

# DENTRIX ENTERPRISE 5.0 SYSTEM REQUIREMENTS

## DISCOVER THE POWER OF CONNECTION



### Experience Seamless Integration:

Dentrix Enterprise is a robust practice management software program designed to run seamlessly across a network, allowing users to share the same data throughout the enterprise. From the front desk to the operator at multiple locations everything available to every user at every workstation.

Dentrix Enterprise, a Henry Schein product, is the leading Electronic Dental Record solution found in community health centers, multi-site group practices, public health centers, as well as institutional and educational facilities across America. Dentrix Enterprise 5.0 provides your organization with the power to connect to your—information, resources and patients.

The system requirements describe minimum and recommended standards for using Dentrix Enterprise 5.0. Exceeding the minimum standards may result in better system performance.

### Dedicated Database Server

- Intel® Quad Core Xeon X3323 CPU or faster
- 24x (or higher) CD-ROM drive recommended
- Microsoft® SQL Server 2000 32 bit (patched to latest Service Pack)
  - Windows Server 2003 SP2 32 bit
- Microsoft SQL Server 2005 32 bit (patched to latest Service Pack)
  - Windows Server 2003 SP2 32 bit
- Microsoft SQL Server 2008 32 or 64 bit (patched to latest Service Pack)
  - Windows Server 2003 SP2 32 bit
  - Windows Server 2003 R2 64 bit
  - Windows Server 2008 R2 64 bit
- 2 GB RAM for the first 15 concurrent users. For each additional 15 concurrent users, add 1 GB RAM and 0.5 Ghz of processing power. After 60 users, the amount of RAM and processing power requirements will be less for adding additional users.
- Allow a minimum of 20 GB free hard drive space for the data file and 20 GB free space for transaction logs. A RAID drive is strongly recommended.
- Server must be Windows 2003 or 2008 certified.

- When running Dentrix Enterprise, memory has a major impact on your system performance. Using more than 2 GB of RAM in the server computer will noticeably improve performance. Minimum 2 GB.

**Note:** Additional performance can be gained by having three physical arrays; one each for the OS, Data, and transaction log.

### THIN Client Application Server

- Intel Quad Core Xeon X3323 CPU or faster
- 24x (or higher) CD-ROM drive recommended
- Windows 2003 or 2008 Server 32 bit edition with Terminal Server licenses activated. Optional: Citrix® Presentation Server is a recommended option for performance.
- At least 1 GB RAM per 10 concurrent users
- Allow a minimum of 60 GB free hard drive space.
- Server must be Windows 2003 or 2008 certified.
- When running Dentrix Enterprise, memory has a major impact on your system performance. Using more than 2 GB of RAM in the server computer will noticeably improve performance.

**Note:** For application servers that are being used with Citrix® and/or Terminal Server, 1 GHz of processing power and 2 GB of memory can support about 30 – 40 THIN clients with one network adapter. Additional network adapters on the application server will increase performance. After 40 users an additional server(s) is recommended.

### Workstation for Central Office, Remote Location or THIN Client

- Pentium® IV 2.0 Ghz CPU or faster
- 24x (or higher) CD-ROM drive recommended
- Windows XP Professional; Windows Vista Business, Enterprise or Ultimate; Windows® 7 Enterprise or Ultimate
- 1 GB RAM minimum, 2 GB RAM recommended.
- 20 GB or more of available disk space.

### Notes and Additional Recommendations:

#### Monitors

- A 15" or larger monitor capable of 1024 x 768 resolution at 32-Bit color (17" or larger recommended)
- For optimal viewing, select a higher quality monitor that has a dot pitch of 0.28mm or less, and a refresh rate of 72 Hz or higher at the resolution you plan to use. LCD monitors are not recommended for computers that will be used to diagnose digital x-rays.

**Printers:**

For a typical office, Dentrix Enterprise recommends installation of 2 printers on the network: a laser printer for all forms, letters and reports, and a good color printer for tooth and perio chart printouts. Henry Schein Practice Solutions does not recommend using an inkjet printer as your primary printer. Choose a printer based on your clinic's demands—Every printer has a “page-per-minute” speed and an approximate number of pages per month which should be evaluated according to your clinic's needs. Henry Schein Practice Solutions has had success with the HP Laserjet P4014N, HP Laserjet P3015, HP Business InkJet 2800, HP Color LaserJet 3600 and the Dymo Label Printer 400 Turbo.

**Optional Software:**

- Dentrix Enterprise offers extensive letter-merge capabilities with Microsoft Word. Note that only versions of Word 2003 and newer are supported.
- Citrix Client (for THIN client)
- Crystal® Reports
- Anti-virus software is recommended on all computers but can effect individual system performance. Please consult your hardware technician for recommended configuration options.

**Backup:**

Tape drives are generally the least expensive backup option and are very reliable. Choose a reliable software package for backups. Separate backup tape units for each day of the week are recommended, plus one backup tape unit for monthly backups, which is stored off site.

**Miscellaneous**

- DoubleSpace® or other disk compression utilities should not be used.
- Dentrix Enterprise runs as a 32 bit application.
- Future expandability is the key to successful hardware. Taking advantage of expansion options like voice activation, intraoral imaging, digital x-ray, multimedia, and others, usually requires an available expansion slot or USB ports in your computer. For each workstation, you should consider what options you might want in the future and purchase machines with sufficient expansion capability.

**Network Environments:**

Dentrix Enterprise is a robust practice management software program that is designed to run seamlessly across a network, allowing users to share the same data throughout the enterprise, from the front desk to the operator at multiple locations. Everything is available to every user at every workstation. It's important, however, to have powerful networking software and an operating systems installed so that Dentrix Enterprise can perform at an optimal level.

1. **Bandwidth requirements:** Each LAN connection requires 100 Mb of bandwidth. Each WAN THIN client connection requires 50 k of bandwidth. Each WAN FAT client (for image capture only) requires 250 – 350 k of bandwidth.

2. **Domain:** Windows 2003/2008 Server
3. **Network wiring:** Having your hardware installed properly is as important as choosing the proper network environment. About 90% of the time, network difficulties in a practice can be traced to improper cabling or other installation problems. Dentrrix recommends having a hardware technician with MCSE and MSDBA certification install your hardware. Network wiring needs to be installed by a Certified Network Installer. Do not have an electrician or phone wiring professional install your network cables. Many computer stores may say they know how to install a network, but proper installation requires specialized training, not just general computer knowledge. Check your local area for a qualified installation technician. Instruct the installer to use 8-conductor, twisted pair, Category 5/6 wire with RJ45 connectors. The installer should be aware of x-ray equipment and fluorescent lights, as these can affect your network performance. All cable installed should be certified for use with at least 100 Mb network cards (instead of 10 Mb cards). Have all your wiring certified at that speed. Wiring is a critical component of your network take the necessary steps to assure the highest specifications are met.
4. **Power supply:** As part of your network installation, ask your installer to check the power input from electrical outlets throughout the office. Some buildings have a less reliable power supply that can cause network problems. For added protection, you may want to consider an uninterruptible power supply (UPS).

**Note:** Dentrrix Enterprise does not recommend and discourages FAT clients in a WAN environment unless it is necessary for image capture only. Once images are captured, users should switch to a THIN client session for all other work.

Your network is the circulatory system of your practice management system. We can't emphasize enough how important it is that a qualified technician properly installs all of your hardware. Your local Dentrrix Enterprise representative can help you decide what you need to get started and may be able to recommend a reputable service provider to get your network up and running.

To discover how Dentrrix Enterprise 5.0 gives your organization the power to connect **Call 1.800.DSCHEIN (1.800.372.4346)** or visit **[www.dentrrixenterprise.com/connect](http://www.dentrrixenterprise.com/connect)**.

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