



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® (außer Windows 8.1 RT®)

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

Microsoft Windows 11 Home®, Windows 11 Pro®, Windows 11 Pro for Workstations® und 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:

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 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).

DEHNsupport

System requirements and data backup



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").