

Pre-requisite for Software Re-installation and Suggested system requirement

If you are planning to change your system where Hyper Drive Software is working and expecting assistance from the support team, below are some details/guidelines. Same has to be followed and required details should be shared to support@hyperdrivesolutions.com

Single User Software (Standalone version)

1. We need a minimum of 10 Mbps internet speed (both upload and download) to connect remotely to your system.
2. Share Operating System details of the old and new system.
3. Share SQL server version details of your old system. If you are upgrading Windows from Windows 7 to higher version use SQL server 2012 or higher version.
4. Take complete database backup file. If you have ever closed the database, take the backup of your closed database as well.
5. If there is any virus protection software configured, you have to check with the anti-virus vendor to configure the inbound rule for our software.

Suggested System Requirement for Single User Software:

- Processor: Intel(R) Core I3 @3.00GHz
- Ram: 4GB
- Operating System: Windows 7 or Higher
- Database: SQL Server 2008 R2 Express edition or Higher (Express edition will allow you to use up to 10GB data. If you want to use more than 10 GB you can purchase Standard or Enterprise edition)

Multi-User Software (Client-Server version)

1. We need a minimum of 10 Mbps internet speed (both upload and download) to connect remotely to your system.
2. Share Operating System details of the old and new system.
3. Share SQL server version details of your old system. If you are upgrading Windows from Windows 7 to higher version use SQL server 2012 or higher version.
4. If you are switching your server system, take complete database backup. If you have ever closed the database, take the backup of your closed database as well.
5. If you are switching your server system make sure all the clients are closed. If you use sync service all the clients should be closed in online mode. Any client if used in disconnected mode will not be able to retrieve the data.

6. If you are using client-server in the same network check the intranet connectivity between server and clients.
7. If there is any virus protection software configured, you have to check with the anti-virus vendor to configure the inbound rule for our software.
8. If you are using client-server in a different network through Static IP, before configuring static IP please follow below steps
 - Check if the internet is working after configuring local IP on the server system. If the Internet stops working after configuring local IP, you will have to check the networking infrastructure issue with his network admin.
 - Check if static\public IP is reachable over the internet after configuring settings on the router. If not you will have to check with your ISP (internet service provider).
9. If you are switching any client system, please confirm if you are using disconnected mode. If you are using disconnected mode make sure the offline data is synced to the server.

Suggested System Requirement for Multi-User Software:

Server system: The below server configuration is suitable if you are using up to 25 clients. You can also go for a higher configuration.

- Processor: Intel(R) Xeon(R) CPU E5-2650 V4 @3.00Ghz
- RAM: 32GB
- Operating System: Windows Server 2012 or higher
- Database: SQL Server 2012 R2 or Higher (Standard Edition or Enterprise edition)
- Internet speed: Minimum 10 Mbps upload and download

Client system:

- Processor: Intel(R) Core I3 @3.00GHz
- RAM: 4GB
- Operating System: Windows 7 or Higher
- Database: SQL Server 2008 R2 Express edition or Higher (Express edition will allow you to use up to 10GB data. If you want to use more than 10 GB you can purchase Standard or Enterprise edition)