

PC, Communication Hardware, and Cable Requirements

To run the service tool, the following PC, communication hardware, and cable requirements must be met.

NOTE: The minimum PC Configurations should not be used as a standard when buying new personal computers for service tool purposes. If the existing equipment meets these minimum requirements, it will run the service tool.

PC Requirements

Recommended Configurations

- PC containing a 2.0 GHz dual-core processor-
- 3GB RAM
- 3GB of available hard disk drive
- DVD-ROM drive
- 15.4 inch XGA Screen (1280x1024 compatible)
- Microsoft® Windows™ 7 Professional, Windows 8 Professional and Windows 10 (**Note:** Windows 8 RT and the Windows Phone are not supported due to the ARM processors)(**Note:** The Microsoft Surface Pro is supported)
- RS232 port with 16550AF UART or compatible (for use with Comm Adapter II)
- USB 1.1, 2.0 or 3.0 port, (for use with Comm Adapter 3)
- Ethernet RJ45 connector
- Built in mouse, pointing device, or touch screen
- For security purposes, Microsoft® Browsers version 11 or newer or Microsoft Edge is recommended.
(**Note:** The most recent version of Microsoft® browsers may not be validated to work with the service tool.)
- Wi-Fi (for the Wireless Comm Adapter 3)

Minimum Configurations

- PC containing a Pentium 2 GHz processor or greater
- 1GB RAM
- 500MB of available hard disk drive
- CD-ROM drive
- Super VGA monitor or display (1024x768)
- Microsoft® Windows™ 7 Professional, Windows 8 Professional or Windows 10.
Note: Windows 8 RT and the Windows Phone are not supported due to the ARM processors
Note: The Microsoft Surface Pro is supported.
- RS232 port with 16550AF UART or compatible (for use with Comm Adapter II)
- USB 1.1, 2.0, or 3.0 port or (for use with Comm Adapter 3)
- Ethernet RJ45 connector
- Built in pointing device, mouse or touch screen
- For security purposes, Microsoft® Browsers version 11 or newer or Microsoft Edge is recommended.
NOTE: The most recent version of Microsoft® Browsers may not be validated to work with the service tool.
- Wi-Fi (for the Wireless Comm Adapter 3)

Note: If the entire screen is not visible, click the  maximize button to fill the screen.