System Requirements

Base: HiScout Platform 4.3.1

Web / Application-Server

We recommend the use of CPUs of the current generation. The hardware requirements need to increase according to the user count.

Software (System)	Version
From Windows Server 2016 to Windows Server 2025	Current updates recommended
.NET Framework	4.8
Visual C++ Redistributable for Visual Studio 2012 Update 4 (Download Link)	
Erlang/OTP Framework	27.3.4.17
Hardware (System)	**Scaling**
CPU (minimum)	4 Cores
CPU (recommended)	8 Cores
RAM (minimum)	8 GB
RAM (recommended)	32 GB
HDD	20 GB free disc space

Database server

We recommend the use of CPUs of the current generation.

Software (System)	Version
From SQL Server 2017 To SQL Server 2022	Current Updates Recommended The **Full-Text and Semantic Extractions for Search** feature must be installed. When creating the database, the **Collation** must be set to **Latin1_General_CI_AS**. **LEGACY_CARDINALITY_ESTIMATION = OFF**
Hardware (System)	**Scaling**
CPU (minimum)	4 Cores
CPU (recommended)	8 Cores
RAM (minimum)	8 GB
RAM (recommended)	32 GB
HDD	Recommended > 100 GB

Client, Workstation

HiScout is a Web-Application that runs in the browser and does not require installation of other components on the workstation.

JavaScript needs to be enabled in the browser.

Popups need to be allowed in the browser.

Browser	Version
Firefox	minimum Version ESR 78 with limitations
Chrome	minimum Version 59
Microsoft Edge	minimum Version 89
Hardware	**Specification**
Monitor	Min monitor size 22‘‘ Min resolution 1920 x 1080 Hint: An optimal experience for HiScout is achieved by setting Windows and browser zoom to 100%

Network Requirements

Performance problems may arise when using HiScout over slow internet connections.

It is strongly recommended to encrypt all communication in HiScout. For test systems or internal use, the certificate can be self-signed.

All listed ports need to be open for incoming and outgoing communication.

Usage	Protocol	Port
HiScout Web ↔ IIS	http / https	80 / 443
IIS ↔ HiScout Service	TCP	8085
Questionnaire Client ↔ Questionnaire API	http / https	9090
HiScout Service ↔ Database server	TCP UDP	1433 1434
HiScout Service ↔ Email server	TCP	25
HiScout ↔ Rabbit MQ	TCP / AMQP	5672

Authentication

HiScout offers the option of authenticating users via LDAP, SAML or OpenId Connect. The default authentication is LDAP.

Certification

The HiScout installer is signed with a certificate originating from the "GlobalSign Code Signing Root R45." To ensure smooth operation, the certificate should be installed on the server where HiScout is to be installed.
This certificate is already present by default in many environments. If necessary, it can be downloaded and installed from the GlobalSign website (https://support.globalsign.com/ca-certificates/root-certificates/globalsign-root-certificates).