

Service Partner System Requirements

The purpose of this article is to provide system requirement information for Service Partner laptops. The process is to be completed by Service Partners using the Field Service Portal and GoServicePro. This article reviews the system requirements to use GoServicePro and the Daktronics Field Service Portal.

Browser:

The latest version of Internet Explorer should be installed to access GoServicePro. The Daktronics Field Service Portal supports Internet Explorer versions 10 and above.

To check the version of Internet Explorer:

1. Launch Internet Explorer.
2. Click the **Tools** icon (Gear in top-right corner).
3. Select **About Internet Explorer**.

Other System Requirements:

For optimal performance, a minimum of 4 GB of RAM is recommended in systems used to access GoServicePro.

Windows 7, Windows 8, or Windows 8.1 operating systems are all supported by GoServicePro, the Field Service Portal, and Daktronics applications such as Venus 1500.

Windows 10 is now supported by most Daktronics applications. Service Partners using Windows 10 must verify they are using GoServicePro in Internet Explorer instead of the default browser, Microsoft Edge. Internet Explorer 11 is included with Windows 10, but shortcuts in the application menu, taskbar, and desktop are all hidden.

If the Search box is visible in the Taskbar: Internet Explorer may be found by entering "Internet Explorer" in the search field located in the taskbar (**Figure 1**).

If the Search box is not visible in the Taskbar: Click the Start button (Windows icon) and begin to type Internet Explorer to search. To enable the Search box in the Taskbar, right-click the Taskbar, select Cortana, and check Show Search Box.

As a best practice, it is recommended to pin Internet Explorer to the taskbar to ensure ease of access for future use. To pin, right-click the Internet Explorer icon in the taskbar and select "Pin to taskbar" (**Figure 2**).

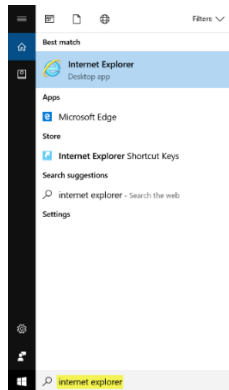


Figure 1: Search for Internet Explorer

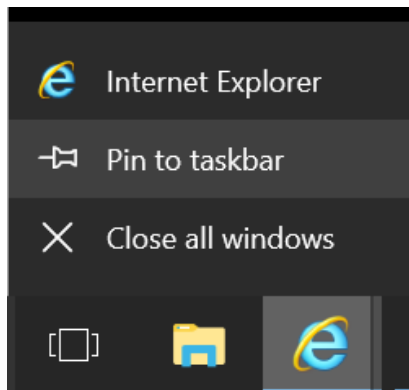


Figure 2: Pin Icon to Taskbar