

# New TecDoc Catalogue DVD

## Known issues and solutions/ FAQ

# Known issues - installation

## System requirements:

### Supported Operating Systems:

- Windows 7 **SP1** x86 and x64
- Windows 8 x86 and x64
- Windows 8.1 x86 and x64
- Windows 10 x86 and x64
- Windows Server 2008 R1 x64 +

### Recommended Operating Systems:

- Windows 7 **SP1** x64
- Windows 8 x64
- Windows 8.1 x64
- Windows 10 x64
- Windows Server 2008 R1 x64 +

**No support of WIN XP or Linux**

## Hardware:

### Minimum RAM:

- 4GB

### Recommended RAM:

- 8GB or higher

**The DVD does not run with less than 4GB RAM!**

# Known issues - installation



Please **install and run** the DVD with admin rights!

Please run all **Windows updates** before you install the DVD.

The DVD **cannot** be installed without a DVD player, the DVD cannot be copied on a local harddrive for installation.

# Known issues - activation



The online activation requires an internet connection.

This address must be reachable from the DVD: **mdm.carparts-cat.com**

If you use a proxy to connect to the internet, the address must be available via the proxy too.

**Please check your connection and/or firewall if an error „General Error“ appears!**

Use the **„Demo activation“** when problems appear.

You have 21 days full service of the DVD with the Demo activation!

All remaining problems with the activation can be solved in these 21 days.

## Known issues with the usage of the TecDoc Catalogue DVD

- **Criteria dialogue** is not automatically activated.
- When you do a **direct article search**, the sort order of the brands is not alphabetically'.
- When you launch the DVD without **admin rights**, the settings will not be stored.
- Not all **shortcuts** are working.
- Not all **prices** are shown – Please install the **Service Update**.
- The **TDCBEST2.txt** does not change the quantity – Please install the **Service Update**.
- The DDE, COM-interface does not work. As previously announced, these interfaces do not work any longer. Please refer to the TecDoc Catalogue Portal.

# Know issues - usage

## Known issues with the usage of the TecDoc Catalogue DVD

- The **Dutch Kenteken** search is not active in the DVD.
- The **French TypeMines** search is not active in the DVD.
- Some descriptions are available only in English.
- The **article-pictures** cannot be printed in the dialogue.
- The reports „**New articles**“ & „**New Linkages**“ are not available.
- The „**Help**“ is only available in German.

**All these issues will be removed and/or solved with the next version!**

## Further Information and Patches



**Please visit for updated information and the current patch to refresh the prices and the activation process our following website:**

**<https://www.tecalliance.net/en/products/tecdoc-catalogue-dvd/>**