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Boardmaker 7 Compatibility Guide

Minimum Requirements

Table 1 Boardmaker 7 Editor system requirements

	Windows	**Mac**	**ChromeBook**
OS	Windows 10	OSX 10.13	Chrome OS 69
Available storage	2 GB	2 GB	2 GB
RAM	8 GB	8 GB	8 GB

Table 2 Boardmaker 7 Player system requirements

	Windows	**Mac**	**ChromeBook**	**iOS**	**Android**
OS	Windows 10	OSX 10.13	Chrome OS 69	iOS 11.0	Android 5.0 (API Level 21 – Lollipop)
Available storage	2 GB	2 GB	2 GB	2 GB	2 GB
RAM	8 GB	8 GB	8 GB	4 GB	4 GB

Table 3 System default browser requirements

Browser	**Minimum**	**Recommended**
Firefox	38.0	
Chrome	49.0	
Edge	83.0.478.45	
Internet Explorer	10.0	11.0 or later
Safari	11.0	

Table 4 Server requirements for push install

	Windows	**Mac**
OS	Windows Server 2012 NT 6.2	OSX Server 5.0.3

Support for Your Tobii Dynavox Device

Get Help Online
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Contact Your Solution Consultant or Reseller
For questions or problems with your product, contact your Tobii Dynavox solution consultant or authorized reseller for assistance. They are most familiar with your personal setup and can best help you with tips and product training. For contact details, visit *www.TobiiDynavox.com/contact*

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Push Install

Table 1 Push install information

	Windows	Mac	Chromebook	iOS	Android
Boardmaker 7 Editor	.msi installer	.dmg installer	Not available. Update through app store.	n/a	n/a
Boardmaker 7 Player	.msi installer	.dmg installer	Not available. Update through app store.	Not available. Update through app store.	Not available. Update through app store.

Local Security with Multiple Users

On computers with multiple user accounts, lock these files and folders containing personal information:

Windows

- %USERPROFILE%/AppData/Roaming/Tobii Rubicon/storage/<versionNumber>
- %USERPROFILE%/Documents/Boardmaker/Projects/<emailAddress>
- %USERPROFILE%/Roaming/Tobii Rubicon/shared/offline-data/<userId>

Mac

- ~/Library/Containers/tobii-rubicon-player/Data/storage/<buildNumber>/
- ~/Documents/Boardmaker/Projects/<emailAddress>
- ~/Library/Containers/tobii-rubicon-player/shared/offline-data/<userId>

Proxy Information

Ports 80 and 443 must be open for outgoing traffic.

Whitelist Domains

The following URLs must be whitelisted:

- *.boardmakeronline.com
- *.tobiidynavox.com
- *.s3.amazonaws.com
- *.azure-api.net
- *.azurewebsites.net
- *.core.windows.net

Compatibility Tester App

The Compatibility Tester analyzes your device to determine if the current configuration is compatible with the Boardmaker 7 software.

i The Compatibility Tester is only available for Windows and Mac.

1. Double click the Compatibility Tester file to run the application.

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2. The Compatibility Tester analyzes your device in three areas: Operating System, Services, and Rendering. At the Rendering phase, look for a picture of a bear in the bottom section of the app window. Select **Yes** if you see the picture of the bear. Select **No** if you do not see the picture of the bear.

Troubleshooting

If the Compatibility Tester app will not run or fails at step 1 — Operating System, your device may not meet the minimum requirements.

- Check your device specs against the minimum requirements listed in section *Minimum Requirements, page i*.

   The Compatibility Tester will only run on Windows and Mac devices.

- Verify that your user account on the device has sufficient privileges to run the Compatibility Tester app.

If the Compatibility Tester fails at step 2 — Services, or 3 — Rendering, take the following steps and then run the Compatibility Tester again.

- Check that your device has an active network connection that can access the internet.
- Verify that the domains listed in section *Whitelist Domains, page ii* have been whitelisted on your network.

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