

DentalWare SP Multi-office Installation System Requirements

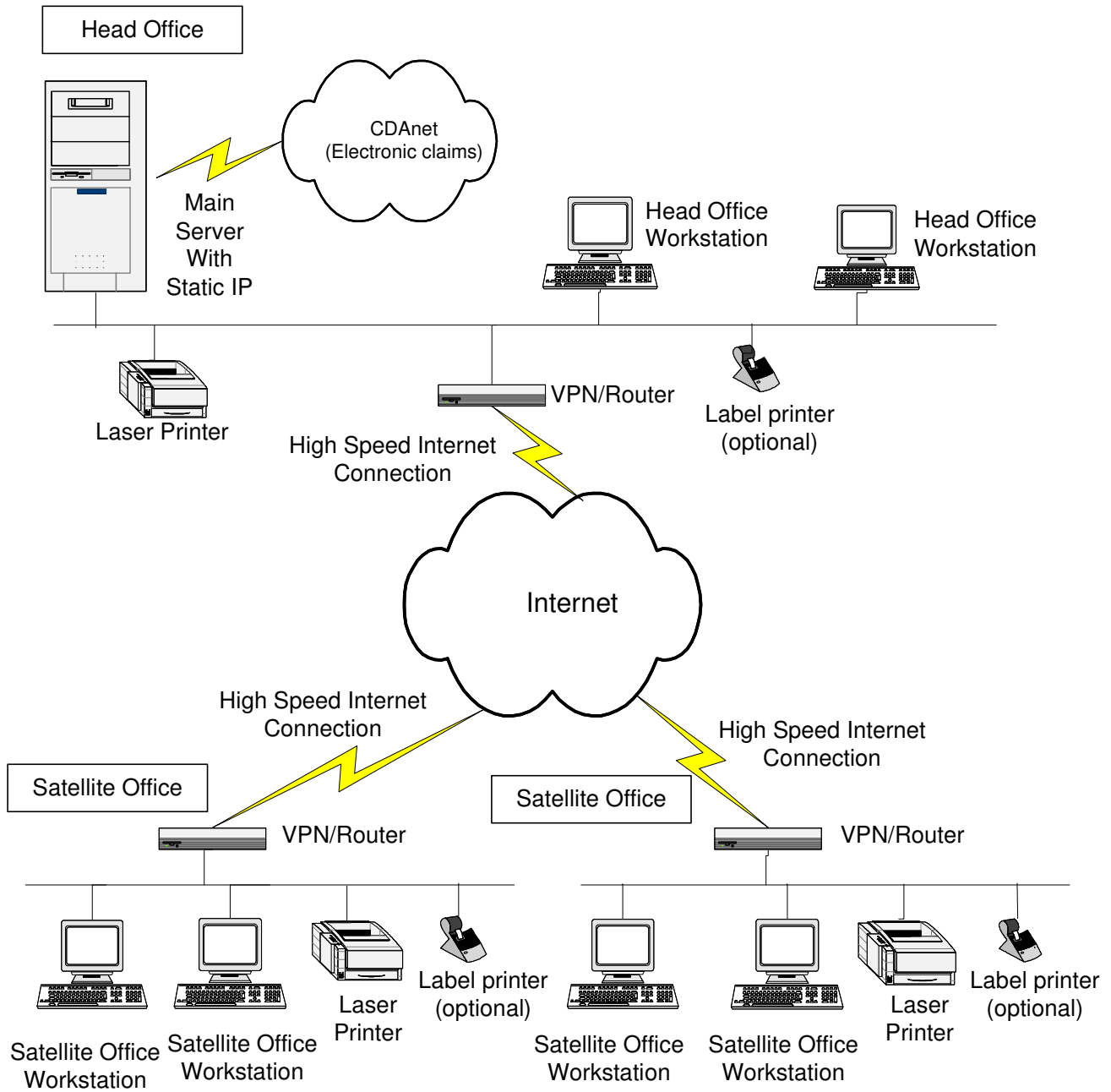
Important:
This System Requirement List is intended to be a guideline only. It is very important to select a hardware/network vendor that supplies good quality products and is experienced in set up. An experienced vendor should help you to make an informed decision.
If you have any questions regarding the requirement list, please contact our technical support at 905-470-6913.

Overview

The purpose of this document is to provide networking, hardware and software requirements for running DentalWare SP in multi-location practices. System requirements not related to DentalWare SP, such as anti-virus software, network security, VPN configuration, operating system updates/patches, backup software, etc., are not listed.

DentalWare SP is a SQLServer based application, which provides true enterprise level database management system to handle very large patient base. Multiple offices are connected through the internet as a Virtual Private Network (VPN) to secure data transfer among different offices.

The following diagram illustrates the computers and network equipment required in the head office and satellite offices, as well as the connections among different offices.



Recommended System Requirements

Main Server

- Intel Xeon Processor (no AMD Processor)
- 16GB RAM
- 2TB Hard Drive
- Video Card
- Ethernet Network Interface Card
- Keyboard
- Mouse
- SVGA monitor
- UPS
- Microsoft Windows Server 2012 / 2016 / 2019* (with the required number of Server license + CAL)
- Optional - Microsoft SQL Server Standard 2012 / 2014 / 2016 / 2017** (with the required number of Server license + CAL)
- Optional - Microsoft Word 2010, 2013, 2016, 2019 (for letters/forms in remote desktop sessions only, not required if not using remote desktop sessions)

* Check with digital x-ray vendor for specific hardware and software requirements.

** DentalWare comes with SQL Server Express Edition. Consider SQL Server Standard Edition when there are large # of patients/workstations.

EDI Requirements (on one computer only, usually on the Server)

To submit claims electronically through internet via iTrans service

- High speed internet connection

Internet Connection

Head office

- [Static](#) IP
- 150Mbps download, 10Mbps upload speed (depending on the number of satellite offices and workstations)

Satellite office

100Mbps download, 10Mbps upload speed (depending on the number of workstations)

Restricted Internet Speed

In locations where internet speed does not meet the above requirements, DentalWare can be run under Remote Desktop Services. Please make sure the required number of RDS CALs are installed.

- Dictation/transcription feature is not available when DentalWare is run under Remote Desktop Services.
- If Main Server is running Remote Desktop Server, restrict access for all users from critical/administrative server applications.
- For practice with more than 2 locations, consider separating the Main Server (host DentalWare databases) and Remote Desktop Server (handle remote connections).

Head Office/Satellite Workstation

- Intel Core i5 Processor (no AMD Processor)
- 8GB RAM
- 500 GB Hard Drive
- Video Card
- Ethernet Network Interface Card
- Keyboard
- Mouse
- Monitor (recommended resolution 1920x1080, minimum 1280x720)
- Microsoft Windows 7 / 8 / 8.1 / 10 Professional *
- Optional - Microsoft Word 2007, 2010, 2013, 2016 or 2019 (for letters and forms)
- Optional - Sound Card, Headset with Microphone and Speakers (for dictation & transcription)
- Optional - Foot pedal (for transcription, must be purchased from OptiMicro)

* Check with digital x-ray vendor for specific hardware and software requirements.

Tablet

- Intel Core i5 Processor (no AMD Processor)
- 8GB RAM
- 128GB SSD
- Pen based, touch screen
- Windows 8 / 8.1 / 10 Professional (no Windows RT)

Laser Printer

- Shared printer on the network that allows printing from **ANY** computers located in **ANY** offices, using a **STATIC** printer name (e.g. "HP LaserJet P2055dn on computer1" but not "HP LaserJet P2055dn in session 1")

Label Printer (optional, for printing labels)

- Shared printer on the network that allows printing from **ANY** computers located in **ANY** offices, using a **STATIC** printer name (e.g. "DYMO LabelWriter 450 on computer1" but not "DYMO LabelWriter 450 in session 1")
- DYMO LabelWriter that handles Avery 4150 address labels

Backup

Two 1TB external hard drives (capacity depending on your data size)

Remote Support Software

OptiMicro QuickSupport software for remote internet support (included in DentalWare purchase).