



## RESOLV Mobile Hardware Requirements Guide

### **Hand Held Scanner Requirements**

Resolv Mobile utilizes SAP's Fiori platform and can be accessed two main ways: through the SAP Fiori App or through a Web Browser. These apps/browsers can be accessed via a multitude of mobile devices and accessories. Below is a small list of devices we know are compatible, but for a full list, see SAP's Browser and Platform Support guide using this link:

<https://sapui5.hana.ondemand.com/sdk/#/topic/74b59efa0eef48988d3b716bd0ecc933>

The following devices and accessories are known to work with Resolv Mobile:

- Apple iTouch
- Zebra MC9200
- Zebra TC8000
- Zebra TC51
- Zebra TC70
- AML Scepter

Barcode Scanner/Battery Sled device attachments:

- Linea Pro 5
- <https://www.socketmobile.com/>

Once you have your devices picked out, you can choose which way to access your Mobile site. If you want to use the SAP Fiori app, you can download it from your device's app store.

SAP Fiori Client App for iOS

<https://itunes.apple.com/us/app/sap-fiori-client/id824997258?mt=8>

SAP Fiori Client App for Android

<https://play.google.com/store/apps/details?id=com.sap.fiori.client&hl=en>

SAP Fiori Client App for Windows

<https://www.microsoft.com/en-us/store/p/sap-fiori-client/9wzdnrd2c40>



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If you would rather just access your Mobile site via web browser, you can use your device’s native browser (if it is compatible) or download a web browser app from your device’s app store.

**Browser and Platform Support Matrix**

Platform	Device Category	Platform Version	Safari	Web View	Microsoft Edge (Chromium) <sup>2</sup>	Google Chrome	Mozilla Firefox	SAP Fiori Client
Windows <sup>1</sup>	Desktop	Windows 8.1	-	-	Latest version	Latest version	Latest version and latest Extended Support Release (ESR) <sup>5</sup>	-
		Windows 10	-	Latest version				-
	Touch <sup>3, 4</sup>	Windows 10	-	Latest version	Latest version <sup>5</sup>	Latest version <sup>5</sup>	-	Latest version
macOS	Desktop	Latest 2 versions	Latest 2 versions	-	-	Latest version <sup>3</sup>	-	-
iOS	Phone and Tablet <sup>3, 4</sup>	Latest 2 versions	Latest 2 versions	Latest version <sup>5</sup>	-	-	-	Latest version
Android	Phone and Tablet <sup>3, 4</sup>	As of version 5	-	-	-	Latest version	-	Latest version

### **Printer Requirements**

Resolv Mobile prints via executing Crystal Reports on behalf of the user through the Resolv Processor service. Crystal Reports uses standard Windows Print drivers. Resolv does not support the use of printers that do not provide Windows Print Drivers that can be installed and are compatible with the Operating System of the server running the Document Processor service. Additionally, while the Printers may be local or remote, they must be installed on the server running the Resolv Processor service as well as have proper Windows authorizations for the user assigned to run said service. It is recommended to have Label Printers designed to print on the appropriate label size. Please note that any SAP Note regarding the printer selection for SAP Business One or SAP Crystal Report will apply, such as certain limitations on Zebra branded printers.

### **Resolv Server Requirements**

#### **Resolv Processor for HANA and SQL Environments**

Windows Server, 16 GB Memory, 2 CPUs, 50-100 GB Hard Drive Space

#### **Resolv Mobile - HANA Environments**

No additional hardware is needed to use Resolv Mobile as it is installed on the HANA Server.

#### **Resolv Mobile - SQL Environments**

Resolv Mobile uses Windows IIS server and must be installed on the same server as SAP Business One and SAP Business One Service Layer. Add an additional 8 GB Memory and 50 GB Hard Drive Space to the SAP Business One and SAP Business One Service Layer server for Resolv and IIS.