

PC, Communication Hardware, and Cable Requirements

To run the service tool, the following PC, communication hardware, and cable requirements must be met.

NOTE: The minimum configuration requirements should not be used as a standard when buying new PCs for service tool purposes. If the existing equipment meets these minimum requirements, it will run the service tool.

PC Requirements

Minimum Requirements

- 2 GHz processor with multiple cores
- 2GB RAM
- 2GB of available hard disk drive
- Screen with 1366x768 or higher resolution
- Microsoft® Windows™ 10 Home, Pro or Enterprise, or Microsoft® Windows™ 11 Home or Pro
Note: The Microsoft Surface Pro is supported, but an Intel® Processor is required.
- A pointing device, such as a mouse or touchpad, or touch screen
- Microsoft® Edge v80 or newer, Google Chrome, Mozilla Firefox, or any Chromium based browser
- A method to install the software, such as a reliable internet connection, USB drive, DVD drive or CD drive

Recommended Requirements

- 2.0 GHz processor with 4 cores
- 4GB RAM
- 5GB of available hard disk drive
- 15.4 inch screen with 1600x1200 or higher resolution
- Microsoft® Windows™ 10 Home, Pro or Enterprise, or Microsoft® Windows™ 11 Home or Pro
Note: The Microsoft Surface Pro is supported.
- A pointing device, such as a mouse or touchpad, or touch screen
- Microsoft® Edge v80 or newer, Google Chrome, Mozilla Firefox, or any Chromium based browser
- A method to install the software, such as a reliable internet connection, USB drive, DVD drive or CD drive

Communication Adapter Requirements

- 9-pin RS232 serial port or USB-to-serial adapter (for use with Comm Adapter II and certain Product Link modules)
- USB 1.1, 2.x or 3.x port with a USB-A connector, (use with Comm Adapter 3)
- Ethernet RJ45 connector (for use with Ethernet service)