

System Requirements

DocBuster comes in two versions, a 32bit and 64bit version. Please install the version that matches the version of the MS Office products installed i.e.

- If MS Office 32bit is installed, install DocBuster 32bit.
- If MS Office 64bit is installed, install DocBuster 64bit.

Must Have Core Requirements

DocBuster must have the following present to work

- Windows 10, Windows 8.1 or Windows 7
- MS Office Word, Excel, Power Point and Outlook in one of the following variants
 - 2019
 - 2016
 - 2013
 - 2010 SP1
 - Microsoft 365
- Internet Explorer 8, 9, 10 or 11
- Microsoft .NET Framework 4.5.2
- Microsoft Visual C++ 2010 Redistributable(s)
 - 32bit OS requires the x86 package.
 - 64bit OS requires the x64 package and additionally if installing the 32bit version of DocBuster the x86 package.
- Read / Write access to the following directories (required for output, temporary and installation directories).
 - [Program Data]\DocBuster\...
 - [Roaming user application data directory]\DocBuster\...
 - [Program Files]\DocBuster\...

Optional Requirements

In order for DocBuster to support processing from list based data sources (e.g. Excel, Text Delimited files, SQL Server tables etc.) the following needs to be present.

- Microsoft Access engine from the following methods:
 - Microsoft Access (2019, 2016, 2013 or 2010) - MSI Installation
 - Microsoft Access - Click and Run Installation (Microsoft 365) and Microsoft Access 2013 Runtime**
 - Microsoft Access 2013 Runtime / Microsoft Access Database Engine 2010
- Microsoft System CLR Types for SQL Server 2014[^]
- Microsoft SQL Server 2014 Management Objects[^]

** <https://support.microsoft.com/en-gb/kb/2874601>

[^] These components need to be downloaded and installed if the target PC does not have an existing SQL Server 2014 or SQL Server Express 2014 installation and contain the relevant SQL Server Shared Management Object files. These downloads form part of the Microsoft SQL Server 2014 Feature Pack and come in either 64bit or 32bit form.

- .\x86\SharedManagementObjects.msi or .\x64\SharedManagementObjects.msi
- .\x86\SQLSysClrTypes.msi or .\x64\SQLSysClrTypes.msi

DocBuster also supports the following software when present.

- Adobe Acrobat in one of the following variants:
 - Adobe Acrobat Professional Edition (9/X/XI/2017/DC) (**Recommended**)
 - Adobe Acrobat Standard Edition (9/X/XI/2017/DC)
- Microsoft Visio 2019, 2016, 2013 or 2010

- Microsoft Project 2019, 2016, 2013 or 2010
- Microsoft Publisher 2019, 2016, 2013 or 2010
- Nuance Power PDF 2 or 3 Advanced or Standard

Not recommended

3rd party application Add-Ins

Although, it is possible for DocBuster to happily coexist with any 3rd party Add-Ins installed within MS Office and Acrobat. It is equally possible that these can cause problems when processing data within DocBuster. Therefore, the base approach for DocBuster installations is to recommend the absence of these items.

If problems occur during processing it may be a result of one or more of these 3rd party Add-Ins. In which case please disable/remove the offending Add-In from the appropriate application before proceeding to use DocBuster.

Hardware

DocBuster has the ability to utilise the number of processors a PC has during certain processing and can be intensive on the file system during processing. Therefore, as a general rule more cores and a faster hard drive equals faster processing speeds.

To further improve the performance having more RAM in tandem with using the 64bit version of DocBuster, MS Office and Windows Operating System will also help.

The minimum recommended hardware specification is as follows.

- Any modern quad core CPU (i5/i7/Xeon etc.)
- 4 GB RAM
- 7200 RPB hard drive, with 30 GB free space

Installation Troubleshooting

If any issues occur installing or running DocBuster for the first time, first please check that the system requirements have been met and the latest and correct version of DocBuster has been installed.

On opening DocBuster a message like “An expected error occurred whilst loading Outlook profiles. The error returned is: Catastrophic failure.....” appears.

Ensure that the version of DocBuster installed matches the bitness of Office installed. The 64bit version of Office requires 64bit DocBuster and the 32bit version of Office requires the 32bit version of DocBuster. See System Requirements.

DocBuster fails at the Initialising stage, during a job.

Check what MS Outlook Add-Ins are installed and active. Ideally, one at a time disable any non-Microsoft Add-Ins and rerun DocBuster. Repeat this until DocBuster passes the Initialising phase. At that point, reapply any Add-Ins which do not affect the processing (if required).

DocBuster hangs at the Initialising stage, during a job.

Outside of DocBuster open each application (starting with Outlook), do the applications open manually in expected time frames without dialog boxes? If not, repair the issue with the application before proceeding to use DocBuster.

Paper size mismatch occurring on a printer even when selecting the correct tray.

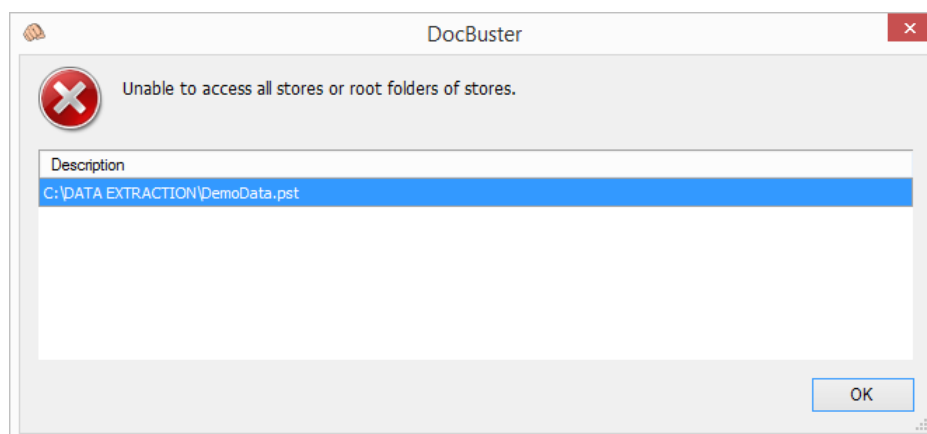
Check that the driver is set to the correct paper size. Close DocBuster and open the printer’s Properties/Preferences in the Devices and Printers menu. Check the settings, apply updates and changes as required. If this does not work, attempt to reset to default (if the option exists).

Acrobat is installed but the Acrobat options are not visible.

Check that a supported version of Acrobat is installed, see System Requirements. If the correct version is installed, check DocBuster under a different user on the same PC as it may be that the user profile has issues.

When selecting the Outlook Data Source option, a message box displaying “Unable to access all stores or root folders of stores is received”.

Check if a PST path is displayed (see dialog below). Then check if the file exists in the windows directory. If not, the file has been deleted before closing it from Outlook. Open Outlook and right click on the missing PST file and Close it. Reopen DocBuster and the message should disappear.



Processing MHT/XML using Internet application group fails to open the files.

Internet Explorer can be used for processing certain extensions such as MHT within DocBuster. It is possible in some scenarios that DocBuster may encounter issues opening these files due to IE’s Protected Mode. If encountering file open issues processing with said files it is possible that disabling the Protected Mode may fix the problem.

You cannot connect to a SQL Server database and receive a message similar to “Could not load file or assembly 'Microsoft.SqlServer.Smo, Version=12.0.0.0, Culture=neutral, PublicKeyToken=89845dcd8080cc91' or one of its dependencies. The system cannot find the file specified.”

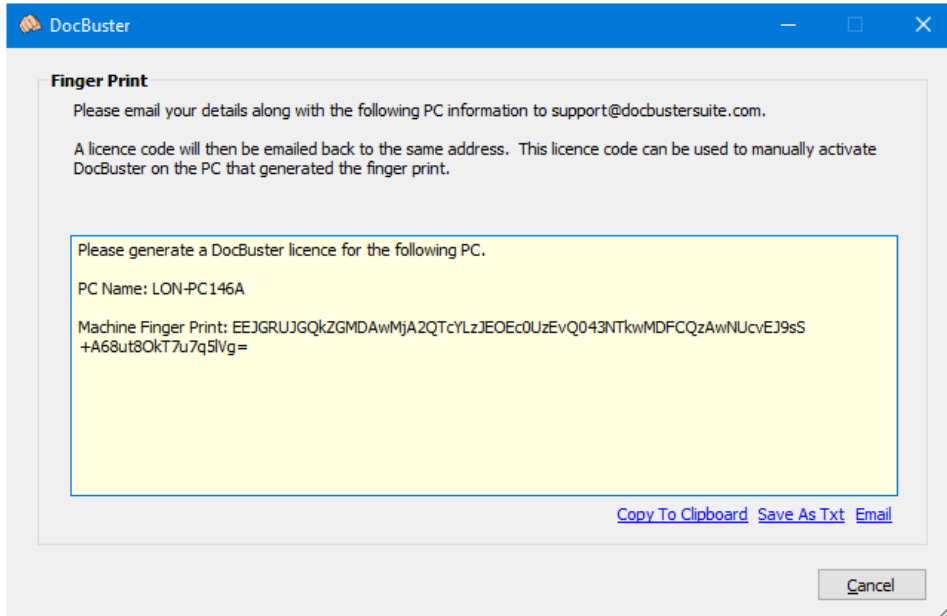
This usually means that the PC is missing the Microsoft System CLR Types for SQL Server 2014 or Microsoft SQL Server 2014 Management Objects. See System Requirements.

Licensing

In order to use DocBuster a valid licence is required. A licence in DocBuster is tied to an individual PC.

To receive a valid licence key, a finger print must be generated for the machine DocBuster is installed on.

After installing DocBuster, click on the menu **Licence>Generate Machine Finger Print**, which will open the following window displaying the finger print.



Please email the finger print details to support@docbustersuite.com who will then generate a licence key and email this back to you.

This can be achieved by copying the details highlighted and pasting into an email, saving as a text and attaching the text file to an email or clicking on the email option (if connected to an active email account).

To enter the licence key, click on the menu **Licence>Licence** which will open the main licence details window.

DocBuster
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Licence Details

Licence Status	Active
Licence Type	DocBuster Core
Expiry Date	30 May 2016
Licensed To	DocBuster Limited
PC Name	PC
Machine Finger Print	EEJGRUJGQkZGMDAwMjA2QTcYLzJEOEc0UzEvQ043NTkwMDFCQzAwNcvEJ9sS +A68ut8OkT7u7q5lVg =
Licence Code	<div style="border: 1px solid #ccc; padding: 2px; font-family: monospace; font-size: 0.8em;"> 9gCBAFQgGFRomdEBAGoG6E +70QE7ABBCRkVCRkJGRcccjAwMDIwNkE3GC8yRDhHNFmXL0kxQkMwMDVHLxCFbEvgOvLrfdpE +7u6uZVYAQBXAExpY2Vuc2VkvVG80ZWQjUEMgTmFtZT1MT04EMxiNDZBI0V2YWx1YXRpb249RmFsc2UjRGVwYXJ0bWVudD1EZXXI bG9wbWVudAEDaMUOdYkC2i6yDVe9EVM3UsJPggGFxwc9FYtyINPeag/xn1oMrW1tg2iCa5PsgG </div>

Activation

If you have a valid DocBuster licence, enter the code below and click 'Activate Licence' to unlock the software. Please refer to the DocBuster Guide for more information.

[Paste From Clipboard](#) | [Activate Licence](#)

Deactivation

If you need to move the licence from one machine to another, you will need to deactivate the licence. Please refer to the DocBuster Guide for instructions on what to do.

[Deactivate Licence](#) | [Copy To Clipboard](#)

OK Cancel

Paste the licence code into the Activation Licence Code text box and then click Activate Licence.