJDK 14 and a 64-bit modified version of Tomcat 9.0.37 (ELO Application Server).

## 3 ELOenterprise Server 20

### 3.1 Windows

#### 3.1.1 Operating system

- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

#### 3.1.2 Databases

- Microsoft SQL Server 2016
- Microsoft SQL Server 2017
- Microsoft SQL Server 2019
- Oracle 11g
- Oracle 12c
- Oracle 18c
- Oracle 19c
- IBM DB2 10.1, 10.5, 11.5 for Linux, Unix, and Windows
- PostgreSQL 9.3 and above



**Please note:** Information of this kind has a medium warning level. The user must take this information into account to ensure the program runs without any problems.



**Information:** After installation, the Elasticsearch program library used for the iSearch requires sufficient memory to reindex the repository documents for the full text search. An Elasticsearch index for one million data sets (documents) in ELO requires approximately 10 GB of disk space. If you have a 10 GB index, you will require an additional 30 GB of storage space for reindexing to create the index and for the Optimizer. You can use these figures as a guideline if you need to calculate storage requirements for installations with more documents.

### 3.1.3 Java

- Java Runtime Environment (OpenJRE 14 64-bit)



**Please note:** In order to run ELO components on Windows, the Runtime (JRE) version is sufficient. Use of a developer suite is not necessary.



**Information:** ELO 20 includes 64-bit OpenJRE 14 and a 64-bit modified version of Tomcat 9.0.37 (ELO Application Server).

### 3.1.4 Tomcat



**Information:** ELO 20 includes 64-bit OpenJRE 14 and a 64-bit modified version of Tomcat 9.0.37 (ELO Application Server).

## 3.2 Linux

Please use a current Linux Suse Enterprise distribution.

### 3.2.1 Operating system

systemd is running as a background service on Linux.

- Red Hat Linux 8 and higher
- SUSE Linux Enterprise Server 12 (SLES) and higher
- Ubuntu 15.10 and higher
- Ubuntu 16.04 and higher

### 3.2.2 Databases

- Microsoft SQL Server 2017 and higher (on separate Windows Server)
- Oracle 11g
- Oracle 18c
- Oracle 19c

- IBM DB2 9.5, 10.5, 11.5 for Linux, Unix, and Windows
- PostgreSQL 9.3 and above



4

**Information:** After installation, the Elasticsearch program library used for the iSearch requires sufficient memory to reindex the repository documents for the full text search. An Elasticsearch index for one million data sets (documents) in ELO requires approximately 10 GB of disk space. If you have a 10 GB index, you will require an additional 30 GB of storage space for reindexing to create the index and for the Optimizer. You can use these figures as a guideline if you need to calculate storage requirements for installations with more documents.

### 3.2.3 Java

- OpenJRE 14 (64-bit)

### 3.2.4 Tomcat

- 9.0

## 4 ELO Administration Console 20



**Please note:** The version of the ELO Administration Console must be compatible with the corresponding ELO Indexserver. Please also read the notes in the server setup.

### 4.1 Software

- ELO Indexserver version 20.000 or higher
- ELO Application Server or an ELOenterprise installation

### 4.2 Web browser

- Current versions of Firefox or Chrome

## 5 ELO Java Client 20

### 5.1 Hardware

- The hardware recommended for the configuration of the operating system in use is also required to run ELO.

#### 5.1.1 Scanners:

- TWAIN-compatible scanner systems
- Network scanner

### 5.2 Software

#### 5.2.1 Operating system

- Microsoft Windows 8.1
- Microsoft Windows 10
  
- macOS High Sierra 10.13
- macOS Mojave 10.14
- macOS Catalina 10.15
  
- Linux

#### 5.2.2 Microsoft Office

Versions supported:

- Microsoft Office 2010 Professional
- Microsoft Office 2010 Home and Business (with certain known restrictions, for example the viewer)
- Microsoft Office 2013 Professional
- Microsoft Office 2013 Home and Business (with certain known restrictions, for example the viewer)

- Microsoft Office 2016 Professional
- Microsoft Office 2016 Home and Business (with certain known restrictions, for example the viewer)
- Microsoft Office 2019 (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Windows Explorer), full versions of the Microsoft Office applications
- Office 365 – Microsoft Office 365 ProPlus, full version

**Information:** The online versions included in Office 365 are not supported.

### 5.3 Information



**Information:** A preview is a simplified display that may differ from how the document is displayed in the application. If there are major differences, or no preview is offered, use the application to show the document type.

#### 5.3.1 Java

Windows:

- OpenJDK 14 64-bit

macOS:

- JRE 12 64-bit (included)

Linux:

- Current Oracle JDK version 14 64-bit

**OR**

- Current version of OpenJDK 14 64-bit and OpenJFX

## 6 ELO Web Client 20

### 6.1 Software – browser

The desktop versions of:

- Firefox – The most current officially available version
- Safari – The most current officially available version
- Chrome – The most current officially available version
- Microsoft Edge – The most current officially available version

### 6.2 Information



**Information:** A preview is a simplified display that may differ from how the document is displayed in the application. If there are major differences, or no preview is offered, use the application to show the document type.



## 7 ELO Desktop Client

### 7.1 Software

#### 7.1.1 Operating system

- Windows 10 or higher

#### 7.1.2 Version 20

- Microsoft Office 2010 (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Windows Explorer), full versions of the Microsoft Office applications
- Microsoft Office 2013 (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Windows Explorer), full versions of the Microsoft Office applications
- Microsoft Office 2016 (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Windows Explorer), full versions of the Microsoft Office applications
- Microsoft Office 2019 (Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Windows Explorer), full versions of the Microsoft Office applications
- Office 365 – Microsoft Office 365 ProPlus, full version



**Information:** The online versions included in Office 365 are not supported.

- Microsoft .NET Framework 4.8

#### 7.1.3 Version 20 ELO Desktop Client Plus

- No additional requirements, see ELO Desktop Client.



**Information:** A preview is a simplified display that may differ from how the document is displayed in the application. If there are major deviations, or no preview is offered, use the application to show the document type.

## 8 ELO for Mobile Devices

### 8.1 ELO 20 for Mobile Devices

#### 8.1.1 Operating system

- Android 7 and higher
- iOS 12.0 or higher

### 8.2 ELO Quick Scan (for ELOoffice; for ELOprofessional/ELOenterprise)

#### 8.2.1 Operating system

- iOS 10 or higher

### 8.3 ELO Connect

#### 8.3.1 Operating system

- Android 4

## 9 Modules

The modules for ELO are designed for ELOprofessional and ELOenterprise. If there are any limitations on a module's use, they will be specifically mentioned with the module.

### 9.1 ELO Analytics

ELO Analytics requires the following:

Windows, 64-bit

- Windows 7 or Windows Server 2008 R2 or higher
- Min. 1 GB free disk space
- Min. 1 GB free RAM

Linux, 64-bit

- A Linux version supported by ELO
- Min. 1 GB free disk space
- Min. 1 GB free RAM

An ELO 20 installation with the following component versions. ELO Analytics is supplied with the correct component versions.

- ELO Indexserver 20.00.000.116 or higher
- ELO Forms Services 20.00.000.86 or higher
- ELO Administration Console 20.00.000.008 or higher

### 9.2 ELOxc

#### 9.2.1 Operating system

- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

#### 9.2.2 Supported Exchange servers

- Microsoft Exchange Server 2013 SP1
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2019

- Microsoft Exchange Online (Office 365)



**Please note:** The supported Exchange versions are the minimum version requirement. There must not be any Exchange servers or Exchange schemas with a lower version in the domain.

### 9.2.3 Supported browsers for the ELOxc Manager

- Current version of Google Chrome
- Current version of Mozilla Firefox
- Current version of Microsoft Edge

### 9.2.4 Other requirements

- Windows Management Framework 5.1

## 9.3 ELO COLD

### 9.3.1 Hardware

- The hardware recommended for the configuration of the operating system in use is also required to run ELO.

### 9.3.2 Software

- Installed ELO Windows Client (plus DLL)
- TIFF Printer
- XML Importer (only for ELO COLD ENTERPRISE)

## 9.4 ELO Barcode

### 9.4.1 Software

- ELO Java Client

## 9.5 ELO Replication

### 9.5.1 Software

See: ELOprofessional und ELOenterprise Server.



**Caution:** ELO Replication 20 is new. The new Replication module will be installed as a WAR module on the Tomcat and is not restricted to specific databases.

## 9.6 ELO XML Importer

### 9.6.1 Software

See: ELOprofessional und ELOenterprise Server.

## 9.7 ELO Signature

### 9.7.1 Software

- Requirements same as for ELO Windows Client and ELO Java Client

## 9.8 ELO BLP

See: *ELO BLP System Requirements for Release x* document on the ELO SupportWeb. For more information on the system requirements for BLP, refer to the BLP manuals.

## 10 ELOoffice 11



**Information:** ELOoffice repositories are restricted to 200,000 documents. During filing, ELO assigns an identification number (ID). Each assigned ID increases the counter for filed documents. Deleting documents does not decrease the counter.

### 10.1 Hardware

- The hardware recommended for the configuration of the operating system in use is also required to run ELO.
- CPU with 1 GHz, 1 GB RAM
- Screen resolution X VGA (1024 x 768) with 24-bit color depth
- Additional disk space for repository data: 1 GB for 20000 scanned pages in b/w
- TWAIN-compatible scanner systems
- Network scanner

### 10.2 Software

- Windows 8
- Windows 8.1
- Windows 10 (32-bit/64-bit)

#### OPTIONAL:

- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016

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