



NORTHWOODS®

# 3<sup>rd</sup> Party Compatibility Matrix

Compass® Software

**Date**

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# Table of Contents

- Third-Party Compatibility Retirement .....1
- Compass Appointments Hardware and Software Compatibility Matrix..... 2
- Compass Capture V7 Hardware and Software Compatibility Matrix..... 8
- Compass CoPilot for iPadOS Hardware and Software Compatibility Matrix..... 14
- Compass Pilot Hardware and Software Compatibility Matrix..... 16
- Compass Connect Synchronization Service.....28
- Compass Virtual Printer .....29
- Additional 3<sup>rd</sup> Party Compatibility Information..... 31**
  - 64-bit Operating Systems.....31
  - Anti-Virus.....31
  - Desktop and Application Virtualization.....31
  - Microsoft Service Packs and R2 Versions of SQL Server and Windows Server.....31
  - Virtual Servers.....32



## Third-Party Compatibility Retirement

The following standards determine when certain third-party products are no longer compatible with Compass software.

- Northwoods will follow Microsoft's retirement and support schedule for the Client OS, Server OS, and SQL Server platforms.
- Northwoods will support the most recent two major versions of OnBase.
- Northwoods will support the most recent two major versions of Laserfiche and the minor versions within them.
- Northwoods will support the most recent two major versions of iPadOS.

This guide will be updated as the information above becomes available.



## Compass Appointments Hardware and Software Compatibility Matrix

The following table details the hardware and software requirements for successful use of Compass Appointments. If you do not see a version of Compass Appointments represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the "[Additional Third-Party Compatibility Information](#)" section.

Updated: 7/23/2020

6.6.50 – 6.6.60	
<b>Windows Client<sup>1</sup></b>	
<b>PC Hardware (minimum)</b>	
Memory	4 GB
CPU speed	2 GHz
CPU cores	2
Hard drive speed	7200 RPM
Free disk space	1 GB
Screen resolution	1024 x 768
<b>Desktop Operating System</b>	
Windows XP	✘
Windows Vista	✘
Windows 7 (x86, x64)	✘

<sup>1</sup> To create reports, Microsoft Excel 2007 or greater is required.



	6.6.50 – 6.6.60
Windows 8 (x86, x64)	✓
Windows 8.1 (x86, x64)	✓
Windows 10 (x86, x64)	✓
<b>Kiosk Desktop Operating System</b>	
Windows XP	✗
Windows Vista	✗
Windows 7 (x86, x64)	✗
Windows 8 (x86, x64)	✓
Windows 8.1 (x86, x64)	✓
Windows 10 (x86, x64)	✓
<b>Kiosk Tablet Operating System<sup>2</sup></b>	
Windows 8 (x86, x64)	✓
Windows 8.1 (x86, x64)	✓
Windows 8 RT	✗
Windows 10 (x86, x64)	✗

<sup>2</sup> The resolution of the tablet running Kiosk must be 1366 x 768.



	6.6.50 – 6.6.60
<b>Microsoft .NET Framework</b>	
.NET Framework 3.5	x
.NET Framework 3.5.1	x
.NET Framework 4.0	x
.NET Framework 4.5	x
.NET Framework 4.5.1	x
.NET Framework 4.5.2	x
.NET Framework 4.6	x
.NET Framework 4.6.1	x
.NET Framework 4.6.2	x
.NET Framework 4.7	✓
.NET Framework 4.7.2	✓
.NET Framework 4.8	✓
<b>Microsoft .NET Framework (Lobby for Web)</b>	
.NET Framework 4.5 and greater	✓
<b>Internet Browser</b>	
Internet Explorer 7	x
Internet Explorer 8	x



6.6.50 – 6.6.60	
Internet Explorer 9	✘
Internet Explorer 10	✘
Internet Explorer 11	✔
<b>Internet Browser (Lobby for Web)</b>	
Internet Explorer 11 <sup>3</sup>	✔
<b>Appointments Tablets</b>	
<b>Surface Operating System</b>	
Windows 10 (x86, x64)	✔
<b>Application Server<sup>4</sup></b>	
<b>Operating System</b>	
Windows Server 2003	✘
Windows Server 2003 R2	✘
Windows Server 2008 (x86, x64)	✘
Windows Server 2008 R2 (x64)	✘
Windows Server 2012 (x64)	✔
Windows Server 2012 R2 (x64)	✔

<sup>3</sup> In order for Lobby for Web to function as expected, Internet Explorer cannot be run in Compatibility Mode.

<sup>4</sup> Compass Appointments supports IIS Hosted Services only.





	6.6.50 – 6.6.60
Windows Server 2016 (x64)	✓
Windows Server 2019	✓
<b>Microsoft .NET Framework</b>	
.NET Framework 3.5	✗
.NET Framework 3.5.1	✗
.NET Framework 4.0	✗
.NET Framework 4.5	✗
.NET Framework 4.5.1	✗
.NET Framework 4.5.2	✗
.NET Framework 4.6	✗
.NET Framework 4.6.1	✗
.NET Framework 4.6.2	✗
.NET Framework 4.7	✓
.NET Framework 4.7.2	✓
.NET Framework 4.8	✓
<b>Database Server</b>	
<b>Database Management System</b>	
SQL Server 2005	✗
SQL Server 2008	✗



	6.6.50 – 6.6.60
SQL Server 2008 R2	✘
SQL Server 2012	✔
SQL Server 2014	✔
SQL Server 2016	✔
SQL Server 2017	✔
SQL Server 2019	✔



## Compass Capture V7 Hardware and Software Compatibility Matrix

The following table details the hardware and software requirements for successful use of Compass® Capture V7. If you do not see a version of Compass Capture represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the "[Additional Third-Party Compatibility Information](#)" section.

Updated: 5/14/2020

Windows Client	7.4.1
<b>PC Hardware (minimum)</b>	
Memory	4 GB
CPU speed	2 GHz
CPU cores	2
Hard drive speed	7200 RPM
Free disk space	1 GB
Screen resolution <sup>5</sup>	1024 x 768
<b>Peripheral Hardware - Scanners<sup>6</sup></b>	
Canon DR-M160/DR-M160II (driver: 1.2 SP4)	x

<sup>5</sup> Capture is optimized for 100% zoom; it is functional but not optimized for smaller resolutions or greater zoom.

<sup>6</sup> Use the latest available driver from the manufacturer's website.



	7.4.1
Canon DR-G1130 (driver: 1.2.SP3) <sup>7</sup>	✘
Canon DR-2010C	✘
Canon DR-6010C	✘
Epson v750 Pro	✘
Fujitsu fi-4120C (driver: 9.18.149)	✘
Fujitsu fi-5120C (driver: 9.21.1307) <sup>8</sup>	✘
Fujitsu fi-6130/fi-6230/fi-6140/fi-6240 (driver: PaperStream IP (TWAIN) 1.60.0.5032)	✔
Fujitsu fi-6130Z/fi-6230Z/fi-6140Z/fi-6240Z (driver: PaperStream IP (TWAIN) 1.60.0.5032)	✔
Fujitsu fi-7160/fi-7260/fi-7180/fi-7280 (driver: PaperStream IP (TWAIN) 1.60.0.5032)	✔
Fujitsu fi-7160/fi-7260/fi-7180/fi-7280 (driver: PaperStream IP (TWAIN) 1.42.0.5685)	✔

<sup>7</sup> Drop blank pages does not reliably work with this scanner model.

<sup>8</sup> The Paperstream IP driver does not support this scanner model. Drop blank pages does not work with this scanner model and driver combination.



	7.4.1
<b>Peripheral Hardware - Label Printers<sup>9</sup></b>	
Dymo Labelwriter 400 (driver: 8.5.3)	✘
Dymo Labelwriter 450 (driver: 8.5.3)	✘
Dymo Labelwriter 450 (driver: 8.7.3)	✔
<b>Operating System</b>	
Windows 7 (x86, x64)	✘
Windows 8 (x86, x64)	✔
Windows 8.1 (x86, x64)	✔
Windows 10 (x86, x64)	✔
<b>Browser</b>	
IE 11	✔
Edge	✘
Firefox 68+	✘
Chrome 75+	✔
Safari	✘
<b>Web/Application Server</b>	
<b>Operating System</b>	

<sup>9</sup> Use the latest available driver from the [manufacturer's website](#).



7.4.1	
Windows Server 2008 (x86, x64)	x
Windows Server 2008 R2 (x64)	x
Windows Server 2012 (x64)	✓
Windows Server 2012 R2 (x64)	✓
<b>Microsoft .NET Framework</b>	
.NET Framework 3.5.1	x
.NET Framework 4.0	x
.NET Framework 4.5	x
.NET Framework 4.5.1	x
.NET Framework 4.5.2	x
.NET Framework 4.6	x
.NET Framework 4.7.2	✓
<b>Directory Services</b>	
Microsoft Active Directory	✓
<b>Data Lookups</b>	
Microsoft SQL Server	✓
<b>Database Server</b>	
<b>Database Management System</b>	
SQL Server 2008	✓



7.4.1	
SQL Server 2008 R2	✓
SQL Server 2012	✓
SQL Server 2014	✓
SQL Server 2016	✓
<b>Content Management Integration</b>	
<b>OnBase Unity API<sup>10</sup></b>	
OnBase 12	✗
OnBase 13	✗
OnBase 14	✗
OnBase 15 <sup>11</sup>	✗
OnBase 17	✓
OnBase 18	✓
OnBase Foundation EP1-EP2 <sup>12</sup>	✓
<b>OnBase Document Import Processor</b>	
OnBase 9-18	✗

<sup>10</sup> Capture requires a dedicated service account in the CMS/DMS to archive scanned documents. This service account should have a Named User for OnBase licensing.

<sup>11</sup> OnBase 15 requires, at minimum, .NET Framework 4.5.1.

<sup>12</sup> OnBase Foundation EP1 and EP2 have changed behavior to roll over to Concurrent license when all Named licenses are consumed for the configured service user. Northwoods **strongly** recommends that customers using a Named license for the service account move the user into an OnBase group that has Concurrent licenses limited to 1, to prevent the remaining Concurrent licenses from being consumed.



7.4.1	
<b>Laserfiche</b>	
Laserfiche 9.0	x
Laserfiche 9.1	x
Laserfiche 9.2	x
Laserfiche 10	x
<b>FileNet</b>	
FileNet 5.2	x





## Compass CoPilot for iPadOS Hardware and Software Compatibility Matrix

The following table details the hardware and software requirements for successful use of Compass CoPilot for iPadOS. If you do not see a version of Compass CoPilot represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the ["Additional Third-Party Compatibility Information"](#) section.

**Updated: 9/22/2020**

	6.7.70 – 6.7.80	6.7.90	6.7.91
<b>CoPilot for iPadOS</b>			
<b>Cloud Providers</b>			
Amazon Web Services®	✓	✓	✓
<b>iPad Operating System</b>			
iOS 9.3.5	✗	✗	✗
iOS 10	✗	✗	✗
iOS 10.1	✗	✗	✗
iOS 10.2	✗	✗	✗
iOS 10.3	✗	✗	✗
iOS 10.3.1	✗	✗	✗
iOS 10.3.2	✗	✗	✗
iOS 10.3.3	✓	✗	✗



	6.7.70 – 6.7.80	6.7.90	6.7.91
iOS 11	x	x	x
iOS 11.0.1	x	x	x
iOS 11.1	x	x	x
iOS 11.2	x	x	x
iOS 11.2.1	x	x	x
iOS 11.2.2	x	x	x
iOS 11.4.1	✓	x	x
iOS 12	x	x	x
iOS 12.1.4	x	x	x
iOS 12.2	x	x	x
iOS 12.4	✓	x	x
iPadOS 13.1.2	✓ <sup>13</sup>	✓	✓
iPadOS 13.2	x	✓	✓
iPadOS 13.2.2	x	✓	✓
iPadOS 14.0	x	x	✓
<b>PDF Documents</b>			
Adobe Reader DC	✓	✓	✓

<sup>13</sup> Users cannot share into Compass CoPilot from the Mail app but can open the item, select the share button, select **Save to Files**, then share into Compass CoPilot from the Files app.



## Compass Pilot Hardware and Software Compatibility Matrix

The following table details the hardware and software requirements for successful use of Compass Pilot. If you do not see a version of Compass Pilot represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the ["Additional Third-Party Compatibility Information"](#) section.

Updated: 8/27/2020

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
<b>Windows Client</b>			
<b>PC Hardware (minimum)</b>			
Memory <sup>14</sup>	4 GB	4 GB	4 GB
CPU speed	2 GHz	2 GHz	2 GHz
CPU cores	2	2	2
Hard drive speed	7200 RPM	7200 RPM	7200 RPM
Free disk space	1 GB	1 GB	1 GB
Screen resolution	1280 x 1024	1280 x 1024	1280 x 1024
<b>Peripheral Hardware - Scanners</b>			

<sup>14</sup> 2 GB is supported if the workstation is 32-bit and does not have a scanner attached.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Fujitsu fi-4120C (driver: 9.18.149)	x	x	x
Fujitsu fi-5120C (driver: 9.21.1307)	x	x	x
Fujitsu fi-6130/fi-6230/fi-6140/fi-6240 (driver: PaperStream IP (TWAIN) 1.10.0.3791)	✓	✓	✓
Fujitsu fi-6130Z/fi-6230Z/fi-6140Z/fi-6240Z (driver: PaperStream IP (TWAIN) 1.10.0.3791)	✓	✓	✓
Fujitsu fi-7160/fi-7260/fi-7180/fi-7280 (driver: PaperStream IP (TWAIN) 1.10.0.3791) <sup>15</sup>	✓	✓	✓
<b>Peripheral Hardware - Signature Pads</b>			

<sup>15</sup> When scanning barcoded images, this scanner will often grab two pages causing a failure to read the barcode.



	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Topaz T-S460-HSB-R <sup>16</sup>	✓	✓	✓
Topaz T-LBK750-BHSB-R <sup>17</sup>	✓	✓	✓
<b>Peripheral Hardware - Label Printers</b>			
Dymo Labelwriter 400 <sup>18</sup>	✓	✓	✓
Dymo Labelwriter 450 <sup>19</sup>	✓	✓	✓
<b>Operating System</b>			
Windows XP	✗	✗	✗
Windows Vista	✗	✗	✗
Windows 7 (x86, x64)	✗	✗	✗

<sup>16</sup> Use the latest available driver from the manufacturer's website.

<sup>17</sup> Use the latest available driver from the manufacturer's website.

<sup>18</sup> Use version 7.8 of the driver software.

<sup>19</sup> Use version 7.8 of the driver software.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Windows 8 (x86, x64)	✓	✓	✓
Windows 8.1 (x86, x64)	✓	✓	✓
Windows 10 (x86, x64)	✓	✓	✓
<b>Microsoft .NET Framework</b>			
.NET Framework 3.5.1	✗	✗	✗
.NET Framework 4.0	✗	✗	✗
.NET Framework 4.5	✗	✗	✗
.NET Framework 4.5.1	✗	✗	✗
.NET Framework 4.5.2	✗	✗	✗
.NET Framework 4.6	✗	✗	✗
.NET Framework 4.6.1	✗	✗	✗
.NET Framework 4.6.2	✗	✗	✗
.NET Framework 4.7	✗	✗	✗



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
.NET Framework 4.7.2	✓	✓	✓
<b>Internet Browser</b>			
Internet Explorer	✓	✓	✓
Chrome <sup>20</sup>	✓	✓	✓
<b>Office and PDF Documents</b>			
Microsoft Excel 2010	✓	✓	✓
Microsoft Excel 2013	✓	✓	✓
Microsoft Excel 2016	✓	✓	✓
Microsoft Word 2016	✓	✓	✓
Adobe Reader 9	✓	✓	✓
Adobe Reader 10	✓	✓	✓
Adobe Reader 11	✓	✓	✓
Adobe Reader DC	✓	✓	✓
<b>Application Server</b>			
<b>Operating System</b>			

<sup>20</sup> Google Chrome requires a third-party plugin in order to function for Compass Pilot ClickOnce deployment.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Windows Server 2003	x	x	x
Windows Server 2003 R2	x	x	x
Windows Server 2008 (x86)	x	x	x
Windows Server 2008 (x64)	x	x	x
Windows Server 2008 R2 (x64)	x	x	x
Windows Server 2012 (x64)	✓	x	x
Windows Server 2012 R2 (x64)	✓	✓	✓
Windows Server 2016 (x64)	✓	✓	✓
Windows Server 2019 (x64)	✓	✓	✓
<b>Microsoft .NET Framework</b>			
.NET Framework 3.5.1	x	x	x





3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
.NET Framework 4.0	x	x	x
.NET Framework 4.5	x	x	x
.NET Framework 4.5.1	x	x	x
.NET Framework 4.5.2	x	x	x
.NET Framework 4.6	x	x	x
.NET Framework 4.6.1	x	x	x
.NET Framework 4.6.2	x	x	x
.NET Framework 4.7	x	x	x
.NET Framework 4.7.2	✓	✓	✓
<b>Directory Services</b>			
Microsoft ActiveDirectory <sup>21</sup>	✓	✓	✓
Novell eDirectory	✓	✓	✓
<b>Data Lookups</b>			

<sup>21</sup> Windows Authentication and Double Hop are supported for Laserfiche 8.3, Laserfiche 9.0, Laserfiche 10.0, OnBase 14, and OnBase 15.



	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Microsoft SQL Server	✓	✓	✓
IBM DB2	✓	✓	✓
ASMX Web Service	✓	✓	✓
<b>Database Server</b>			
<b>Database Management System</b>			
SQL Server 2005	✗	✗	✗
SQL Server 2008 <sup>22</sup>	✓	✓	✓
SQL Server 2008 R2	✓	✓	✓
SQL Server 2012	✓	✓	✓
SQL Server 2014	✓	✓	✓
SQL Server 2016	✓	✓	✓
SQL Server 2017	✓	✓	✓
<b>Print Server</b>			
<b>Operating System</b>			

<sup>22</sup> Versions of Data Migrator earlier than version 4 do not support SQL Server 2008.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Windows Server 2003	x	x	x
Windows Server 2003 R2	x	x	x
Windows Server 2008 (x86)	x	x	x
Windows Server 2008 (x64)	x	x	x
Windows Server 2008 R2 (x64)	x	x	x
Windows Server 2012 (x64)	✓	✓	✓
Windows Server 2012 R2 (x64)	✓	✓	✓
Windows Server 2016 (x64)	✓	✓	✓
Windows Server 2019 (x64)	✓	✓	✓
<b>Software Print Server</b>			
RPM Remote Print Manager 5.0.70.x	✓	✓	✓



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
RPM Remote Print Manager 5.1.1.x	✓	✓	✓
RPM Remote Print Manager 6.0.0.1 through 6.0.0.405	✗	✗	✗
RPM Remote Print Manager 6.0.0.406 and greater	✓	✓	✓
<b>Image/Document Conversion Software</b>			
SwiftView 8.1.0.1	✓	✓	✓
SwiftView 9.0.5.2	✓	✓	✓
SwiftView 9.2.3.4	✓	✓	✓
LeadTools (x86, x64)	✓	✓	✓
<b>Content Management Integration</b>			
<b>OnBase Unity API<sup>23</sup></b>			
OnBase 13	✗	✗	✗

<sup>23</sup> Compass Pilot supports Concurrent or Named OnBase licenses. Northwoods recommends that CoPilot for iPadOS users use Named licensing.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
OnBase 14	x	x	x
OnBase 15	x	x	x
OnBase 15 SP2	x	x	x
OnBase 15 SP3	x	x	x
OnBase 16	x	x	x
OnBase 16 SP1	x	x	x
OnBase 17	x	x	x
OnBase 17 SP2	x	x	x
OnBase 18	✓	✓	✓
OnBase 18 SP1	✓	✓	✓
OnBase Foundation EP1-EP2	✓	✓	✓
<b>OnBase Document Import Processor</b>			
OnBase 9-19	✓	✓	✓
<b>Laserfiche<sup>24, 25</sup></b>			
Laserfiche 8.2	x	x	x

<sup>24</sup> Compass Pilot supports Directory Named User or Repository Named User for Laserfiche licensing.

<sup>25</sup> Compass Pilot versions 6.6.20 and greater using Laserfiche as the DMS must have the Laserfiche 10 SDK installed.



3rd Party Compatibility Matrix | Compass® Software

	6.6.82 – 6.6.84	6.6.92 – 6.6.93	7.1.10 – 7.1.40
Laserfiche 8.3	x	x	x
Laserfiche 9.0	x	x	x
Laserfiche 9.1	x	x	x
Laserfiche 9.2	✓	✓	✓
Laserfiche 10.0	✓	✓	✓
Laserfiche 10.1	✓	✓	✓
Laserfiche 10.2	✓	✓	✓
Laserfiche 10.3	✓	✓	✓
Laserfiche 10.4	✓	✓	✓
<b>FileNet</b>			
FileNet 4.5.1	x	x	x
FileNet 5.0	x	x	x
FileNet 5.1	x	x	x
FileNet 5.2	✓	✓	✓



## Compass Connect Synchronization Service

The following table details the hardware and software requirements for successful use of Compass Connect Synchronization Service. If you do not see a version of Connect Service represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the ["Additional Third-Party Compatibility Information"](#) section.

Updated: 11/16/2018

	1.0.0	1.1.0	1.2.0
<b>Compass Pilot</b>			
Compass Pilot Version 6.6.40 and greater	✓	✓	✓



## Compass Virtual Printer

The following table details the hardware and software requirements for successful use of Compass Virtual Printer (CVP). If you do not see a version of CVP represented in this table, it is either no longer supported or it was not released. For further information regarding third-party compatibility, see the ["Additional Third-Party Compatibility Information"](#) section.

**Updated: 10/31/2019**

	1.1.0	1.2.0	1.3.0	2.0.0
<b>Compass Pilot</b>				
Compass Pilot Version 6.6.60 and greater	✓	✓	✓	✓
Compass Cloud	✗	✗	✗	✓
<b>Microsoft .NET Framework</b>				
.NET Framework 4.5.2	✗	✗	✗	✗
.NET Framework 4.6	✓	✓	✓	✗
.NET Framework 4.6.1	✓	✓	✓	✗
.NET Framework 4.6.2	✓	✓	✓	✗
.NET Framework 4.7	✓	✓	✓	✗
.NET Framework 4.7.2	✗	✗	✓	✓
<b>LEADTOOLS</b>				
LEADTOOLS 19	✓	✓	✓	✓





	1.1.0	1.2.0	1.3.0	2.0.0
Windows C++ 2010 (x86 and x64)	✓	✓	✓	✓
<b>LEADTOOLS Printer</b>				
LEADTOOLS Printer Version 1.0.1	✓	✓	✗	✗
LEADTOOLS Printer Version 1.3.0	✗	✗	✓	✓
LEADTOOLS Printer Version 2.0.0	✗	✗	✗	✓

## Additional 3<sup>rd</sup> Party Compatibility Information

The following sections detail additional information about the compatibility of Compass products with third-party products.

### 64-bit Operating Systems

Northwoods supports 64-bit operating systems for both the client operating system and the server operating system. However, the Compass Pilot client software is a 32-bit application and runs in the WoW64 emulation environment provided by Microsoft®. Additionally, Compass Appointments client and server software are 32-bit applications and run in the WoW64 emulation environment provided by Microsoft.

### Anti-Virus

Northwoods recommends that customers run anti-virus software on their client and server operating systems. However, Northwoods does not test any anti-virus software for compatibility with Compass Pilot or Compass Appointments. In some cases, anti-virus components can cause extreme performance issues, and Northwoods may request that the anti-virus software be temporarily disabled for testing purposes. A list of anti-virus exception rules for both the client and server are provided by a Northwoods solution architect during an implementation.

### Desktop and Application Virtualization

Compass software is designed to work on Microsoft Windows operating systems. Northwoods relies on the vendors of virtual desktop and application virtualization software to ensure their systems represent a physical desktop or have similar access to machine resources as an application running on a physical desktop. Customers should have a system administrator certified in their virtual desktop technology to administer and configure their solution.

### Microsoft Service Packs and R2 Versions of SQL Server and Windows Server

Northwoods will ensure that Compass software is compatible with all service packs issued by Microsoft for versions of operating systems and for SQL Server that are listed as supported in the "[Compass Pilot Hardware and Software Compatibility Matrix](#)" and the "[Compass Appointments Hardware and Software Compatibility Matrix](#)." Northwoods endeavors to apply service packs to development and test environments upon their release and all testing is carried out on clients, servers, and database servers that have the latest service packs applied. We recommend that our customers apply the latest service packs upon release. Northwoods will also ensure



that Compass software is compatible with R2 versions of any operating systems and SQL Server listed as supported in the "[Compass Pilot Hardware and Software Compatibility Matrix](#)" and the "[Compass Appointments Hardware and Software Compatibility Matrix](#)."

## Virtual Servers

Compass software is designed to work on Microsoft Windows operating systems. We rely on the vendors of virtual technologies to ensure their systems represent a physical machine to the guest operating systems so that applications on the virtual machine do not experience issues that would not be attributed to a physical machine. There may be instances during the troubleshooting of an issue that Northwoods requests that the problem is validated in a non-virtual environment to help remove the virtual machine component. Virtual machines access memory and other hardware mechanisms differently and removing the virtual machine variable may be required. It is strongly recommended to test your solution before production use. Customers should have a system administrator certified in their virtual technology to set up and manage their virtual environment.