

dentalware Multi-Locations Installation System Requirements

This document is intended to be a guideline only. It is very important to select an experienced hardware/network vendor that supplies quality products and services.

Check with your digital x-ray vendor, for specific hardware and software requirements for their products.

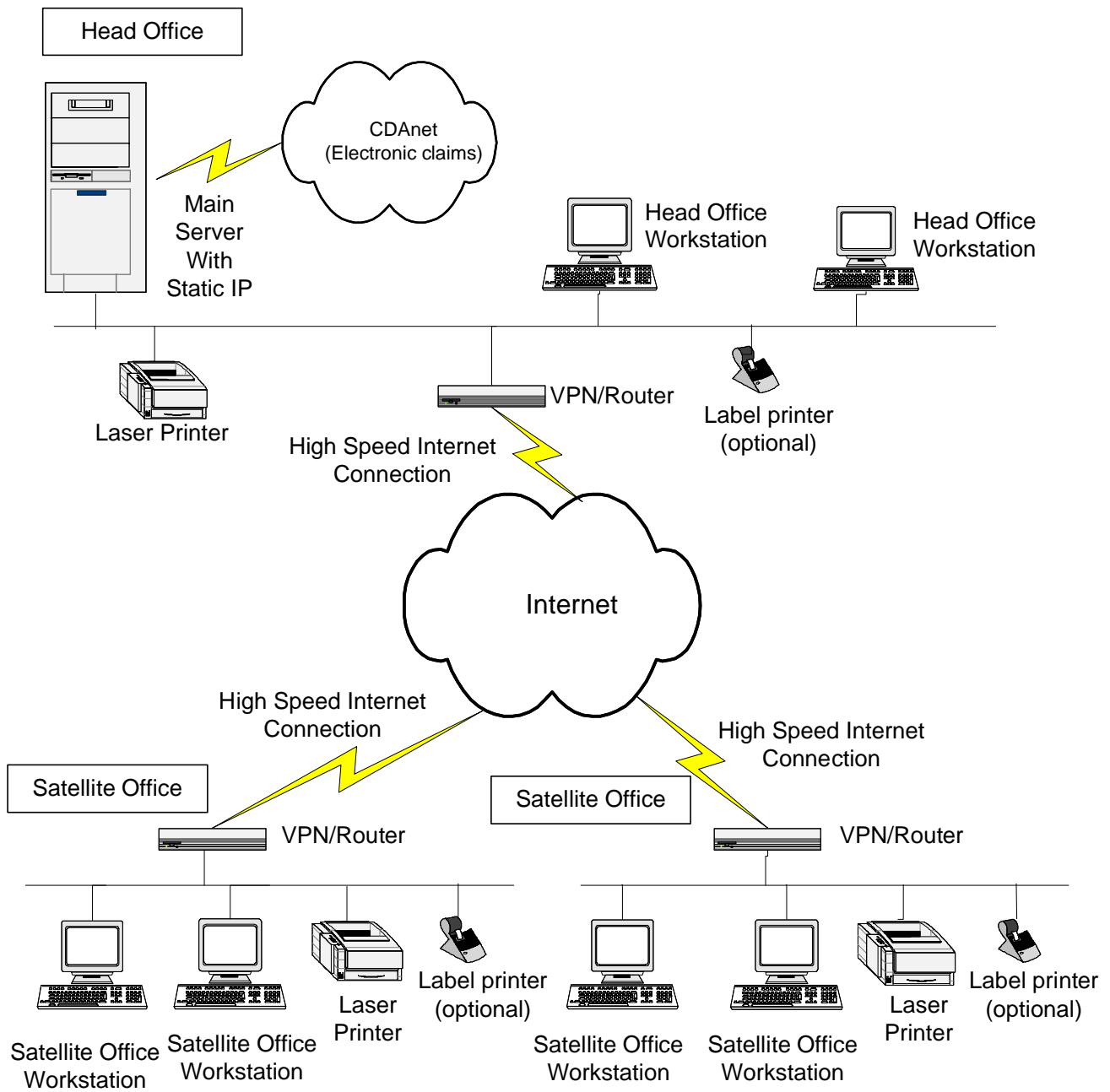
If you have any questions, please contact our technical support at 905-470-6913.

Overview

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

DentalWare is a SQL Server 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
- 32GB RAM (depending on the number of active applications)
- 6TB Hard Drive (depending on your data size)
- Video Card
- Ethernet Network Interface Card
- Keyboard and Mouse
- Monitor
- UPS
- Microsoft Windows Server 2025 (with the required number of Server license + CAL)
- Optional - Microsoft SQL Server Standard 2022* (with the required number of Server license + CAL)

* DentalWare comes with SQL Server Express. Consider SQL Server Standard for larger practices.

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

Header office - require **Static** IP

Speed - 1 Gbps download, 30Mbps upload (minimum 300Mbps download, 10Mbps upload)
- Speed requirement is dependent on the number of satellite offices and workstations

Offices with 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 i7 Processor
- 16GB RAM
- 512 GB Hard Drive
- Video Card, Ethernet Network Interface Card
- Keyboard and Mouse
- Large monitor (minimum 24" resolution 1920x1080)
- Microsoft Windows 11 Professional (dentalware is backward compatible with Windows 8 and 10)
- Optional - Microsoft Word 2019 or Microsoft 365's Word desktop version (for letters and forms, dentalware is backward compatible with Word 2016).
- Optional - Sound Card, Headset with Microphone and Speakers (for dictation & transcription)
- Optional - Foot pedal (for transcription, must be purchased from OptiMicro)

Tablet

- Intel Core i5 Processor, 16GB RAM, 256GB SSD
- Pen based, touch screen
- Windows 11 Professional (no Windows S mode)

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 450 with 1-1/8" x 3-1/2" address labels, or
Brother Label Printer QL-600, QL-700 with 1-1/7" x 3-1/2" address labels

Backup

Four 4TB external hard drives (depending on your data size)

Remote Support Software

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