

# System Requirements for ATI Software



**docQmanager:** .NET 4 (included in the installer), Windows® 7 (32 bit or 64 bit) + at least SP1 / Windows® 10 / Windows® Server 2008 R2 + SP1 / Windows® Server 2012 and R2 / Windows® Server 2016 / Windows® Server 2019, 4 cores or more e.g. 2.2 GHz, 4Gb RAM available, 180Mb available disk space for installation, the spool folder must be on an NTFS formatted drive with adequate free space for spool file storage (suggested 100Gb).

To send emails there should be an SMTP server accessible.

A domain level Administrator service account is required for sending client-less popups.

To use with docQticket Web (for web-to-print) Microsoft Office (minimum Office 2010) must be installed. A local Administrator service account is also required.

## docQmanager supported print job languages:

XPS (copy / move / reprint / split / preview), Windows® EMF (1.003, 1.008) (copy / move / reprint / split / preview), RAW (copy / move), RPCS (page count, copy / move), PDF (copy / move / reprint / split / preview).



**docQview PostScript:** docQmanager <sup>(note 1)</sup>, 40Mb available disk space for installation.

**docQview PCL:** docQmanager <sup>(note 1)</sup>, 40Mb available disk space for installation.

**docQview for PlanetPress®** <sup>(note 6)</sup>: docQmanager <sup>(note 1)</sup>, 40Mb available disk space for installation. Includes a licence for docQview PostScript.

## docQview PostScript supported print job languages:

Adobe® PostScript®, Adobe® PostScript® level 2, Adobe® PostScript® level 3™ (copy / move / reprint / preview).

## docQview PCL supported print job languages:

PCL5e, PCL5c, PCL6 / PCL-XL (copy / move / reprint / preview).

## docQview for PlanetPress support:

<sup>(note 6)</sup>

Optimised PostScript output, Printer centric (with forms) (copy / move / reprint / preview).



**docQsplit:** docQmanager <sup>(note 1)</sup>.

## docQsplit supported print job languages:

Windows® EMF (1.003, 1.008), XPS, PDF.



**docQforms:** Windows® Server 2008 R2 + SP1 / Windows® Server 2012 and R2 / Windows® Server 2016 / Windows® Server 2019, dual-core or higher e.g. 2.2 GHz, 1Gb Mb RAM or higher, 10Mb available disk space for installation, Microsoft® Word 2010 / 2013 / 2016 / 2019.

## docQforms supported datatypes:

Separated / Fixed length record / Lineprinter – column and row data.

Note 1: These modules are automatically installed with docQmanager however they need to be licensed separately.

Note 2: Terminal Server support is for clients only. docQmanager must run on a separate print server pc.

Note 3: docQcollate is a separately licensed optional module for docQticket.

Note 4: PaperCut, PCounter, MyQ or YSoft SafeQ should **not** be installed on the same PC as docQmanager or OneQ. When docQmanager is used with PCounter, docQmanager must be installed onto a server o/s.

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Information correct as of March 2020 refers to docQmanager v 8.6.3, docQticket server v 3.6.3, docQticket for TotalFlow v 3.6.3, docQticket client v 3.6.3, docQcollate v 3.6.3, docQticket web v 3.6.3, OneQ v 3.6.0, docQsplit v 2.0, docQview v 2.5, docQforms v 6.0

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**docQticket Server:** .NET 4 framework, docQmanager. Windows® operating system minimum hardware requirements, 50 Mb available disk space for installation, DCOM enabled for docQticket Client access.

**docQticket Client:** .NET 4 framework, Windows® 7 + at least SP1 / Windows 10 / Windows® Server 2008 R2 / Windows® Server 2012 and R2 / Windows® Server 2016 / Windows® Server 2019 / Terminal Server Clients <sup>(note 2)</sup>, Windows® operating system minimum hardware requirements, 20Mb available disk space for installation, screen resolution of at least 930 by 740. Internet Explorer must be version 10 or above. 32 bit or 64 bit o/s.

**docQticket Mac Client:** OS X 10.10 Yosemite / OS X 10.11 El Capitan / macOS Sierra 10.12. docQview PostScript is required on docQmanager.

**docQticket Web:** <sup>(note 5)</sup> Windows® Server 2008 R2 + SP1/ Windows® Server 2012 and R2 / Windows® Server 2016 / Windows® Server 2019, 50Mb available disk space for installation. A domain level service account that is a local Administrator is also required. Internet Explorer must be version 10 or above. Safari for Mac must be version 11.1 (12605.1.33.1.4) or later. If using its own SQL user database, .NET 3.5 must be installed.

**docQticket for TotalFlow:** .NET 4 framework, Ricoh TotalFlow Production Manager, docQview PostScript and docQview PCL. Windows® operating system minimum hardware requirements, 210 Mb available disk space for installation, DCOM enabled for docQticket Client access.



**docQcollate:** <sup>(note 3)</sup> docQticket Client, 5Mb available disk space for installation.

## docQticket and OneQ supported printers:

Any Windows® supported printer.

## docQticket supported cost recovery systems for third party billing:

Equitrac Express / Office 5.7 or below (requires an External Data Connector from Equitrac), PaperCut MF or PaperCut NG <sup>(note 4)</sup>, PCounter Pro v 2.xx <sup>(note 4)</sup>, SafeCom (requires an Administrator API licence from SafeCom), YSoft SafeQ v6 <sup>(note 4)</sup>, MyQ <sup>(note 4)</sup> v7.1.3.48 or above, Streamline NX v3.1.1 or above.

## docQticket Web supported document types:

PDF / XPS / Microsoft Office documents e.g. Word, PowerPoint, Excel. The version of document formats supported depends upon the version of Office installed with docQmanager.



**OneQ:** <sup>(note 7)</sup> .NET 4 (included in the installer), Windows® Server 2008 R2 + SP1 / Windows® Server 2012 and R2, Windows® Server 2016, IBM® compatible PC, 4 cores or more e.g. 2.2 GHz, 4Gb RAM available, 190Mb available disk space for installation, the pool folder must be on an NTFS formatted drive with adequate free space for spool file storage (suggested 100Gb). Clients need docQticket Client. A domain level service account that is a local Administrator is also required. Acrobat Reader® (minimum 7) must be installed as well as Microsoft Office (minimum Office 2010) if web upload is required. OneQ requires an AD environment.

## OneQ supported pull print systems:

Equitrac Express / Office 5.5 or 5.7 minimum version 5.7.28.7293 (requires an External Data Connector from Equitrac for each OneQ connector and server), PaperCut MF or PaperCut NG, PCounter Pro, Xerox Print Management (pull print only – no charging or billing codes), YSoft SafeQ v6 <sup>(note 4)</sup>, Streamline NX v3.1.1 or above.

Note 5: docQticket Web can be installed onto a different PC to docQticket Server / docQmanager.

Note 6: PlanetPress is a registered trademark of Objectif Lune Software. docQview for PlanetPress is an ATI product and has no affiliation with Objectif Lune Software.

Note 7: The first OneQ licence is a OneQ server one and this must be installed onto the pull-print server (Equitrac, PCounter, or PaperCut) and this includes a OneQ connector for docQmanager. Additional pull-print servers will require their own additional OneQ connectors. Note that neither docQticket Server nor docQticket Web are required in a OneQ environment.

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