

DENTRIX

Dentrix G7.9 Canada

SYSTEM REQUIREMENTS

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Dentrix G7.9 System Requirements

The System Requirements describe minimum standards for using Dentrix G7.9 Canada. Requirements can vary significantly depending on workload and other software being used. Exceeding the minimum standards may result in better system performance.

For help planning, purchasing, and supporting computer and network systems, contact HSC Technology Solutions (1-800-561-2983) or other qualified integration specialists.

System requirements for third-party add-on products should be verified with the issuing vendor.

Over time, system requirements change. For the latest system requirements, visit www.dentrix.com.

Server and Workstation Requirements

| | Servers | Workstations |
|----------------------------------|---|---------------------------|
| Operating System | Windows Server 2012 and higher * | Windows 8.1 and higher ** |
| OS Architecture | 64-bit | 64-bit |
| Memory | 8 GB RAM (if ≤ 10 workstations); 16 GB RAM (if >10 workstations) | 4 GB |
| CPU | 4 cores at 2.4 GHz | 2 cores 2.4 GHz |
| Local Drive Install Space | 40 GB total, 5 GB on C: drive | 5 GB on C: drive |
| Network | 1 Gbps | 1 Gbps |
| Monitor | 1280x1024 | 1280x1024 |

*Server Essentials (including essentials role) and Small Business are currently not supported due to port conflicts with backups.

**Dentrix G7.9 Canada supports any edition of the Windows workstation operating system such as Home, Pro, Enterprise, and so forth.

****Microsoft discontinued support for Windows 7 and Windows Server 2008 R2 in January 2020.*

OPERATING SYSTEM

Client versions and Foundation editions of Windows can be used as the Dentrix database server. However, operating system connection limits should be evaluated when selecting an operating system for the Dentrix database server to ensure that all Dentrix workstations can connect to the Dentrix database server during normal usage.

SERVER

In a Dentrix system, the Dentrix server is the computer that will act as a Dentrix database server for all of the Dentrix computer workstations. The Dentrix server can be used as a Dentrix workstation, but disk space, memory, and networking throughput requirements should be evaluated and optimized to ensure that the overall response to the workstations is acceptable.

With a technology assessment, HSC Technology Solutions can help you get the right equipment to fit the current and future needs of your dental office.

TERMINAL SERVICES

Thin client setups, such as Terminal Services and Citrix, are currently not supported and should not be used with Dentrix.

HARD DRIVE

The disk space needed for Dentrix depends on the size of the practice and the amount of data that will be stored. For a dedicated Dentrix server, 40 GB is an estimate for the space that might be needed for patient images or patient records that are stored in the Dentrix Document Center. Systems being upgraded from previous versions of Dentrix should have at least 10 GB of free space. For best performance, we recommend more than 10 percent free space on all physical drives.

NETWORKS

High-speed Internet connectivity is recommended for access to software updates and all available services. Wireless networks are to be used at your own risk due to potential interference from X-ray machines and other devices. Wireless networks require professional installation to ensure appropriate security and to provide a reliable signal. If using wireless networks, the network should be Wireless-AC or higher and meet local network speed requirements.

To avoid possible disconnect error messages on computers left inactive for long periods of time, disable the Power Management options on the network interface cards or close Dentrix when you are not actively using it.

PRINTERS

Choose a printer based on your practice needs. Henry Schein One cannot guarantee that all printers will be completely compatible with Dentrix. *We recommend that you use PCL5 printer drivers with all printing equipment.*

BACKUP

For information on backing up your Dentrix system, call Dentrix Customer Support at 1-800-DENTRIX.

MICROSOFT OFFICE

Printing form letters and labels from Dentrix requires a current Microsoft-supported version of Microsoft Word with letter merge functionality to be installed.

ANTIVIRUS SOFTWARE

Antivirus software is recommended on all computers. When configuring anti-virus software, consider the needs of your office and the inherent risks in excluding certain items from the protection afforded by antivirus software.

For recommended configuration options to ensure that the Dentrix program directory is correctly excluded, refer to Article 56877 in the Dentrix Resource Center or contact HSC Technology Solutions (1-800-561-2983).

ELECTRONIC SIGNATURE CAPTURE TERMINALS

ePAD II and ePAD Vision signature devices are supported for signing consents inside of the Dentrix program.

VIRTUAL MACHINES

Dentrix has been successfully tested on properly configured Hyper-V and VMWare virtual machines. Dentrix Customer Support does not assist with resolving issues caused by misconfigured or malfunctioning virtual machine software.