

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>Windows Server</p> <p>for</p> <p>Dentech, DenChart & DenDox</p>	<p>Processor (CPU) 64-bit</p> <p>RAM</p> <p>Hard drive / Free</p> <p>Network Card</p> <p>Other</p>	<ul style="list-style-type: none"> i5 (Peer-to-Peer) Quad Core 8 GB (Minimum) 1 TB / 250 GB Ethernet 1 Gbps DVD-RW Drive 4 USB 2.0/3.0 capable ports LCD Monitor Mouse/Keyboard wired 	<ul style="list-style-type: none"> Xeon Quad Core or Higher i7 (Peer-to-Peer) Quad Core or Higher 16 GB 2+ TB / 500 GB Ethernet 1 Gbps DVD-RW Drive 4 USB 2.0/3.0 capable ports LCD Monitor Mouse/Keyboard wireless 	<p>Single User Dentech software multi-user version Windows 10 Professional 64-bit</p> <p>With 2-4 Workstations Dentech software multi-user version Peer-to-Peer Configuration TCP/IP Protocol (ONLY for Dentech – NOT for DenChart™) Windows 10 Professional 64-bit</p> <p>With 5+ Workstations Dentech software multi-user version Server must be configured with LAN Fixed IP Address 2012 64 bit or 2016 64 bit (recommended)</p> <p>Note: MS Server 2008 R2 – End of Life 14 Jan. 2020</p>
		<ul style="list-style-type: none"> UPS/Surge suppression hardware Backup 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. ATTENTION: Dentech requires FULL backups (not incremental). (3Mbps DL – 1 Mbps UP speed minimum) Trend Virus protection with updates is highly recommended with exclusions enabled 		
Network	Switch	1 Gbps (GB Per Second)		Internet Connectivity- ALL PCs (is Required)
<p>Windows Workstation</p> <p>for</p> <p>Clinical & Business Operations (including digital imaging)</p>	<p>Processor (CPU) 64-bit</p> <p>RAM</p> <p>Free Hard Drive</p> <p>Network Card</p> <p>Standard Monitor</p> <p>Imaging Monitor (Diagnostic quality)</p> <p>Other</p>	<ul style="list-style-type: none"> i5 Win 10: 6+ GB 30 GB Ethernet 1 Gbps Size: 17"-19" 1024 x 768 resolution Size: 19" - 21.5" 1280 x 1024 resolution DVD-ROM Drive (optional) 4 USB 2.0/3.0 capable ports Mouse/Keyboard wired DenChart Certified Headset* 	<ul style="list-style-type: none"> i7 Win 10: 6+ GB 160GB Ethernet 1 Gbps Size: 19" – 22" 1024 x 768 resolution Size: 20" - 23" 1920 x 1200 resolution DVD-RW Drive 4 USB 2/3.0 capable ports Mouse/Keyboard wireless DenChart Certified Headset* - wireless 	<p>Windows 10 Professional 64-bit (with Dentech 9.0 or higher installed)</p> <p>With- Crystal Reports 2008 Windows Installer 3.1 Windows .Net 4.6 Wingdings II Font</p> <p>Note: MS Windows 7 – End of Life 14 Jan. 2020</p>
		<ul style="list-style-type: none"> 4 USB ports are recommended for imaging High Speed Internet access is highly recommended (3 Mbps DL – 1 Mbps UP speed) Trend Virus protection with updates is highly recommended with exclusions enabled 	<ul style="list-style-type: none"> UPS/Surge suppression hardware Trend Virus protection with updates is highly recommended with exclusions enabled 	

SUGGESTIONS**Not Recommended:**

1. Mixing 10/100 Mbps switches and workstations with 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.
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 basis 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).**