

DENTRIX

Dentrix 23.10 Canada

SYSTEM REQUIREMENTS

PUBLICATION DATE

October 2023

COPYRIGHT

© 2023 Henry Schein One. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the prior written permission of Henry Schein One.

SOFTWARE LICENSE NOTICE

Your license agreement with Henry Schein One, which is included with the product, specifies the permitted and prohibited uses of the product. Any unauthorized duplication or use of Dentrix by Henry Schein One in whole or in part, in print, or in any other storage and retrieval system is forbidden.

LICENSES AND TRADEMARKS

Henry Schein One, the Henry Schein One logo, and Dentrix are registered trademarks of Henry Schein One. Microsoft and Windows are registered trademarks of Microsoft Corporation.

Dentrix 23.10 Canada System Requirements

The System Requirements describe minimum standards for using Dentrix 23.9 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 2016 and higher *	Windows 10 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 23.10 Canada supports any edition of the Windows workstation operating system such as Home, Pro, Enterprise, and so forth.

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 workstations. You can use the Dentrix server 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 Dentrax 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 Dentrax. *We recommend that you use PCL5 printer drivers with all printing equipment.*

BACKUP

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

MICROSOFT OFFICE

Printing form letters and labels from Dentrax 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 Dentrax program directory is correctly excluded,

ELECTRONIC SIGNATURE CAPTURE TERMINALS

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

VIRTUAL MACHINES

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