Edge - 64-bit Upgrade Guide

Overview

The Edge is now available in both **32-bit** and **64-bit** versions. Both versions contain the same functionality, but 64-bit allows the software to take advantage of more RAM (memory) and will reduce 'Out of Memory' errors.

Note: It is possible to run a mix of 32-bit and 64-bit workstations in your store. This may be necessary if you are utilizing things not currently 64-bit compatible. Click here to see example setups and read more below.

Note: 64-bit is **ONLY** compatible with **SQL databases**. **MS Access** is **NOT** supported.

Note: There is **no cost** associated with upgrading from 32-bit to 64-bit.

INCOMPATIBLE WITH 64-BIT

The following list is **NOT** currently compatible with 64-bit and **WILL NOT FUNCTION** on a workstation running 64-bit Edge:

- EVO Integrated Credit Card Processing
- WorldPay Integrated Credit Card Processing
- QuickBooks Desktop Integration
    - QuickBooks Online **IS** compatible
- Scanshell Drivers' License Scanner
    - Requires installation of 64-bit Driver – click to download

Requirements

The Edge hardware requirements remain unchanged and can be viewed here.

The software requirements change slightly:

- Requires 64-bit version of Microsoft Windows 10/11 (Windows 7/8 **NOT** supported)
    - Click here for steps to check your version of Windows.

Installing 64-bit Edge

The Edge will **NEVER** automatically update you from 32-bit to 64-bit.

The first update is a manual process that **CANNOT** be done through the Edge auto-updater (Help > Check for Updates). You must manually download and install the update from Edge User Software Downloads.

Subsequent updates can be done using the auto-updater and it is smart enough to install the correct version (i.e., 32-bit workstations install the 32-bit version and 64-bit workstations install the 64-bit version).

Frequently Asked Questions

Should I upgrade to 64-bit?

Yes! We are strongly recommending you take the time to upgrade where possible. Remember that you can mix and match 32-bit vs 64-bit installs as necessary for compatibility issues: See example setups

Is there any potential downside to running some workstations 64-bit and some 32-bit?

No. You can safely run both side-by-side in the same environment.

What happens if I install 64-bit on a workstation with incompatible hardware or integrations?

The Edge will function, but your incompatible devices will not. You should uninstall the 64-bit version and install the 32-bit version.

Are there any other differences between 32-bit and 64-bit?

No, both versions are functionally identical and will continue to be. We have no immediate plans for dropping 32-bit support, though we probably will some day in the future.

What happens if I install 64-bit but I have a MS Access database?

The Edge will not work. You will need to uninstall and then reinstall the 32-bit version.

Does 64-bit affect any of my other Edge apps such as Edge Data Transfer (EDT) or Edge Connector (ECon)?

No, these add-on apps are unaffected.