

# 2.01. Requirements

## Hardware requirements

### Windows or Mac hardware requirements

Hardware requirements vary widely depending on what you want to use mSupply for.

Here's a rough guide:

Windows Client machine for use with server.	64 bit capable processor 64 bit OS: Windows 8, 10, or later 4Gb RAM
Suggested server	Win 2012 64 bit or later 8Gb RAM (16Gb or more recommended) x4 Hard disks. 3 configured as RAID5 or RAID1 with hot spare Attached to Uninterruptible Power Supply (UPS) unit with software to shut down server if battery power is about to run out.
Mac Client machine for use with server.	64 bit capable processor 64 bit OS: Mac OS 10.13 or later 4Gb RAM, 50Mb of hard disk space

## Hardware recommendations

- A connected printer is not absolutely necessary in every situation, but for most situations it is a requirement. A dot-matrix printer may be used, but an ink-jet or laser is preferable.
- Buy hardware for which you are able to obtain good support.
- Buy brands with a reputation for quality (even if it means buying a slower/older machine).
- We have clients running mSupply on a wide range of hardware. We are happy to discuss hardware options further via email or phone.

## Backup system

Once you start using mSupply, it is of crucial importance that you have a method of backing up your data. mSupply stores all its data in a file that rapidly becomes large. You need, therefore, to have a high capacity removable storage device. We strongly recommend the use of an external hard disk using either firewire (IEEE 1394) or USB2 to facilitate off-site storage of backups.

- See the section in Preferences that covers mSupply's built-in backup features that allow backup to another disk, and to an internet backup site... you'll find it here: [Backup](#)
- If not using our internet backup service, you need to be able to store backed up data off-site to prevent the risk of loss by fire, theft, etc.



Sustainable Solutions will not be able to help you recover lost data in the event of hardware failure if no backup is available.

## Antivirus

Windows based operating systems are particularly prone to malware if precautions are not taken. We recommend the following precautions:

- Install a reputable anti-virus program, including web protection if the computer has access to the internet. We recommend [F-Prot](#).
- Disable USB ports - refer to [this site](#) for suggested methods.

Ensure that access to passwords to allow exceptions to the above two measures are kept secure.

## Upgrading mSupply from previous versions

If you open a data file that was created with a previous version, it will automatically be updated to the new format. Please note that this process may take some time.

Note that if you are using a version earlier than v1.96 you must first upgrade to v1.96 and then to version 2 or 3.



**IMPORTANT!** Always make a backup of your data file before upgrading, and preferably keep a copy off-site. We will not be able to help you in the event of some unexpected disaster if you haven't followed this advice!

Previous: [2. Setting Up mSupply: Technical Guide](#) | | Next: [2.02. Installation](#)

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