

Dentech solutions strongly adhere to compliance with MICROSOFT WINDOWS operating systems and specified hardware requirements herein. The entire Dentech solution suite has been tested and certified using the system requirements described herein. Any deviation may result in unpredictable behavior and/or poor performance.

		Supported Systems		
	Component	Minimum Spec.	Optimal Spec.	Supported Operating Systems
<p><b>Windows Server</b></p> <p>for</p> <p><b>Dentech, DenChart &amp; DenDox</b></p>	<p><b>Processor (CPU)</b> 64-bit</p> <p><b>RAM</b></p> <p><b>Hard drive / Free</b></p> <p><b>Network Card</b></p> <p><b>Other</b></p>	<ul style="list-style-type: none"> <li>i5 (Peer-to-Peer)</li> <li>Quad Core</li> <li>8 GB (Minimum)</li> <li>1 TB / 500 GB</li> <li>Ethernet 1 Gbps</li> <li>DVD-RW Drive</li> <li>4 USB 2.0/3.0 capable ports</li> <li>LCD Monitor</li> <li>Mouse/Keyboard wired</li> </ul>	<ul style="list-style-type: none"> <li>i7 (Peer-to-Peer) Xeon for full server</li> <li>Quad Core or Higher</li> <li>32 GB</li> <li>2+ TB / 1 GB</li> <li>Ethernet 1 Gbps</li> <li>DVD-RW Drive</li> <li>4 USB 2.0/3.0 capable ports</li> <li>LCD Monitor</li> <li>Mouse/Keyboard wireless</li> </ul>	<p>Single User</p> <p>Dentech software multi-user version</p> <p>Windows 10 Professional 64-bit</p> <p>With 2-4 Workstations</p> <p>Dentech software multi-user version</p> <p>Peer-to-Peer Configuration TCP/IP Protocol (ONLY for Dentech – NOT for DenChart™)</p> <p>Windows 10 Professional 64-bit</p> <p>With 5+ Workstations</p> <p>Dentech software multi-user version</p> <p>Server must be configured with LAN Fixed IP Address</p> <p>2016 64 bit</p> <p>2019 64 bit</p> <p>2022 64 bit (recommended) -</p>
		<ul style="list-style-type: none"> <li>UPS/Surge suppression hardware</li> <li><b>Backup</b> should be adequate for backing up the entire server hard disk including the operating system (full system backup), NAS (Network Appliance for Storage) is recommended. <b>ATTENTION: Dentech requires FULL backups (not incremental).</b></li> <li>(5Mbps DL – 10 Mbps UP speed minimum)</li> <li>Trend Virus protection with updates is highly recommended with exclusions enabled</li> </ul>		
<b>Network</b>	<b>Switch</b>	<b>1 Gbps (GB Per Second)</b>		<b>Internet Connectivity- ALL PCs (is Required )</b>
<p><b>Windows Workstation</b></p> <p>for</p> <p><b>Clinical &amp; Business Operations</b> (including digital imaging)</p>	<p><b>Processor (CPU)</b> 64-bit</p> <p><b>RAM</b></p> <p><b>Free Hard Drive</b></p> <p><b>Network Card</b></p> <p><b>Standard Monitor</b></p> <p><b>Imaging Monitor (Diagnostic quality)</b></p> <p><b>Other</b></p>	<ul style="list-style-type: none"> <li>i5</li> <li>Win 10: 6+ GB</li> <li>120GB Solid State Drive</li> <li>Ethernet 1 Gbps</li> <li>Size: 17"-19" 1024 x 768 resolution</li> <li>Size: 19" - 21.5" 1280 x 1024 resolution</li> <li>DVD-ROM Drive (optional)</li> <li>4 USB 2.0/3.0 capable ports</li> <li>Mouse/Keyboard wired</li> <li>DenChart Certified Headset*</li> </ul>	<ul style="list-style-type: none"> <li>i7</li> <li>Win 10: 6+ GB</li> <li>250GB Solid State Drive</li> <li>Ethernet 1 Gbps</li> <li>Size: 19" – 22" 1024 x 768 resolution</li> <li>Size: 20" - 23" 1920 x 1200 resolution</li> <li>DVD-RW Drive</li> <li>4 USB 2/3.0 capable ports</li> <li>Mouse/Keyboard wireless</li> <li>DenChart Certified Headset* - wireless</li> </ul>	<p>Windows 10 Professional 64-bit (with Dentech 9.0 or higher installed)</p> <p>With-</p> <p>Crystal Reports 2008</p> <p>Windows Installer 3.1</p> <p>Windows .Net 4.6 or Higher</p> <p>Wingdings II Font</p> <p>Note: <b>For DenChart a 1GB Dedicated Video Graphics Card minimum is recommended for performance.</b></p> <p><b>500GB of free storage space if using DenDox &amp; 4 GB free RAM.</b></p>
		<ul style="list-style-type: none"> <li>4 USB ports are recommended for imaging</li> <li>High Speed Internet access is highly recommended (3 Mbps DL – 1 Mbps UP speed)</li> <li>Trend Virus protection with updates is highly recommended with exclusions enabled</li> </ul>	<ul style="list-style-type: none"> <li>UPS/Surge suppression hardware</li> <li>Trend Virus protection with updates is highly recommended with exclusions enabled</li> </ul>	<p><b>For Cloud Backup 10MBS upload speed</b></p>

**SUGGESTIONS****Not Recommended:**

1. Mixing 10/100 Mbps switches and workstations with 1 Gbps (1000 Mbps) switches degrades the network performance as the switch is trying to compensate for the different communication speeds.
2. Incremental backups are not adequate for Dentech ([known issues when using Carbonite](#)).
3. Running backup applications and/or antivirus scans during operating hours (Doing so prohibits proper Dentech backup due to open files and it slows down the system performance for all users)
4. Running updates for antivirus applications during operating hours
5. Using the server as a workstation
6. Placing the imaging folder (e.g. Apteryx, Kodak) under the DTWIN folder. This will adversely impact the ability to back up the imaging system in incremental mode.
7. **Running Wireless Networks less than 1GB connection speed.**

## Considerations:

1. RAM (Random Access Memory) requirements may need to be higher if the users are running multiple applications at the same time that are memory intensive. DenDox requires 4GB of free RAM on server.
2. Streaming audio/video services require higher RAM
3. Antivirus setup should exclude all Dentech applications (Dentech, DenChart, Apteryx, InTouch, Check Me In, DenDox) both at the server and the PCs
4. The computing infrastructure (Server, Firewalls, Switches & PCs) should be maintained by qualified technicians on an ongoing base for optimum performance (This service is called "IT Managed Services")
5. All Cabling should be certified Cat5e or Cat6.
6. **All computers should be 1GB NIC card. (Anything less will result in poor performance speeds and longer times to open applications).**
7. If using DenDox, Hyper-V or Oracle Virtual Box will need to be installed and will require 4GB of free memory to operate properly along with 500GB of free storage space.
8. If using DenDox, Adobe Reader DC and Chrome browser are required to be set as default applications. One master Google account is highly recommended for DenDox access.