

DEHNsupport

- System requirements for server or multi-user installation
- Data backup



System requirements for server or multi-user installation

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 release from the workplaces (activation: activation from the workplace required).

Option 2: Installing the DEHNsupport Toolbox software and database on a server, access via terminal server session/RDP (activation: in this case, only the number of licenses and the users registered in the DEHNsupport Toolbox software are decisive).

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

Of course, conventional desktop operating systems can also be used (see general system requirements for the DEHNsupport Toolbox software).

Hardware requirements:

See general system requirements for the DEHNsupport Toolbox software.

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).

If you have further questions, please do not hesitate to call our technical hotline:
+49 (0)9181 906 1594

Data backup

Data backup notes:

In case of recent 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) (meanwhile common):

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").