

TIKOS

BUSINESS SOLUTIONS

TIKOS multi-user Installation information



General note

This document describes numerous requirements and information for successfully installing TIKOS. It does not replace the minimum system requirements!

VPN access

Full support and pre-installation of the server components requires VPN access that allows a remote desktop session on the server(s). For this purpose, a VPN client (SoftEther) is provided and installed by SoCom Informationssysteme GmbH. In case of another solution, the client is to be provided by the customer.

Active Directory/setting up sharing

The following requirements are necessary:

- TIKOS requires a data directory "SoCom" with a system share: "SoCom\$"
- For the authorisation concept via the Win authentication, a global security group "TIKOS" with full access to the directory "SoCom" is required.
- All programme users are members of the "TIKOS" security group
- A programme user "SoCom" as administrator for remote installation and support is required.
- The client requires main user rights in Windows to the following directories:
 - C:\Program Files(x86)\TIKOS
 - C:\Program Files(x86)\TIKOS6
 - C:\Program Files(x86)\Common files\SoCom

Windows Server Features

.NET Framework 4.7.1

SQL-Server installation

Please note our recommendations for installing the SQL Server. Therefore, please contact the SoCom Informationssysteme GmbH User-Helpdesk.

The following instance functions are required:

- Database engine services
- Integration service
- Management tools - complete
 - Default instance (MSSQLSERVER)
 - Server configuration
- SQL-Server Agent – Start type: Automatic
- Sort: Latin1_General_CI_AS (default)
 - Authentication mode: Mixed
 - SQL Server administrators: Add programme user "SoCom"

SQL-Server requirements

Management studio for accessing the database must be available.

New installation of database

Should be possible to create a new database:

- Sort: Latin1_General_CI_AS
- Compatibility level: SQL-Server 2014

Additional notes

To be able to use preview feature of TIKOS, a printer driver is required for the client installation on the server as well as for each single client installation. However, a printer does not have to be physically available.

Please note that all lists and forms (excluding labels and receipts) are optimised for the output on standard A4 paper.

Client installation

Please also note the following information on client installation:

- The installation of the client software TIKOS must be executed with administrative rights on the client computers, on the day of installation an employee requires the administration password, or an administrator should be on site.
- If you have restarted your computer several times and still receive the message that the computer needs to be restarted, try restarting your computer without FastBoot mode. To do this, hold down the Shift key, click the Power button in the Start menu and select 'Restart'. If this does not help, you can use the 'check_pending_reboot.zip' tool from the support portal or the installation files provided. To do this, unzip the zip file and run Check_pending_reboot.bat with administrator rights.
- During the runtime of the software local main user rights are required, otherwise any necessary updates must be executed by an administrator.
- Remote client level support requires Internet access for the TeamViewer.