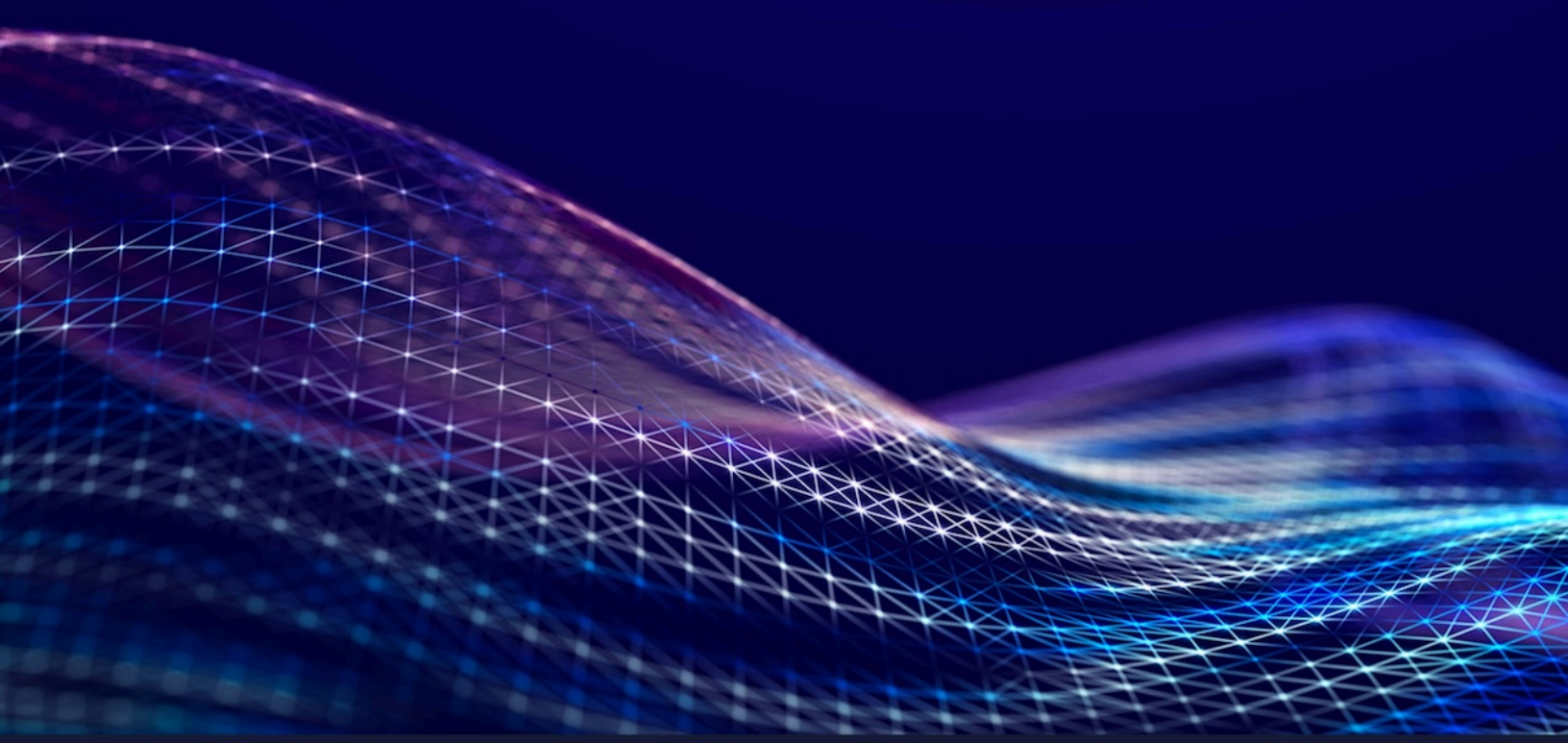

Tungsten TotalAgility
Technical Specifications
2026.4

TUNGSTEN AUTOMATION

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Document revision history

Date	Description
<SQA date>	Initial version

Preface

Tungsten TotalAgility is an intelligent automation platform that transforms and simplifies critical business interactions. Use TotalAgility to design, develop, and deploy continually improving business processes that result in better customer engagement, more effective process execution, and increased business agility.

TotalAgility provides multichannel information capture, business process management, adaptive case management, and mobile capabilities in a single integrated product offering.

This document provides technical specifications for the TotalAgility product.

Product requirements

This chapter describes the requirements for Tungsten TotalAgility.

System architecture

Refer to the *Tungsten TotalAgility Architecture Guide*.

ARM support

ARM is supported, with known issues related to VRS scanning and an error message from Atalasoft. Both can be worked around.

Process Orchestration server

Specification	Description
Server Operating Systems	Windows Server 2022 and higher
3rd Party requirements	• Microsoft .NET Framework 4.8 and higher • ASP.NET • Internet Information Services (IIS)

Capture Clients (Browser UI)

Specification	Description
Operating Systems	Windows 11 Web Capture Service Scanning requires a non-touch-enabled device. For operating systems using the Modern Lifecycle Policy, Tungsten Automation only supports versions supported by Microsoft.

Transformation Server

Specification	Description
Server Operating Systems	Windows Server 2022 and higher
Required 3rd Party technologies	• Microsoft .NET Framework 4.8 and higher • Microsoft Visual C++ Redistributable packages for Visual Studio 2017 - 2026. Microsoft Visual C++ Redistributable is automatically installed if it is not available on the machine.
Databases (for extraction and database lookups)	• SQL Server 2022 and higher • Oracle 19c • Oracle 21c

Transformation Designer

Tungsten Transformation and Transformation Designer cannot be installed on the same machine.

Specification	Description
Operating Systems	• Windows 11 • Windows Server 2022 and higher
Required 3rd Party technologies	• Microsoft .NET Framework 4.8 • Microsoft Visual C++ Redistributable packages for Visual Studio 2017 - 2026. • DirectX 9.0c (used by the benchmark viewer) Microsoft Visual C++ Redistributable is automatically installed if it is not available on the machine.
Databases (for extraction and database lookups)	• SQL Server 2022 and higher • Oracle 19c • Oracle 21c

Reporting Server

Specification	Description
Server Operating Systems	Windows Server 2022 and higher
Required 3rd Party technologies	Microsoft .NET 8 and higher

Tungsten Capture/Tungsten Transformation Converter

Specification	Description
Compatible Tungsten Automation Software	• Tungsten Capture 11.1 and higher • Tungsten Transformation 7.1 and higher
Coexistence with other Tungsten Automation products	Tungsten Transformation and the Transformation components of Tungsten RPA (Thin Client Server, Document Transformation Server, Project Builder) cannot be installed on the same machine as the Transformation components of Tungsten TotalAgility (Transformation Server, Transformation Designer)

TotalAgility

Specification	Description
DBMS	• Microsoft SQL Server 2022 and higher ℹ Failover clustering and Transparent Data Encryption (TDE) are supported. • Microsoft Azure SQL (On-premise and On-premise multi-tenant deployments) • Amazon RDS SQL Server (On-premise and On-premise multi-tenant deployments) • Azure SQL Managed Instance database (On-premise and On-premise multi-tenant deployments)
Compatible Tungsten Automation Software	• Tungsten VRS Elite 5.3 and higher (for use with the "Twain-on-Top" interface for scanning) • Tungsten Mobile SDK 3.8 and higher • Tungsten Search and Matching Server 6.10 • Tungsten RPA 11.4 and higher • Tungsten Insight 6.5 and higher • Tungsten Communications Manager 5.7 and higher • Tungsten SignDoc 3.3 and higher • Tungsten Monitor 8.3 and higher • Tungsten ControlSuite 1.4 and higher (for use with the ControlSuite integration node) ℹ For Tungsten Export Connector, refer to the *Tungsten Export Connector Technical Specifications* document.
Security	TLS (Transport Layer Security)
Fax Servers	• Tungsten Communication Server 10.5 and higher • OpenText RightFax version 22.x and higher (Recommended version is 23.4.1.292) • Biscom FAXCOM® Server 5.x and higher
Line of Business Connectors	• Microsoft SharePoint Subscription Edition (Including SharePoint Online) and higher • Microsoft Dynamics 365 (CRM) and higher (On-premise only) • OpenText Content Manager 23.4 and higher (previously Micro Focus) • CMIS 1.0 and higher • Microsoft 365 - Exchange Online

Specification	Description
Browsers	**Browsers supported for basic/mobile forms** The following browsers and their mobile equivalents are supported, specifically the latest and the second-last versions. • Google Chrome • Microsoft Edge • Mozilla Firefox • Safari • Capture-enabled forms for Scan, Document review, Validation, and Verification are excluded. • Windows phone is not supported. **Browsers supported for Capture forms** • Google Chrome • Microsoft Edge • Mozilla Firefox • To view PDFs, make sure a PDF plug-in is installed. This can be the PDF plug-in built into the browser. • To view a scan-enabled form, make sure the Web Capture Service is installed. See the *Tungsten TotalAgility Installation Guide*. **Browsers supported for Web capture control** • Google Chrome • Microsoft Edge • Mozilla Firefox **Browsers supported for TotalAgility Advanced Studio** • Google Chrome • Microsoft Edge • Mozilla Firefox **Browsers supported for Integration Server** The following browsers and their mobile equivalents are supported, specifically the latest and the second-last versions. • Google Chrome • Microsoft Edge For Capture forms, Web Capture control, and TotalAgility Advanced Studio, only vendor-supported browser versions are supported, specifically the latest and the second-last versions. Mobile browsers are not supported.

Specification	Description
Scanners	**Scanners supported for Capture forms and Web capture control** TotalAgility provides general support for all TWAIN-capable document scanners. In addition, TotalAgility supports all Tungsten VRS Elite compatible scanners by scanning through the Tungsten VRS Elite TWAIN-on-Top scan source.
MFP	Refer to the *MFP Support Matrix* document.
Languages supported	• English • French • German • Brazilian Portuguese • Italian • Spanish • Japanese
SDK	Using the Microsoft .NET SDK requires Visual Studio 2017 and higher. The SOAP or JSON SDK endpoints do not require any specific version of Visual Studio or other development environment.

Web Capture Service (TotalAgility Web Scan) Multiuser support

When deploying Web Capture Service in multiuser environments (Microsoft Terminal Server and Citrix), multiple users work with Web Capture Service simultaneously from different Windows logon sessions. The following technologies are required to support such an environment:

- Citrix Virtual Apps (formerly XenApp)
- Citrix Virtual Desktops (former XenDesktop)
- Windows Remote Desktop for supported Windows versions

Citrix support for scanning requires Citrix TWAIN redirection to be enabled.

Support for Citrix XenApp and XenDesktop is ended this release.

Only versions (including LTSR) of Citrix Virtual Apps/Desktops and XenApp/XenDesktop supported by Citrix are supported by Tungsten Automation. Refer to the "Citrix Product Matrix" for "Citrix Virtual Apps and Desktops" and "XenApp & XenDesktop" on the Citrix site for more information.