

DEHNSupport

1. System requirements single-user installation

Installation notes:

In general, only IBM-compatible PC systems with „x86“ or „x86-64“ processor architecture and 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 8.1® (except Windows 8.1 RT®)

Microsoft Windows 10 Home®, Windows 10 Pro® and Windows 10 Enterprise®

Microsoft Windows 11 Home®, Windows 11 Pro®, Windows 11 Pro for Workstations® and Windows 11 Enterprise®

Hardware requirements:

| | |
|-----------------------|---|
| Main processor: | Intel® or AMD® dual-core processor with at least 2000 MHz or better recommended |
| Random access memory: | Windows 8.1®/10®: at least 2 GB, more recommended Windows 11®: at least 4 GB, more recommended |
| Hard disc memory: | at least 1 GB |
| Screen resolution: | at least 1024x768 pixels (higher recommended) |
| VGA graphics card: | at least 64 MB graphics memory (more recommended) |

Further requirements:

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

Recommended network connection for multi-user systems:

at least 100 Mbit/s (1 Gbit/s 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:

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|------------------|--|
| 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:

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|-----------------------------------|---|
| Microsoft Windows Server 2012 R2® | Of course, ordinary desktop operating systems can also be used (see general system requirements DEHNSupport Toolbox). |
| Microsoft Windows Server 2016® | |
| Microsoft Windows Server 2019® | |

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).

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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 (*.DSDData): | 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").