System and Hardware Requirements

Cavallo Support - 2026-09-30 - Troubleshooting

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Cavallo SalesPad (Formerly: SalesPad Desktop)

Required Hardware Components and Features

- **Processor:** Intel® Core™ i3-3xxx (*or equivalent*), AMD Athlon X2, AMD FX 6100Intel®
- **Disk drive:** Minimum 250mb free disk space to store program executables and data
- **Memory:** Minimum 2 GB of RAM
- **Display:** 1024x768 is the minimum resolution that SalesPad supports; we also suggest the use of a widescreen monitor
- **Network Adapter:** SalesPad requires a network connection to connect to the server running Microsoft Dynamics® GP

Terminal Server (Optional)

- Supports Windows Server, version 1709 (*and up*), Windows 2016, Windows 2012, Windows 2008 R2 SP1
- If you are running both Microsoft Dynamics GP and SalesPad together, we recommend a minimum of 2 GB of RAM per user
- Recommendation of no more than 15 users per terminal server depending on server hardware. Exceeding this number could impact application performance.
- For best results, consult your GP Partner's technology expert or an IT professional experienced with setting up terminal servers

Software Required

- **Operating System**: 7, 8, 10, or 11
- **Other Software:**
  - Microsoft Dynamics® GP (*GP2013, 2013 R2, GP2015, GP2015 R2, GP2016, GP2016 R2, GP2018, GP2018 R2, GP 18.2, GP 18.3, GP 18.4, GP 18.5, GP 18.6, GP 18.7, GP 18.8*)
  - Microsoft .NET Framework 4.7.2 or greater (*SalesPad versions below 4.1 require 2.0 or greater)*

Note: If .NET 4.7.2 is not already installed at the time of SalesPad 4.1+ installation, it will automatically be installed as part of the SalesPad installation process

For information on the minimum version of SalesPad required for a given GP build, please visit Upgrading Microsoft Dynamics GP with SalesPad.

SQL Server Compatibility

- Microsoft SQL Server™ 2012
- Microsoft SQL Server™ 2014
- Microsoft SQL Server™ 2016
- Microsoft SQL Server™ 2017
- Microsoft SQL Server™ 2019
- Microsoft SQL Server™ 2022
- Microsoft SQL Server™ 2025

Email Server Compatibility (*applies to all products*)

SalesPad supports both local and remote email servers. If yours is hosted on-site (local) then please have your IT Company configure a connection and/or email relay for local SMTP or provide you with the information below:

- Email server/SMTP server address (ie smtp.google.com, smtp.yahoo.com etc. This varies by provider)
- SMTP username: IE support@yourcompany.com
- SMTP password: mypassword
- SMTP port: 25, 587, 993 etc
- SSL or TLS: yes/no

Inventory Manager (Formerly: DataCollection)

Hardware & Software Requirements

Server

Server Hardware Requirements

- *Operating System* – Windows Server 2008 (*or later*)
- *Processor* – Intel® Core™2 Duo (*or better*)
- *Memory* – 8 GB of RAM recommended; Minimum 4 GB of RAM required

Server Software Requirements

- Microsoft Dynamics® (*GP2010, GP2013, 2013 R2, GP2015, GP2016, GP2016 R2, GP2018, GP2018 R2, Dynamics GP October 2019 Release*)
- For information on minimum required builds for each version of GP, please visit Upgrading Microsoft Dynamics GP with SalesPad.
- .NET Framework 4.7.2 (*or later*)
- Microsoft Internet Information Services (*IIS*) 7.0 or later
- IIS hosting is recommended in environments with a large number of handhelds (*for performance reasons*) but is not required
- Microsoft Windows Server 2008, Server 2008 R2, Server 2012, Server 2012 R2

Inventory Manager iOS (Formerly: DataCollection iOS)

Mobile Device Requirements

- As of Inventory Manager 5.21.0, only iOS 15.8 devices (or newer) are supported.
- Prior to 5.21.0 and after 5.12.0, only iOS 12.4 devices (or newer) are supported.
- Prior to 5.12.0, only iOS 8 devices (or newer) are supported.

Recommended Handheld Models

- Infinite Peripherals
  - Linea Pro series
  - Imperea
  - Infinea Omni
  - Infinea Tab series
  - Infinea X
- HHP/Honeywell
  - Captuvo Sled SL22
  - Captuvo Sled SL42
  - Captuvo Sled SL62
- Koamtac
  - KDC450
  - KDC470
- Socket Mobile
  - D740
  - S800
  - Socket Mobile cordless hand scanners can be used with any iPad, iPhone, or iPod. However, Cavallo doesn't recommend using cordless hand scanners as they are more difficult to use than scanners which are attached to iOS devices.

Note: The handheld must be able to establish and maintain a wireless connection to the network before installing and using DataCollection Mobile client. Please contact SalesPad to verify the compatibility of other handhelds

Inventory Manager Android (Formerly: DataCollection Android)

Mobile Device Requirements

- As of Inventory Manager 5.12.0, only Android 7.1 devices (or newer) are supported.
- Prior to 5.12.0, only Android 5 (or newer) devices are supported
- Device must have access to the Google Play Store to download the mobile app: SalesPad DataCollection

Recommended Handheld Models

- Zebra
  - Inventory Manager supports any Zebra device which has the DataWedge app
- Honeywell
  - CK65
  - Other Honeywell devices are supported but would need to be tested
- Socket Mobile
  - D600, S550, and all other barcode scanners
  - S720/D720/S820
  - Socket Mobile cordless hand scanners can be used with any Android phone or tablet. However, Cavallo doesn't recommend using cordless hand scanners as they are more difficult to use than scanners which are attached to Android devices.

DataCollection Android also supports DataWedge scanning. For information on how to configure DataWedge scanning with DataCollection Android **DataWedge Configuration**.

Note: The handheld must be able to establish and maintain a wireless connection to the network before installing and using DataCollection Mobile client. Please contact SalesPad to verify the compatibility of other handhelds

To reference Zebra's current list of compatible models, visit their developer page.

Mobile Printers

- Zebra printers (Zebra-specific labels only)
  - ZQ300 Series; ZQ300 Plus Series; ZQ500 Series; ZQ600 Series; ZQ600 Plus Series
  - ZD200 Series; ZD400 Series; ZD500 Series; ZD600 Series
  - ZT100 Series; ZT200 Series; ZT400 Series; ZT500 Series; ZT600 Series
  - ZR300 Series; ZR300 Plus Series; ZR600 Series; ZR600 Plus Series
  - ZE500 Series

Inventory Manager Windows Mobile (Formerly: DataCollection Windows Mobile)

As of 2020, Windows Mobile is no longer supported by Microsoft.

This version of the mobile app is no longer actively maintained by Cavallo, and this information is retained for reference only.

Mobile Hardware Requirements

- *Processor* – Intel X-Scale® processor (*or equivalent*)
- *Memory* – Minimum 64 MB of RAM required

Mobile Software Requirements

- Operating System
- Supported
- Microsoft Windows Mobile 5.0, 6.0, 6.1, 6.5
- Microsoft Windows Embedded Handheld 6.5
- Not supported
- Any version of Windows CE or its derivatives
- .NET Compact Framework
- .NET Compact Framework 3.5
- .NET Compact Framework Messages 3.5 (*for error reporting purposes*)
- Barcode Reader Utility
- Motorola devices require DataWedge, and Honeywell devices require ScanWedge. DataWedge and ScanWedge are mobile applications (*developed by Motorola and Honeywell, respectively*) to operate the scanning engine on handheld devices. Normally these applications are factory installed. If they are not installed on your device, please contact the manufacturer to obtain a copy of the software, or download it from their website.
- Zebra Technologies has acquired Motorola's handheld division. You can download the DataWedge software from Motorola's site for free, but you may have to have a Zebra Service Plan in order to download it for your scanner.

Recommended Handheld Models

- Motorola
    - MC55
    - MC70
    - MC75
    - MC3000
    - MC9190-G
    - **MC9090***
    - **MC9090-G***
- Psion
    - Workabout Pro
- Honeywell
    - Dolphin 99EX
    - Honeywell Black 70e model
    - **Dolphin 9690***
    - **Dolphin 9950***
    - **Dolphin 9951***
- Intermec
    - CK3
    - CK3X
    - CK3R
    - CK70
    - CK71
    - **Intermec 700C Series***

* Discontinued by the manufacturer

Note: The handheld must be able to establish and maintain a wireless connection to the network before installing and using DataCollection Mobile client. Please contact SalesPad to verify the compatibility of other handhelds

Discontinued Handheld Models

SalesPad recommends using handheld models that are actively supported by the manufacturer. That being said, DataCollection will still work with discontinued handheld models as long as the hardware and software requirements outlined above are met.

Inventory Manager Console (Formerly: DataCollection Console)

Console Hardware Requirements

- *Processor* – Intel® Core™ i3-3xxx (*or equivalent*)
- *Disk Drive* – Minimum 500 MB free disk space to store program executables and data
- *Memory* – 4 GB of RAM recommended; Minimum 2 GB of RAM required
- *Display* – 1024x768 is the minimum resolution that DC supports, preferably with a widescreen monitor
- *Network Adapter* – DC requires a network connection to connect to the server running Dynamics GP

We no longer support devices running Windows CE. The devices must be upgraded to run on Windows Mobile.

ShipCenter

Installation Requirements

- *Operating System* – 7, 8, 8.1, 10, or 11
- *Other Software* – Microsoft .NET Framework 4.5.2 or greater

FedEx Ship Manager/UPS Worldship Connector (Formerly: ShipTo)

Installation Requirements

- *Operating System* – 7, 8, 8.1, 10
- *Shipping Software* - UPS WorldShip and/or FedEx Ship Manager must be installed on the same computer as ShipTo.
- *Other Software* - ShipTo requires .NET Framework 4.0 to run and Microsoft Access Database Engine to interface with UPS WorldShip and FedEx Ship Manager.

UPS WorldShip Compatibility

ShipTo is compatible with UPS WorldShip 2014-2019.

FedEx Ship Manager Compatibility

ShipTo is compatible with FedEx Ship Manager v3211 or later.

SalesPad Mobile

REQUIRED HARDWARE COMPONENTS AND FEATURES

- *Processor* –Intel® Core™ i3-3xxx (*or equivalent*)
- *Disk Drive* – Minimum 250 MB free disk space to store program executables and data
- *Memory* – Minimum 2 GB of RAM
- *Display* – 1024x768 is the minimum resolution that SalesPad supports. We also suggest the use of a wide screen monitor
- *Network Adapter* – SalesPad requires a network connection to connect to the server running Microsoft Dynamics GP.

Mobile Hardware Required

- *Processor* - Dual Core Processor or better
- *Disk Space - 5*0 MB of free disk space
- *Memory* – Minimum 1024 MB of RAM

Mobile Software Required

SalesPad Mobile	Android Minimum	iOS Minimum
1.6.1+	7.1	17.0
1.4.0+	7.1	15.0
Prior to 1.4.0	4.4	8.0

Supported Accessories

Android and iOS

- Socket Mobile
  - Cordless Hand Scanner (CHS): S740, 7Ci, 7Di
- WiFi Printers
- EMV Devices
  - Pax A920 SmartMobile
  - Square Readers (gen 1 + 2)

Android

- Zebra printers (Zebra-specific labels only)
  - ZQ300 Series; ZQ300 Plus Series; ZQ500 Series; ZQ600 Series; ZQ600 Plus Series
  - ZD200 Series; ZD400 Series; ZD500 Series; ZD600 Series
  - ZT100 Series; ZT200 Series; ZT400 Series; ZT500 Series; ZT600 Series
  - ZR300 Series; ZR300 Plus Series; ZR600 Series; ZR600 Plus Series
  - ZE500 Series

iOS

- Honeywell scanners
  - Captuvo Sled SL22, SL42, SL62
  - **Note**: These are iOS-only compatible sleds, and only barcode scanning is supported with these devices. Credit card swiping is not supported.
- Infinite Peripherals
  - Linea Pro series
  - Imperea
  - Infinea Omni
  - Infinea Tab series
  - Infinea X
- Any printer advertised as AirPrint Compatible
- Zebra printers (Zebra-specific labels only)
  - ZQ300 Series; ZQ500 Series; ZQ600 Series; ZQ300 Plus Series; ZQ600 Plus Series
  - ZD400 Series; ZD500 Series; ZD600 Series
  - ZT200 Series; ZT400 Series; ZT500 Series; ZT600 Series

Network

Due to the extremely large number of network configurations possible and various daily usage requirements, SalesPad cannot provide minimum requirements for a business's network. SalesPad strongly recommends that you work with an experienced IT professional in determining the different needs and settings required to maintain a stable network connection for all of your users. Listed below are recommended tests and decisions that should be completed in determining your optimal setup and to identify any possible problem areas before going live with SalesPad Mobile.

- Decide to run SalesPad Mobile Server in console, as a Windows Service, or in IIS
- Determine minimum bandwidth needs
- Configure port forwarding for both local network and any firewalls
- Stress Testing: Test system under expected usage conditions
- Test network from both an internal and external connection

Server Software Requirements

- Microsoft Dynamics® (GP2010, GP2013, 2013 R2, GP2015, GP2016, GP2016 R2, GP2018, GP2018 R2, Dynamics GP October 2019 Release)
- For information on minimum required builds for each version of GP, please visit Upgrading Microsoft Dynamics GP with SalesPad.
- Microsoft Windows Server 2008, Server 2008 R2, Server 2012, Server 2012 R2

Customer Portal (Formerly: WebPortal)

SalesPad Web API and WebPortal may work with different versions of the below products, but has not been fully tested outside of those listed:

- Windows 8 / Server 2012 R2
- IIS 7.5 + (How to enable IIS: http://msdn.microsoft.com/en-us/library/ms181052(v=vs.80).aspx)
- .NET Framework 4.5.1:
- Web Installer: http://www.microsoft.com/en-us/download/details.aspx?id=40773
- Offline Installer: http://www.microsoft.com/en-us/download/details.aspx?id=40779
- URL Rewrite (needed only for WebPortal): http://www.iis.net/downloads/microsoft/url-rewrite

Email Add-In

Software Required

- Microsoft Outlook 2003 or greater
- SalesPad 4.0 or higher
- Microsoft Dynamics GP (GP2013/2013 R2/GP2015/GP2016/GP2016 R2/GP2018/ GP2018 R2, Dynamics GP October 2019 Release)

SalesPad+

Software Required

- Microsoft Dynamics GP (GP2013/2013 R2/GP2015/GP2016/GP2016 R2)
- Version 2.0.3.12 or later is compatible with GP 2015

Note: SalesPad+ may not work with other GP add-ins

CardControl 3.0

- *Processor* - Intel® Core™ i3-3xxx (*or equivalent*)
- *Disk Drive* - 250MB of storage for program executables
- *Memory* - 2048MB recommended; 1024MB Minimum required
- *Network Adapter* - CardControl 3.0.x.xrequires access to the database server on the network and access to high speed internet

Minimum SalesPad, LLC Application Builds

If you are using CardControl 3.0.x.x with SalesPad GP, SalesPad ERP or Additions, you must have the corresponding builds with CardControl 3.0.x.x:

- SalesPad GP 4.4.1.6
- SalesPad ERP 1.3.2.40
- Additions 2.1.0.23

Software Requirements

Operating System

The latest supported version of:

- Windows 7 SP1, Windows 8, Windows 8.1, Windows Server 2008 R2, Windows Server 2012, Windows 2012 R2, Windows 10
- For valid PA-DSS usage, Windows Server 2012 R2 and Windows 8.1 must be used and all patches and services packs must be installed.

.NET Framework Version

- CardControl 3.0.x.x requires .Net v4.5

Database Server

- Microsoft SQL Server 2008 SP3, 2008 R2, 2012, 2014, 2015, 2016, 2017, 2019
- Microsoft Dynamics GP (GP2013/2013 R2/GP2015/GP2016/GP2016 R2)