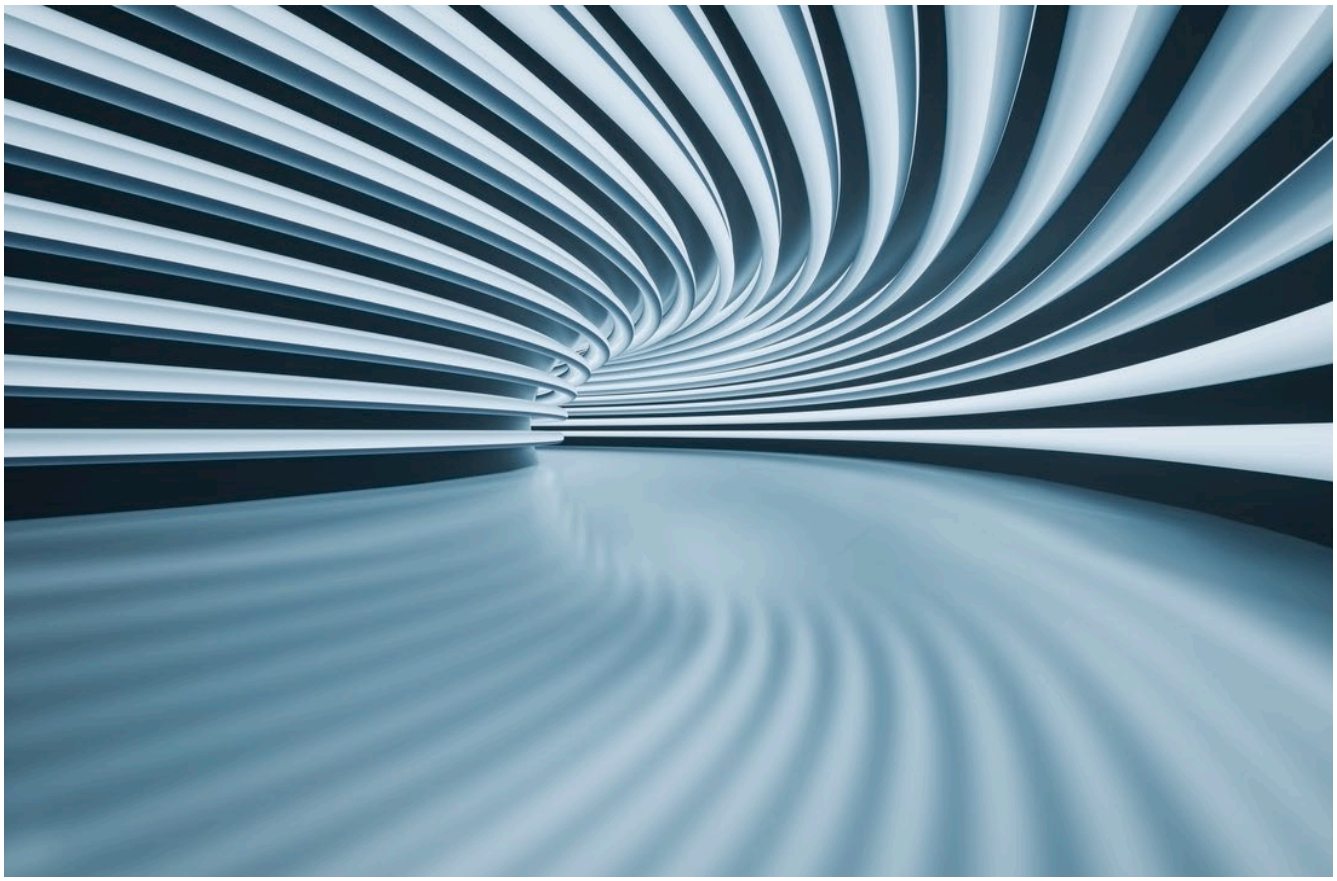


Financial & Corporate Compliance

System Requirements

ComplianceOne® Solution

2026.2

Wolters Kluwer

Financial & Corporate Compliance

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ComplianceOne System Requirements

ComplianceOne® eases the management of your loan and account transactions and data. As a single, integrated solution, ComplianceOne provides a seamless transition from your administrative functions and line-of-business documentation directly to one database. In addition, ComplianceOne is backed by industry-leading Wolters Kluwer compliance content embedded in the application.

Important Guidelines

Use this information as a guide to identify the hardware and software components needed to implement ComplianceOne. Review this document in its entirety. Please contact Wolters Kluwer if you have any questions regarding specific configurations.

All requirements are for systems running ComplianceOne only. You will need to take into consideration any additional software that will be running in your environment, as this will increase the listed requirements. Please review the additional notes at the end of this document for further explanations and information.

Note: These requirements are subject to change without notice.

Visit our Software Support Web site at https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/ for updates to the ComplianceOne System Requirements.

Third-Party Software and Components

Third-party software components identified in these requirements must be obtained and installed by your organization's network administrator or technical consultant unless otherwise noted. Wolters Kluwer does not provide, install, or configure these components and can only offer guidance as documented in the installation instructions. For assistance with Microsoft products or other third-party software, contact the appropriate vendor's support organization.

Browser and Internet Connectivity

Browser Requirements

- A modern, standards-compliant web browser is required for optimal performance, security, and compatibility.
- Microsoft Edge (current release or one prior release) is required.

Internet Connectivity

- Internet access is required to use some components of ComplianceOne as well as for remote installation.
- Internet access is required for remote troubleshooting by SupportLine.
- Internet access is required to download product updates and other files from the Wolters Kluwer Compliance Solutions Support Portal and Product Download Site https://compliancedownload.wolterskluwer.com.

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Standalone Implementation

Software Requirements: Operating Systems

- Windows 11 (64-bit)

Other Required Software

- 18.x version of OLE DB Driver (MSOLEDBSQL) driver (18.2.x or later)

Important: OLE DB Driver 19.x is not compatible.

- Internet Information Services (IIS)
- Microsoft .NET Framework 3.5 (if RiskID is used)
- Microsoft .NET Framework 4.8 (recommended)
- MSXML 6.0

Microsoft OLE DB Driver for SQL Server

ComplianceOneClientInstall and *ComplianceOneComponentsInstall* requires the OLE DB Driver 18.2.x or later (version 18.6.3 as of this release) driver to be installed. Please install the latest 18.2.x or later version of MSOLEDBSQL driver prior to installing *ComplianceOneClientInstall*. The version 19.x OLE DB Driver is not compatible. Install the correct version from the *Applications**Utilities* folder of the ISO or from the following Microsoft website:

https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server

Note: OLE DB Driver version 19.x is not compatible.

Hardware Requirements

These requirements are for systems running ComplianceOne only. A faster gigahertz (GHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ComplianceOne. Adding additional CPUs may also improve overall performance. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.

- Multicore Intel/AMD processor
- 8 GB RAM or greater recommended
- At least 5 GB available hard disk space (7 GB or greater recommended)

Network - Small Implementation Server

Definition: A small implementation is defined as supporting up to 15 concurrent users.

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The specifications listed in this section are for an application server to run ComplianceOne only. You will need to take into consideration any additional software that will be running in your environment and size appropriately.

Security and Workload Considerations

Application software, such as ComplianceOne, should not be installed on an Active Directory Server / Domain Controller. If a server class computer is not available, ComplianceOne can be installed on a workstation computer in a peer-to-peer configuration to act as the server for ComplianceOne clients. It is recommended to install to a computer that is a member of a domain as installations in a workgroup may not work correctly.

Peer-to-peer configurations may be limited to 5 concurrent users. However, if you are running at least our recommended system requirements, up to 15 concurrent users may access ComplianceOne on a Network – Small Implementation Server. If more concurrent users are desired, refer to the Network- Large Implementation Server option.

Consult Wolters Kluwer to ensure ComplianceOne will work in your environment. Please review the additional notes at the end of this document for further explanations and information.

Software Requirements: Operating Systems

- Windows 11 (64-bit)
- Windows Server 2019 (64-bit)
- Windows Server 2022 (64-bit)
- Windows Server 2025 (only available as a 64-bit operating system)

Note: Windows Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Windows Server 2016. As a result, Windows 2016 is not supported with this release. New deployments should use Windows Server 2019 or Windows Server 2022.

Other Required Software

- 18.x version of OLE DB Driver (MSOLEDBSQL) driver (18.2.x or later)

Important: OLE DB Driver 19.x is not compatible.

- Internet Information Services (IIS)
- Microsoft .NET Framework 3.5 (if RiskID is used)
- Microsoft .NET Framework 4.8 (recommended)
- MSXML 6.0
- Microsoft SQL Server 2017 Express
    - Support for SQL Server 2017 Express is maintained for existing environments but may be removed in a future release
- Microsoft SQL Server 2019

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- Microsoft SQL Server 2022

Note: Microsoft SQL Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Microsoft SQL Server 2016. As a result, SQL Server 2016 is not supported with this release. New deployments should use SQL Server 2019 or SQL Server 2022.

Microsoft OLE DB Driver for SQL Server

ComplianceOneClientInstall and ComplianceOneComponentsInstall requires the OLE DB Driver 18.2.x or later (version 18.6.3 as of this release) driver to be installed. Please install the latest 18.2.x or later version of MSOLEDBSQL driver prior to installing ComplianceOneClientInstall. The version 19.x OLE DB Driver is not compatible. Install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website:

https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server

Note: OLE DB Driver version 19.x is not compatible.

Hardware Requirements

These requirements are for systems running ComplianceOne only. A faster gigahertz (GHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ComplianceOne. Adding additional CPUs may also improve overall performance. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.

- Multicore Intel/AMD processor
- 8 GB RAM or greater recommended
- At least 5 GB available hard disk space (7 GB recommended)

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Network - Large Implementation Server

Definition: A large implementation is defined as supporting more than 15 concurrent users.

The specifications listed in this section are for an application server to run ComplianceOne only. You will need to take into consideration any additional software that will be running in your environment and size appropriately.

Security and Workload Considerations

Application software, such as ComplianceOne, should not be installed on an Active Directory Server / Domain Controller.

Consult Wolters Kluwer to ensure ComplianceOne will work in your environment. Please review the additional notes at the end of this document for further explanations and information.

Software Requirements: Operating Systems

- Windows Server 2019 (64-bit)
- Windows Server 2022 (64-bit)
- Windows Server 2025 (only available as a 64-bit operating system)

Note: Windows Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Windows Server 2016. As a result, Windows 2016 is not supported with this release. New deployments should use Windows Server 2019 or Windows Server 2022.

Other Required Software

- 18.x version of OLE DB Driver (MSOLEDBSQL) driver (18.2.x or later)

Important: OLE DB Driver 19.x is not compatible.

- Internet Information Services (IIS)
- Microsoft .NET Framework 3.5 (if RiskID is used)
- Microsoft .NET Framework 4.8 (recommended)
- MSXML 6.0
- Microsoft SQL Server 2017 Express
    - Support for SQL Server 2017 Express is maintained for existing environments but may be removed in a future release
- Microsoft SQL Server 2019
- Microsoft SQL Server 2022

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Note: Microsoft SQL Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Microsoft SQL Server 2016. As a result, SQL Server 2016 is not supported with this release. New deployments should use SQL Server 2019 or SQL Server 2022.

Microsoft OLE DB Driver for SQL Server

ComplianceOneClientInstall and ComplianceOneComponentsInstall requires the OLE DB Driver 18.2.x or later (version 18.6.3 as of this release) driver to be installed. Please install the latest 18.2.x or later version of MSOLEDBSQL driver prior to installing ComplianceOneClientInstall. The version 19.x OLE DB Driver is not compatible. Install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website:

https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server

Note: OLE DB Driver version 19.x is not compatible.

Hardware Requirements

These requirements are for systems running ComplianceOne only. A faster gigahertz (GHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ComplianceOne. Adding additional CPUs may also improve overall performance. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.

- Multicore Intel/AMD processor – Release to market date 2007 or newer*
- 8 GB RAM or greater recommended*
- At least 5 GB available hard disk space (7 GB or greater recommended)

Network - WAN Implementation

Definition: Terminal Services/Remote Desktop Services

To run effectively in a Wide Area Network (WAN) environment, ComplianceOne requires sufficient bandwidth for acceptable performance. Terminal Services/Remote Desktop Services is required for Wide Area Network (WAN) implementations. The specifications listed in this section are sized for a system with 15 concurrent users.

It is recommended that ComplianceOne be installed on a separate application server (see Network – Large Implementation Server for requirements) and not the server hosting Terminal Services/Remote Desktop Services. For performance and security reasons, only the ComplianceOne client files are recommended to be installed on the Terminal Server/Remote Desktop Server.

Additionally, Citrix XenApp can be added on top of the Microsoft Terminal Services/Remote Desktop Services to allow more options for workstation connectivity and administration. Workstations that connect to Terminal Server/Remote Desktop Server need to meet the requirements set by Microsoft or Citrix. These requirements are less than the requirements for a local area network client allowing you to use legacy equipment without needing to do hardware upgrades to your workstations. Refer to your technical consultant or visit

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http://www.microsoft.com or http://www.citrix.com for Terminal Services/Remote Desktop Services and workstation specifications.

Note: Other deployments such as Wyse Thin Client (dummy terminal), VDI (Virtual Desktop Infrastructure) and RemoteApp are not tested, and therefore, functionality cannot be ensured.

Consult Wolters Kluwer to ensure ComplianceOne will work in your environment.

Software Requirements: Operating Systems

- Windows Server 2019 (64-bit)
- Windows Server 2022 (64-bit)
- Windows Server 2025 (only available as a 64-bit operating system)

Note: Windows Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Windows Server 2016. As a result, Windows 2016 is not supported with this release. New deployments should use Windows Server 2019 or Windows Server 2022.

Other Required Software

- 18.x version of OLE DB Driver (MSOLEDBSQL) driver (18.2.x or later)

Important: OLE DB Driver 19.x is not compatible.

- Microsoft .NET Framework 3.5 (if RiskID is used)
- Microsoft .NET Framework 4.8 (recommended)
- MSXML 6.0

Hardware Requirements

These requirements are for systems running ComplianceOne only. A faster gigahertz (GHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ComplianceOne. Adding additional CPUs may also improve overall performance. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.

- Multicore Intel/AMD processor
- 8 GB RAM or greater for the operating system and at least 100 MB RAM per user connection
- At least 5 GB available hard disk space (7 GB or greater recommended)

Network – Clients

These requirements apply to all Local Area Network (LAN) client workstations regardless of the server. For Wide Area Network (WAN) implementations, refer to the Network - Wide Area Network (WAN) Implementation section earlier in this guide.

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The specifications listed in this section are for a computer to run ComplianceOne only. You will need to take into consideration any additional software that will be running in your environment and size appropriately.

Consult Wolters Kluwer to ensure ComplianceOne will work in your environment.

Software Requirements: Operating Systems

Windows 11 (64-bit)

Other Required Software

- 18.x version of OLE DB Driver (MSOLEDBSQL) driver (18.2.x or later)

Important: OLE DB Driver 19.x is not compatible.

- Microsoft .NET Framework 3.5 (if RiskID is used)
- Microsoft .NET Framework 4.8 (recommended)
- MSXML 6.0

Hardware Requirements

These requirements are for systems running ComplianceOne only. A faster gigahertz (GHz) processor and or more random-access memory (RAM) have shown to improve the overall performance of ComplianceOne. Adding additional CPUs may also improve overall performance. Consult with your technical staff if you will be running additional applications, as this will increase the listed requirements.

- Multicore Intel/AMD processor
- 8 GB RAM or greater recommended
- At least 1 GB available hard disk space (2 GB or greater recommended)

Printer Requirements

Guidelines

Due to the large variety of printers available on the market today, we are unable to test our programs with every printer. Multi-purpose (printer, copier, fax) printers may meet the above requirements; however, we do not recommend using multi-purpose printers with our software and may not be able to assist with problems printing to these printers.

We recommend the printer be network-capable and added as a TCP\IP port.

Requirements

PCL5 or PCL6 compatible laser printer

Two programmable paper trays, one for letter size paper and one for legal size paper.

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Printer memory:

- 8 MB installed for 300 dpi resolution.
- 16 MB installed for 600 dpi resolution.
- 32 MB installed for 1200 dpi resolution.

T1 communication (or faster) is recommended for Wide Area Network printing

> **Note:** Using Printer Redirection on any version of terminal services/Remote Desktop Services is not recommended.

Microsoft Office Applications

Microsoft Word

Microsoft Word (32 bit) must be installed in order to modify dynamic documents within ComplianceOne Lending and Deposit applications. The following Microsoft Office versions have been tested and are supported:

- **Microsoft Office LTSC 2024 (32 bit)**
- **Microsoft Office 2021 and Office LTSC 2021 (32 bit)**
- **Microsoft 365 Apps for Enterprise (32 bit)**

Microsoft Word must be installed on the machine acting as the ComplianceOne client. If ComplianceOne is accessed via **a Terminal Server or Citrix environment**, Microsoft Word must be installed on the terminal/Citrix server, even if Word is installed on the local workstation.

When installing Microsoft Word on a Terminal Server or Citrix server, ensure the appropriate Microsoft licensing is obtained.

> Important: While 64-bit versions of Microsoft Word may function in some environments, they have not been tested or certified for use with ComplianceOne and are not officially supported at this time.

Microsoft Office Outlook

Microsoft Outlook is required for ComplianceOne email functionality, which provides the ability to email documents. The following Microsoft Outlook versions have been tested and are supported:

- **Microsoft Outlook LTSC 2024 (32 bit)**
- **Microsoft Outlook 2021 and Outlook LTSC 2021 (32 bit)**
- **Microsoft Outlook included with Microsoft 365 Apps for Enterprise (32 bit)**

Microsoft Outlook must be installed on the machine acting as the ComplianceOne client. If ComplianceOne is used in a **Terminal Server or Citrix environment**, Outlook must be installed on the terminal/Citrix server, even if Outlook is installed locally.

When installing Outlook on a Terminal Server or Citrix server, ensure the appropriate Microsoft licensing is obtained.

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Microsoft Small Business Server

This operating system is designed strictly for small business applications and is not supported.

Microsoft Exchange Server

ComplianceOne is not compatible with running on Exchange Server.

Windows Operating Systems

When updating a major in-place upgrade (like Windows 11), to install the Microsoft components to run ComplianceOne properly, it is required to perform a clean installation of the Operating System to ensure pristine system files. “Upgrades” within Win 10 are considered an update verses an upgrade.

You should back up your data, format the hard drive, install Windows, reinstall your applications and then restore your data from backup. Then contact Wolters Kluwer to reinstall ComplianceOne and restore the data.

Active Directory Server / Domain Controller

Good networking practice dictates that application software, such as ComplianceOne, should not be installed on a Domain Controller. This is due to security and workload concerns.

Additional Guidelines

Port 80

Web sites deployed on the same server as ComplianceOne and using port 80 will not function properly and also interfere with the functioning of the ComplianceOne web services. As such, we do not currently support deploying ComplianceOne web services into web servers where other sites are configured to use port 80. We also do not currently support deploying ComplianceOne web services into web servers that are running Microsoft SharePoint.

Service Packs

The most current service pack is recommended for all Microsoft applications.

Backup Restore

Backups are the sole responsibility of the institution. Your backup software may require an additional module to allow backing up of database files.

Novell NetWare

ComplianceOne cannot be installed on a Novell NetWare file server because ComplianceOne utilizes Microsoft IIS to create the screens and Microsoft SQL Server to manage the database. These components cannot be installed to or run from a Novell NetWare file server.

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Text Display Size

Controls in ComplianceOne administration can display their values oddly if the default text display size of the Windows operating system is set at any value larger than the default size. The text display size must be set to the Windows default:

- For Windows - Smaller - 100% (default)
- The Windows operating system text display size is found in the operating system display properties:
- For Windows - Right-click the desktop, choose Personalize, Display

Interface Users

Systems that also integrate with business-to-business interfaces may also need to update some proxy/firewall exceptions before using ComplianceOne with those interfaces.

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Wolters Kluwer reported 2022 annual revenues of €5.5 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 20,000 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

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Product Download Site: https://compliancedownload.wolterskluwer.com/

ComplianceOne® Solution SupportLine:
Phone: (800) 274-2711 ext. 1123660
Available Monday through Friday, 8 a.m. to 7 p.m., Eastern time.
Email: ComplianceOneSupport@wolterskluwer.com

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