

TIKOS

BUSINESS SOLUTIONS

TIKOS single-user System requirements



In this document you will find the system requirements TIKOS (single-user version) for the version 2024.1.

Software

Operating system

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

Note: The support of any operating system will be discontinued by SoCom Informationssysteme GmbH at the latest when extended support from Microsoft ends.

Database

- Microsoft SQL Server 2016 or newer up to SQL Server 2022 – with the latest service pack and update.
- Database compatibility level SQL Server 2016.

We recommend the SQL-Server standard. Express versions are possible, however, with the following restrictions in automation functions:

- With Express the database is limited to max. 10 GB
- No automatic database backup possible
- Limited access to existing resources (memory and CPU)
- No replication with TEKAS possible
- No automatic emailing possible with TIKOS
- No automated SQL jobs possible. For this reason, some TIKOS functions are not available, such as deleting retired residents in residential laundry.

Please use Microsoft SQL Server 2022 for a Microsoft SQL Server update.

Note: The support of a Microsoft SQL Server will be discontinued by SoCom Informationssysteme GmbH at the latest when extended support from Microsoft ends.

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.

Hardware

Please consult a competent specialist for 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 functions.

CPU

At least multi-core processor with 2GHz, 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

Full HD 1920x1080

Miscellaneous

- Recommended is a graphics card with DirectX 9 and WDDM 1.0 driver.

- An internet connection is required to be able to use the map view.
- The Microsoft Outlook plug-in (archiving emails directly from Microsoft® Outlook to TIKOS) requires a 64-bit operating system.

Additional notes

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.

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

Please note that failover clusters are currently not supported.

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.