

### 1. System requirements single-user installation

#### Installation notes:

In general, only IBM-compatible PC systems with Microsoft Windows® operating systems are supported. Non-Windows-based systems (for example Linux®, Apple® or Android® systems) are generally not supported.

#### Supported operating systems:

- Microsoft Windows 7® (all versions)
- Microsoft Windows 8.1® and Windows 8.1 Pro® (except Windows 8.1 RT®)
- Microsoft Windows 10 Home®, Windows 10 Pro® and Windows 10 Enterprise® (not Windows 10 Mobile®)

#### Hardware requirements:

- Intel®/AMD®processor: Windows 7®/8.1®/10®: at least 2000 MHz
- Random access memory: Windows 7®/8.1®/10®: at least 2 GB
- Hard disc memory: 1 GB
- Screen resolution: 1024 x 768 pixels (or higher resolution recommended)
- VGA graphics card: 64 MB (or higher memory size recommended)

#### Further requirements:

- Microsoft Excel® (only when using the Excel worksheets / calculations)

#### Recommended network connection for multi-user systems:

- 100 MBit/s (or higher connection rate recommended)

### 2. System requirements for server or multi-user installations

#### Installation notes:

The DEHNsupport Toolbox software can be installed on a server as a multi-user solution:

**Option 1:** Installing the DEHNsupport Toolbox software and database on a server, access via network share from the workstations (Activation: activation from the workstation required).

**Option 2:** Installing the DEHNsupport Toolbox software and database on a server, access via terminal server session / RDP (Activation: The only decisive factor here is the number of licences and users logged into DEHNsupport Toolbox at the same time).

**Note:** DEHNsupport is currently only being tested with original Microsoft terminal services. The DEHNsupport Toolbox software has not yet been officially released for solutions from other manufacturers.

#### Supported server-operating systems:

- Microsoft Windows Server 2008 R2®
- Microsoft Windows Server 2012®
- Microsoft Windows Server 2012 R2®
- Microsoft Windows Server 2016®
- Microsoft Windows Server 2019®

Of course, ordinary desktop operating systems can also be used (see general system requirements DEHNsupport Toolbox).

#### Hardware requirements:

See hardware requirements for single-user installation

These requirements should be regarded as absolute minimum requirements particularly for servers (the requirements on the server grow in relation with the number of clients).



### 3. Data backup

#### Data backup notes:

For current Windows versions, the standard installation path of the DEHNsupport Toolbox software is displayed as follows.

#### Installation paths:

Installation path Windows (32 bit):

C:\Program Files\DEHNsupport

Installation path Windows (64 bit) (now conventional):

C:\Program Files (x86)\DEHNsupport

The "xls directory" can be found here.

#### Database paths:

The database path depends on whether MySQL (e.g., in case of a multi-user system) or SQLite has been used.

This can be seen in the main menu of the DEHNsupport Toolbox software ("File" ► "Connection").

Path to MySQL file: C:\MySQL 4.0\data

Path to SQLite file (\*.DSData): C:\Users\Public\Documents\DEHNsupport

The MySQL service should be stopped on the relevant system before copying or pasting a MySQL database (via "System control" ► "Management" ► "Services").