

DEHNsupport

1. System requirements

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)

2. 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 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").