

Guideline: Update of your technical infrastructure

Please follow described steps to update your technical infrastructure.

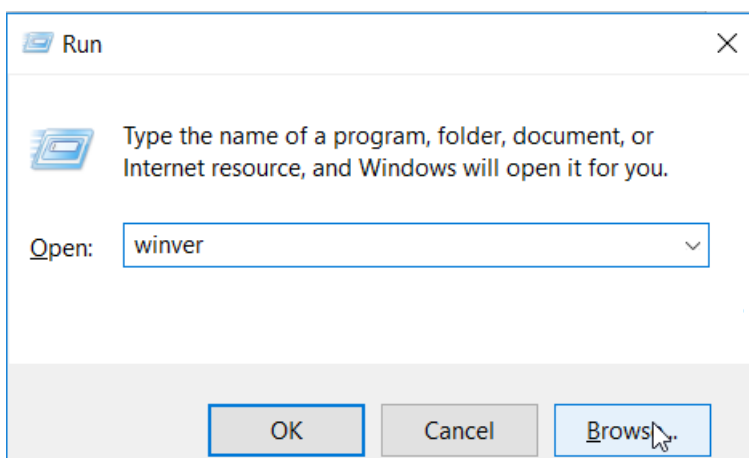
No.	Requirement to the technical infrastructure	What you have to do	Outcome
1	Operating System: <ul style="list-style-type: none"> Windows 7.1 incl. ServicePack 1 or newer Windows 8.1 Windows 10 incl. Anniversary or Creators or Fall Creators Update 	Please check which Windows version is installed on those PCs which have the RailMaster and the Web Print Manager software installed.	If none of the mentioned systems are installed => Update Operating System to one of the mentioned ones

How do you check which Windows Version is installed on your PC which have the RailMaster and the Web Print Manager software installed?

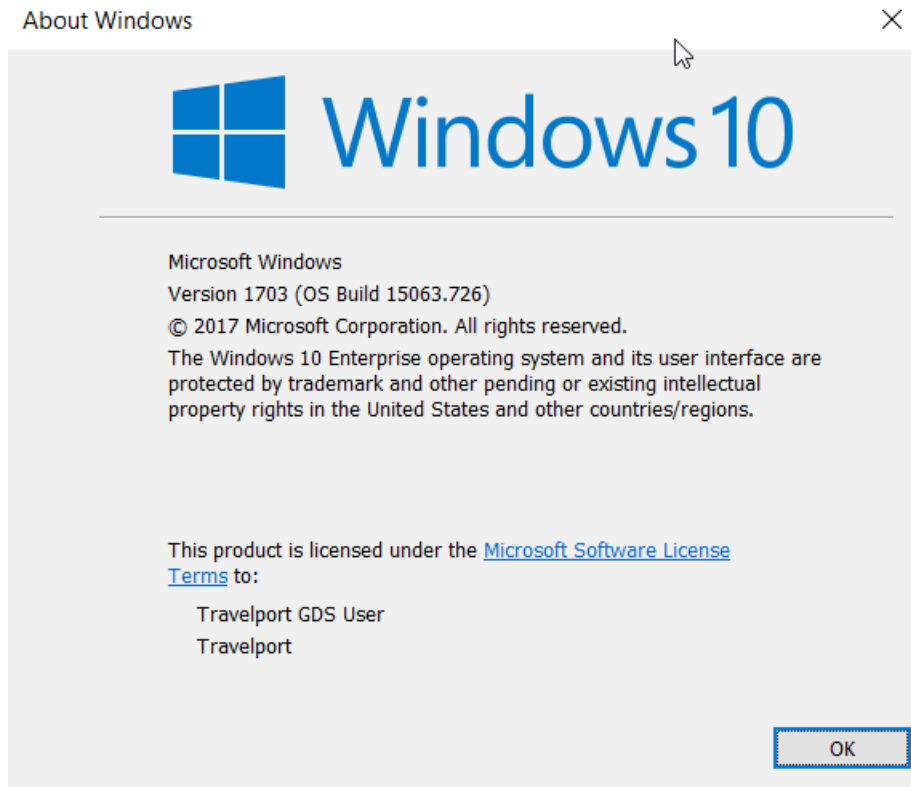
1. On your keyboard keep the Windows button together with the button R pressed.



2. Write „winver“ into the „Open“ line:



3. Now you can see which Windows Version is installed:



Is an update of the Windows Version necessary, please contact the relevant person at your office who is responsible for your technical infrastructure.

It is not the RailMaster HelpDesk!

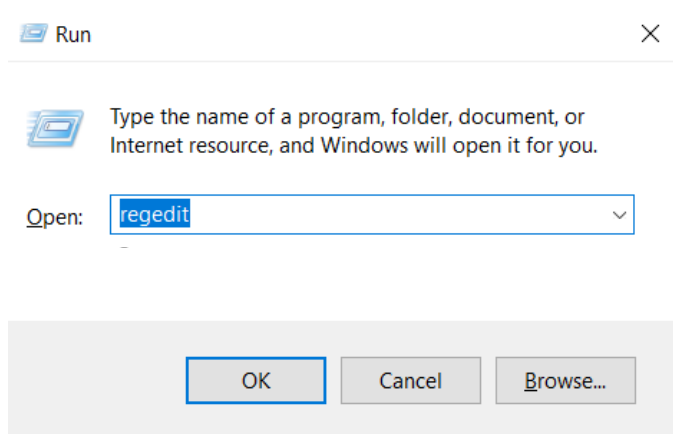
No.	Requirement to the technical infrastructure	What you have to do	Outcome
2	.NET Framework <ul style="list-style-type: none"> .NET Framework 4.6.2 or higher 	Please check which version of .NET Framework is used on those PCs which have the RailMaster and the Web Print Manager software installed	If none of the mentioned .NET Framework systems are installed => Update to .NET Framework 4.6.2 or higher

How do you check which Windows Version is installed on your PC which have the RailMaster and the Web Print Manager software installed?

1. On your keyboard keep the Windows button together with the button R pressed.

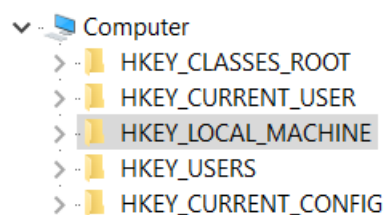


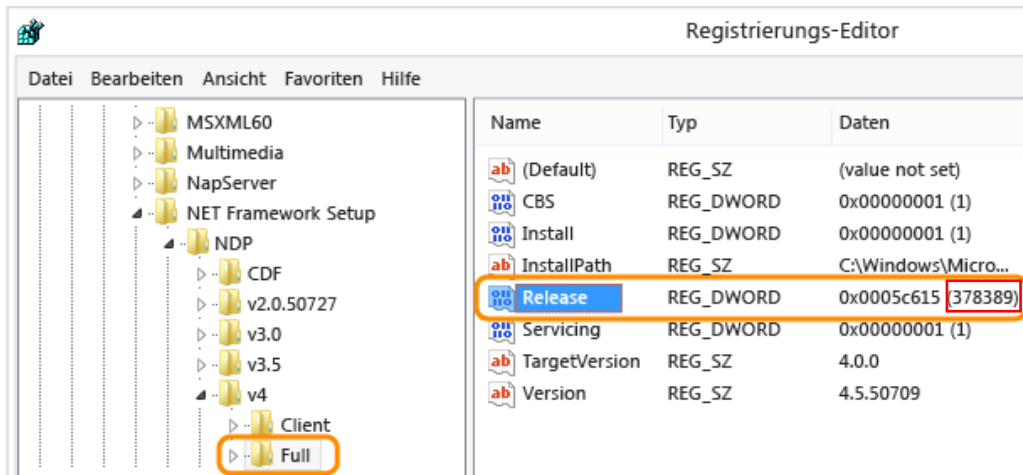
2. Write „regedit“ into the „Open“ line



3. In the Registry-Editor open the Full-key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NET Framework Setup\NDP\v4\Full





The value of **Release** indicates, which version of .NET Framework is installed. In this case it is 378389 = .NET Framework 4.5. It means it is an update necessary. You need to upgrade at least onto .NET Framework 4.6.2 or higher.

Is one of the below .NET Framework Versions on your PCs installed, which have the RailMaster and the Web Print Manager software installed, you need to upgrade!

Wert des Versions- DWORD	Version
378389	.NET Framework 4.5
378675	.NET Framework 4.5.1 installed on Windows 8.1
378758	.NET Framework 4.5.1 installed on Windows 8, Windows 7 SP1, or Windows Vista SP2
379893	.NET Framework 4.5.2
393295	.NET Framework 4.6 installed on Windows 10
393297	.NET Framework 4.6 installed on all other Windows OS Versions
394254	.NET Framework 4.6.1 installed on Windows 10
394271	.NET Framework 4.6.1 installed on all other Windows OS Versions

Is an update of the .Net Framework Version necessary, please contact the relevant person at your office who is responsible for your technical infrastructure.

It is not the RailMaster HelpDesk!

Is one of the below .NET Framework Versions on your PCs installed, which have the RailMaster and the Web Print Manager software installed, then all is OK.
You do not need to upgrade your .NET Framework!

Wert des Versions- DWORD	Version
394802	.NET Framework 4.6.2 installed with Windows 10 Anniversary Update
394806	.NET Framework 4.6.2 installed on all other Windows OS Versions
460798	.NET Framework 4.7 installiert with Windows 10 Creators Update
460805	.NET Framework 4.7 installed on all other Windows OS Versions
461308	.NET Framework 4.7.1 installiert with Windows 10 Fall Creators Update
461310	.NET Framework 4.7.1 i installed on all other Windows OS Versions

Once the Windows und .NET Framework Versions are installed by you as per the requirements (latest by 15 January 2018), kindly send an email to the RailMaster Helpdesk (railmasterhelpdesk@dbdialog.de) with following text:

Dear RailMaster Helpdesk,

I herewith confirm to have installed Windows __ and .NET Framework 4.__ on all PCs which work with the RailMaster as well as the Web Print Manager.

Agency XY / PCC / Phone number
