

TIKOS

BUSINESS SOLUTIONS

TIKOS multi-user System requirements



In this document you will find the system requirements TIKOS (multi-user version) for the version 2025.1.

Server software

Operating system

Microsoft Windows Server™ 2016 or newer up to Windows Server™ 2025 – with the latest service pack and update. Minimum requirement is a server operating system (Windows Server).

Database

- Microsoft SQL-Server 2016 or newer up to SQL-Server 2022 – with the latest service pack and update (CU-path, GRD not sufficient).
- Database compatibility level SQL Server 2016.

For low to medium data volumes, we recommend the SQL-Server standard. For very high data volumes and large databases, we recommend the Enterprise Edition, if the server hardware is optimally equipped.

See [Microsoft scaling limits](#). The used version depends on the [feature matrix](#).

Please note Microsoft's recommendation that no SQL-Server should be installed on a domain controller for security reasons.

Express versions are possible, however, with restrictions in automation functions.

Note: Support of a Microsoft SQL-Server will be discontinued by SoCom Informationssysteme GmbH at the latest, when extended support from Microsoft ends. In case of an update of the Microsoft SQL-Server please use a Microsoft SQL-Server 2022.

Please also note the following recommendations:

- Adjust the initial size and automatic enlargement of the database and transaction log. The default definition for blocks of 1 MB each is too small.
The magnification values should be absolute; a percentage would be disproportionate for large databases.
- For medium-sized databases, a value of 100MB would be used for log growth and 200MB for DB growth.
- For each core we recommend a separate file for the TempDB, preferably on an own memory.
- The recovery model can be set to "Completely" if less than one day of data loss is allowed. In this case, however, the Transaction Log must also be backed up regularly during the day.
- Create an encrypted backup for data privacy reasons.
- Data compression saves memory access but is more CPU-intensive. Can be used if memory is to be relieved.
- Transparent data encryption is possible to protect against theft/unauthorized access. Then the key file must be kept safe.
- Deactivate all Green/Eco Mode-settings.

SQL Mail

Use of a SMTP server/mail provider with appropriate capacity and entry in whitelist so that the mails are not declared as spam or the server refuses to send them.

TLS 1.2 encryption is supported by default from SQL-Server 2016 onwards. For this purpose further settings have to be made, see <https://dba.stackexchange.com/questions/213608/enable-tls-1-2-for-sql-server-2016-database-mail>.

To set up the mail dispatch, an outgoing mail server (SMTP) is required whose security settings are compatible with the mail dispatch of the SQL server. A test mail can be sent during the setup. This is particularly necessary for Office 365 accounts, as there are known communication problems regarding encryption. The successful sending of this mail is a prerequisite for further setup on the part of SoCom. In the event of any changes to the configuration, the configuration in the SQL server must also be carried out by the customer's IT administration.

IIS

An IIS is required for the use of our Internet portals. We therefore recommend that you activate this component on the server immediately.

Miscellaneous

- .NET Core Runtime 2.2.4 or higher (always the newest)
 - .NET Framework version 4.7.1 (always the newest)
 - MSOLEDBSQL19 OLE DB Database Driver
 - [Microsoft Edge WebView2](#) for displaying online help.
- WARNING: Be sure to run the installer as an administrator to install the component for all users.

Server hardware

Please consult a competent specialist for your server hardware and other infrastructure. To ensure better maintenance, we recommend hosting the TIKOS application server in a dedicated way. Please note the Microsoft system requirements for your operating system and your database as well as resources for further server functions.

We can give you the following general hardware recommendations:

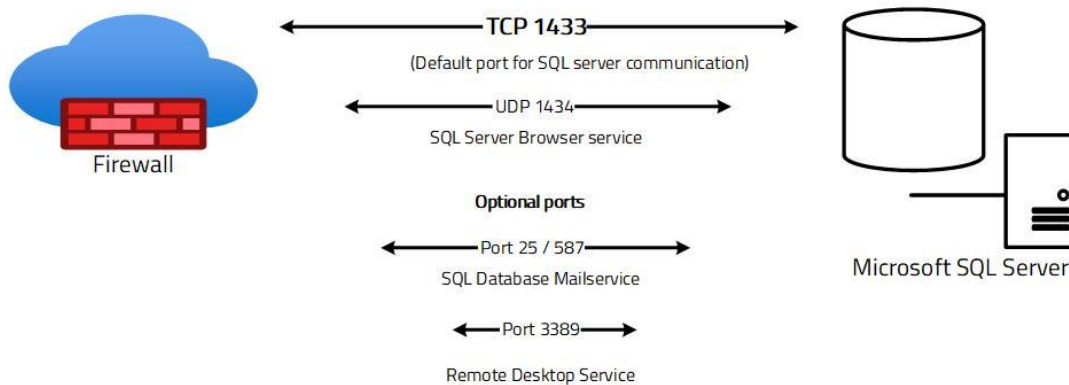
Hardware

- **CPU:** with SQL-Server standard 4 cores, high clock frequency better than more cores
- **RAM:** 4-8GB per core (with four cores 16-32GB RAM)
- **Storage:** Business SSDs, e.g. from Micron (at least 6 Gbit/S, equivalent to 500-700MB/sec). TIKOS is read heavy, the faster the storage the better the performance.
- **BIOS:** Activate High Performance Mode
- **Virtualisation:** Physical, non-virtualised server recommended. Dedicated server without additional business software recommended.

Network

Please ensure that these ports are reachable:

SQL Server communication



Please refer to the official Microsoft recommendations

English version

<https://learn.microsoft.com/en-us/sql/sql-server/install/configure-the-windows-firewall-to-allow-sql-server-access?view=sql-server-ver16>

German version

<https://learn.microsoft.com/de-de/sql/sql-server/install/configure-the-windows-firewall-to-allow-sql-server-access?view=sql-server-ver16>

| | | | | |
|--|---------|--------------------------|---------------|------------|
| | Title | SQL Server communication | Description: | |
| | Design: | Michael Mair | Original Date | |
| | | | Revision Date | 27.06.2024 |

Please also refer to the official [Microsoft recommendations](#).

Additional notes server

Windows Servers on virtual environments such as VMware or Microsoft Hyper V are possible. A remote desktop connection via VPN to the server is required for online installation, maintenance and support. SoCom Informationssysteme GmbH offers an appropriate VPN client.

We recommend using table or index partitioning because of the improved performance. Because of the I/O performance they should be distributed on different SSDs/hard disks.

Please note that failover clusters are currently not supported.

Terminal Server

Hardware

Since the performance of the server should be designed per user, TIKOS requires a minimum of 4 GB RAM per user and 4 GB disk space per user (excluding operating system and application files). A RemoteFX connection is also recommended for faster interface display. Please consult your system vendor for recommendations for your company.

Operating System

Microsoft Windows Server™ 2016 or newer up to Windows Server™ 2025 - with current service pack and update

Miscellaneous

- Installed .NET Framework version 4.7.1 or higher with latest service packs and updates
 - MSOLEDBSQL19 OLE DB Database driver
 - [Microsoft Edge WebView2](#) for displaying online help.
- WARNING: Be sure to run the installer as an administrator to install the component for all users.

Additional programmes

To use all our software functionality, we recommend installing the following additional programmes:

- Notepad++
- 7-Zip
- PDF-Reader (Adobe Acrobat or similar)

Please note that the workstation names are formed from the NetBIOS name. In Windows this can be a maximum of 15 characters. Therefore, the client computer names (including those for the connection to terminal servers) must be unique and may not be longer than 15 characters.

Client software**Operating system**

Microsoft Windows 10™ or Windows 11™ as 64-bit version – with the latest service pack and update.

Miscellaneous

- Installed .NET Framework version 4.7.1 or higher with latest service packs and updates
- MSOLEDBSQL19 OLE DB Database Driver
- [Microsoft Edge WebView2](#) for displaying online help.
WARNING: Be sure to run the installer as an administrator to install the component for all users.

Additional programmes

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Please note that the workstation names are formed from the NetBIOS name. This can be a maximum of 15 characters in Windows. Therefore, the client computer names (including those for the connection to terminal servers) must be unique and must not exceed 15 characters.

Supported PDF viewers

Please note that the PDF documents created from TIKOS are created in the PDF standard. The PDF client used must support this format. There are known issues when using the opentext Viewer from version 16.

Client hardware

Please consult a competent specialist for your client hardware and other infrastructure. Please note the Microsoft system requirements for your operating system and your database as well as resources for further client functions.

CPU

At least multi-core processor with 2 GHz, recommended is a multi-core processor with 3 GHz.

RAM

At least 4 GB. Recommended is 8 GB.

Hard drive

At least 4 GB available memory required for the TIKOS installation. Recommended is SSD.

Monitor resolution for office workstations

Full HD 1920x1080

Miscellaneous

- A graphics card with DirectX 9 and WDDM 1.0 drivers is recommended.

- To use the map view, an Internet connection is necessary.
- The Microsoft Outlook plug-in (archiving emails directly from Microsoft Outlook to TIKOS) requires a 64-bit operating system.

Additional notes client

Thin client in connection with Microsoft Windows Remote Desktop Services 2016 or newer up to Windows Remote Desktop Services 2022 (also with Citrix XenDesktop) are also supported.

Please note the interface functionality of peripherals, e.g. printers, scanners, signal lamps, scales etc. Internet access is required for online support and web trainings for the client and desktop.

If a camera is to be used to capture images, the camera must support Video for Windows (avicap32.dll).

Exception for ActiveX component

In some cases, Sophos or another virus scanner may detect the ActiveX component of TIKOS6 as malicious, as it is automatically started by TIKOS6. However, this is desirable behaviour, which the virus scanner incorrectly classifies as malicious. Therefore, in the feature "Prevent code cave utilisation" the TI50ActiveX.EXE in the TIKOS5 installation directory must be added as an exception. For more information on this behaviour see the Sophos [white paper](#).

Printer

Please provide appropriate drivers for your operating system.