

System Requirements

DocBuster comes in two versions, 32bit and 64bit. If using MS Office (see Optional Requirements) then the DocBuster version required is dependent on the MS Office installation. Please install the DocBuster version that matches the bitness of the MS Office products.

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

If MS Office is not installed, not required, or a non-supported version is installed, then please install the DocBuster version that matches the bitness of the operating system.

Core Requirements

DocBuster must have the following present to function correctly.

- Windows 11, 10, 8.1.
- Microsoft .NET Framework 4.8.
- Microsoft Visual C++ 2017 Redistributable.
- Microsoft Visual C++ 2013 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.
- Microsoft XPS Document Writer. (MXDW)
- 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

DocBuster has built in support for Office files. However, if you prefer to use Microsoft Office to process documents with their original applications then DocBuster supports the following software and variants.

- MS Office Outlook*, Word, Excel and Power Point. (Microsoft 365, 2021, 2019, 2016, 2013).

*If Outlook is not installed then the Outlook data source option will not be available.

DocBuster has built in support for PDF files. However, if you prefer to use a different processor for PDF documents then DocBuster also supports the following software and variants.

- Adobe Acrobat Professional or Standard Edition (2017/2020/DC).
- Kofax Power PDF Advanced or Standard (2/3/4/5).

DocBuster has built in support for MPP files. However, if you prefer to use Microsoft Project to process these files with their original application then DocBuster supports the following software and variants.

- Microsoft Project (Microsoft 365, 2021, 2019, 2016, 2013).

DocBuster has built in support for Visio files. However, if you prefer to use Microsoft Visio to process these files with their original application then DocBuster supports the following software and variants.

- Microsoft Visio (Microsoft 365, 2021, 2019, 2016, 2013).

If you require DocBuster to process Microsoft Publisher documents, then the following software is required.

- Microsoft Publisher (Microsoft 365, 2021, 2019, 2016, 2013).

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 (2021, 2019, 2016, 2013) - MSI Installation
 - Microsoft Access - Click and Run Installation (Microsoft 365) and Microsoft Access 2013 Runtime**
 - Microsoft Access 2013 Runtime / Microsoft Access Database Engine 2010

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

To view the help guide using the built in viewer the following is required. If this is not present, then another PDF viewer engine will be required to view the guide.

- Microsoft Edge WebView2 Runtime 101.0.1210.39 or above. (32-bit for 32-bit DocBuster and 64-bit for 64-bit DocBuster). ^

^ <https://developer.microsoft.com/en-us/microsoft-edge/webview2/#download-section>

Out of support software

The following software is no longer actively supported by DocBuster as they are no longer supported by their respective owners. They previously functioned in DocBuster with no issues and may continue to do so albeit at your own risk.

- Microsoft Office 2010.
- Adobe Acrobat Professional or Standard Edition (9/X/XI).

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 with Acrobat and MS Office in DocBuster. Therefore, the base approach for DocBuster installations is to recommend the absence of 3rd party add-ins, when processing with Acrobat or MS Office.

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. Alternatively, use the built in options to process these file types.

Hardware

Certain processing within DocBuster will utilise the number of processors a PC has. It can also be memory and file system intensive during processing. Therefore, more cores, memory and a faster hard drive will generally equal faster processing speeds.

To further improve the performance run the 64-bit version of DocBuster (requires 64bit windows and Office).

The minimum recommended hardware specification is as follows.

- Any modern quad core CPU (i5/i7/i9/Xeon etc.)
- 4 GB RAM
- 7200 RPB hard drive, with 30 GB free space.

A more balanced hardware specification is as follows. Applies to the 64-bit version only.

- Any modern quad core CPU (i5/i7/i9/Xeon etc.)
- 16 GB RAM
- SATA SSD circa 500MB/s read/write speeds. 60GB free space.

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.

Outlook is installed but the Outlook data source and options are not visible.

Check that a supported version of Outlook is installed, see System Requirements.

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.

DocBuster fails at the Initialising stage, during a job.

If using MS Outlook to process, please 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 any 3rd party application being used for processing (Outlook etc.), 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. Also, check the print queue (if printing) to ensure there are no issues with the printer or printer driver.

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

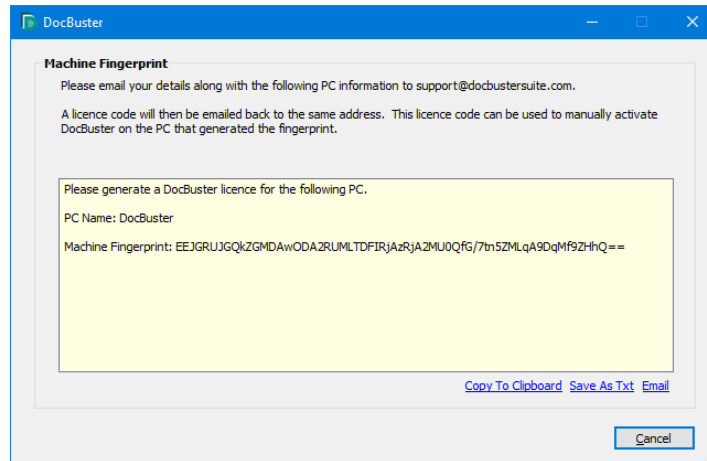
Check that the driver is set to the correct paper size. Close DocBuster and open the printer's Properties/Preferences in the Devices and Printers menu. Check the settings, apply updates and changes as required. If this does not work, attempt to reset to default (if the option exists).

Licensing

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

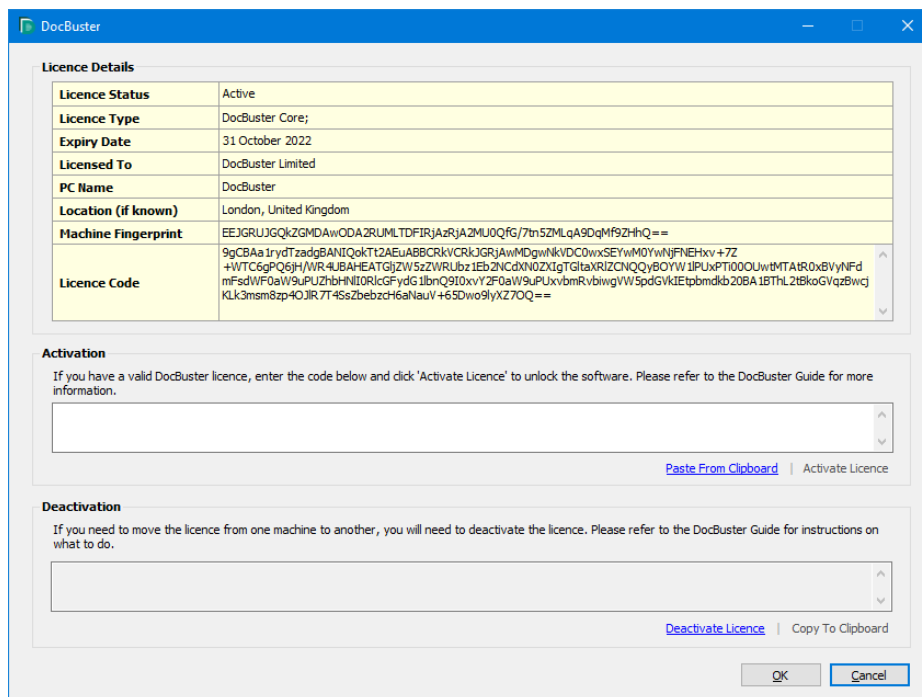
To receive a valid licence key, a machine fingerprint must be generated for the machine DocBuster is installed on.

After installing DocBuster, click on the menu **Licence>Generate Machine Fingerprint**, which will open the following window displaying the machine fingerprint and pc name.



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

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



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

Please note, the licence key is saved to a file located in the common application data directory e.g. C:\ProgramData\DocBuster\Licence\DocBuster.license