

# system requirements

The system requirements describe minimum and recommended standards for using Easy Dental 2010. Exceeding the minimum standards may result in better system performance.

# easydental® 2010

## dedicated server

### minimum

#### Hardware:

- Intel Pentium® IV 2.4 GHz
- 1 GB RAM
- 40 GB available disk space
- CD-ROM or DVD drive
- 100 Mbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports

#### Supported Operating Systems:

Windows® 2008 Server, Windows® 2003 Server

### recommended

#### Hardware:

- Intel® Core™ 2 Duo Processor
- 2 GB RAM
- 40 GB available disk space
- DVD drive
- 1 Gbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports

#### Supported Operating Systems:

Windows® 2008 Server, Windows® 2003 Server

### other software

- Microsoft Word 2003 or higher is required for full letter-merge functionality.
- EZPort is compatible with QuickBooks 2008 or higher.
- EZMobile is compatible with Palm OS 6.2. EZMobile running on Windows 64-bit operating systems requires Bluetooth technology for syncing to the Palm. It is not compatible with Windows® Mobile or Windows® CE operating systems.

## workstation

### minimum

#### Hardware:

- Intel Pentium® IV 2.4 GHz
- 1 GB RAM
- 3 GB available disk space
- CD-ROM or DVD drive
- 100 Mbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports

#### Supported 32-bit Operating Systems:

Windows® XP Professional, Windows® XP Tablet PC Edition, Windows® Vista Business, Windows® Vista Ultimate, Windows® 7 Professional, Windows® 7 Ultimate

#### Supported 64-bit Operating Systems:

Windows® XP Professional, Windows® Vista Business, Windows® Vista Ultimate, Windows® 7 Professional, Windows® 7 Ultimate

### recommended

#### Hardware:

- Intel® Core™ 2 Duo Processor
- 2 GB RAM (4 GB if using Windows® Vista or Windows 7)
- 3 GB available disk space
- DVD drive
- 1 Gbps Ethernet card
- Standard CRT/LCD monitor and video card capable of displaying 32-bit color and a resolution of at least 1024 x 768
- USB chipset with two or more powered USB 2.0 ports

#### Supported 32-bit Operating Systems:

Windows® XP Professional, Windows® XP Tablet PC Edition, Windows® Vista Business, Windows® Vista Ultimate, Windows® 7 Professional, Windows® 7 Ultimate

#### Supported 64-bit Operating Systems:

Windows® XP Professional, Windows® Vista Business, Windows® Vista Ultimate, Windows® 7 Professional, Windows® 7 Ultimate

**NOTE:** Easy Dental is 64-bit compatible on Windows XP Professional, Windows Vista (Business and Ultimate), and Windows 7 (Professional and Ultimate) workstations.

**PLEASE NOTE:** System requirements are subject to change. Visit [www.easydental.com](http://www.easydental.com) for the latest updates.

For help with computer or network maintenance, it is recommended that dental offices contact Henry Schein TechCentral (800-288-7691) or other qualified integration specialists who offer help with installation and ongoing service and support.

Easy Dental 2010 system requirements are based on a network consisting of 10 computers or less. If you have more than 10 computers, you may need faster/better computers or networking infrastructure. System requirements are subject to change. Please visit [www.easydental.com](http://www.easydental.com) for the latest updates.

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## notes & additional recommendations

1. **Server:** A dedicated server is a computer which has a server version of Microsoft Windows (2008 Server or 2003 Server) installed on it. In an Easy Dental system, its primary function is to serve as a database server for all of the workstations but should not be used as an Easy Dental workstation itself. It can also provide other server-related functions like DHCP, Internet connectivity, or file sharing services. Easy Dental 2010 can be installed and run on a dedicated server, but disk space, memory, and networking throughput requirements should be evaluated and optimized to ensure the overall response to the workstations is acceptable. Non-dedicated servers (servers that are also used as workstations) will require an additional 512 MB of memory and preferably have a faster processor than the one listed to help reduce any latency/performance issues. Running Easy Dental on a non-dedicated server could impact the performance of the entire network.

2. **Hardware Certification:** Make sure all servers and workstations are Microsoft Certified for their respective operating systems. Each operating system should have the latest service packs and critical updates installed. Hardware upgrades (processor, disk, memory, graphics and/or network) may be required in order to take full advantage of the new features in Easy Dental 2010. Hardware requirements can vary significantly depending on several factors including: the size and configuration of the network; make, model, configuration and speed of the workstations; size and complexity of the practice; other vendor's applications; and many more. It is recommended that dental offices contact Henry Schein TechCentral (800-288-7691) or other qualified integration specialists who offer help with installation and ongoing service and support.

3. **RAM:** The amount of memory (RAM) needed on a particular workstation can depend on several factors, including but not limited to 1) other applications and processes that are running simultaneously on the computer, and 2) the type and speed of the memory being used. As a general rule, HSPS recommends that systems have memory amounts much higher than the those listed in the system requirements to allow for variability from computer to computer, to better position each computer for a successful Easy Dental upgrade, and to minimize the number of times the computer hardware needs to be upgraded.

4. **Hard Drive:** Disk space is an estimate and proportional to the size of the practice and the amount of data that is being stored and will be stored in the future. For a dedicated Easy Dental 2010 server, 40 GB is listed as an estimate for the space that might be needed for patient images or patient records that are stored in the Documents module. Systems being upgraded from previous versions of Easy Dental should have at least 10 GB of free space. Customers should continually evaluate their disk space needs and plan appropriately. HSPS only recommends hardware RAID 1 or 5 for additional fault tolerance and does not recommend software RAID or dynamic drives. Implementing RAID is not a backup solution. Disk compression utilities should not be used.

5. **Networks:** Industry standard Ethernet network cards should be used that support TCP/IP. HSPS does not recommend 10BaseT Ethernet cards due to slow communication. Ethernet Pro 100 and the 3COM 3C905 Fast Etherlink XL PCI cards, or the equivalent 1GB cards, have been found to work well with Easy Dental. Wireless networks are to be used at your own risk due to the inherent nature of interference in dental offices from X-ray machines and other devices. Wireless networks require professional installation to ensure appropriate security and to provide a reliable signal in order for Easy Dental to operate correctly.

6. **Sound Card:** If GURU Patient Education will be installed on a workstation, the workstation will require a sound card. Older computers, even if they have an integrated sound card, may require a newer, third-party add-in card. The Sound Blaster Live and Audigy sound cards provide exceptional performance.

7. **CD-ROM or DVD Drive:** Easy Dental 2010 is available on a CD-ROM. For networks, at least one workstation needs to have a CD-ROM or DVD drive. The software can then be shared to the other workstations as needed.

8. **Operating Systems:** Only the operating systems listed in the system requirements are supported with Easy Dental 2010. Easy Dental is compatible with the following 64-bit operating systems for workstation installations: Windows XP Professional, Windows Vista (Business and Ultimate), and Windows 7 (Professional and Ultimate). For questions regarding Easy Dental compatibility with Windows 64-bit operating systems, please contact Easy Dental Support at 1-800-824-6375. If you are planning an upgrade to 64-bit computers, contact Easy Dental Support and request the latest Easy Dental Installation CD-ROM. Please be aware that some software products and third-party hardware drivers you may be using with Easy Dental may not be 64-bit compatible. Some devices, such as printers, scanners, digital X-ray equipment, and intra-oral cameras, may not be 64-bit ready either. We strongly recommend that you verify that all software and hardware you use with Easy Dental is 64-bit compatible if you install Easy Dental in a 64-bit environment. The following eServices components have already been tested and found to be compatible with the Windows 7 64-bit operating system: eCentral, eTrans, and QuickBill. Ongoing testing and development is underway to ensure that other eServices products are 64-bit compatible. For questions, and the most up-to-date information regarding eServices compatibility with Windows 64-bit operating systems, please contact eServices Support at 1-800-734-5561.

9. **User Accounts:** In order to use the Easy Dental modules properly, all Easy Dental users should have a Windows user account with administrator rights (rather than the standard account type). For more information, see the Windows Help.

10. **Printers:** For the typical dental office, HSPS recommends installation of two printers on the network: a laser printer for all insurance forms, letters, cards, coupons, envelopes, statements, reports, and a color printer for tooth and perio charts or image and x-ray printouts. HSPS does not recommend using an inkjet printer as your primary printer. Choose a printer based on your practice demands. Every printer has a "page-per-minute" speed and an approximate number of pages per month which should be evaluated, according to your practice's needs. HSPS has successfully tested the HP LaserJet P4014n, HP Business InkJet 2800, Epson LQ 2090, DYMO LabelWriter 450 Turbo, and Seiko Label Printer 450. HSPS cannot guarantee that all printers will be completely compatible with Dentrix. We recommend that you use PCL5 printer drivers with all printing equipment.

11. **Backup:** HSPS offers eBackUp, an online product and service that automates the process of saving data. For information on backing up your Easy Dental system, call Easy Dental Support at 1-800-824-6375.

12. **Antivirus Software:** Antivirus software is recommended on all computers but can affect individual system performance. Please see your hardware technician for recommended configuration options to ensure that the Easy Dental application and Data directory are correctly excluded.

13. **Light Pens & CRT Monitors:** Light pens are only intended for CRT monitors. They can cause damage to LCD monitors.

14. **Digital Cameras:** Digital cameras without TWAIN support will not allow the "Acquire I Digital Camera..." feature in the Documents module or the "Acquire New Image" in the Patient Picture to function. Images must be retrieved or imported as graphic files into these modules.

15. **Cameras & Scanners:** The Easy Dental Documents module supports cameras and scanners that use TWAIN and WIA drivers. Cameras and scanners using DirectShow must use "Import from File" in the Easy Dental Documents module. Some scanners that claim to be 32-bit TWAIN-compliant are not. HSPS has successfully tested the HP ScanJet 5590c and Cannon DR-2010C scanners. Other scanners that claim to be TWAIN/WIA compliant will probably work also, but HSPS cannot guarantee that all cameras and scanners claiming to be TWAIN/WIA compliant will be completely compatible with Dentrix. Multi-function print/scan/copy machines are not recommended. HSPS recommends a resolution of 600 DPI or less for scanning documents into the Documents module.