

TECHNICAL SPECIFICATIONS & REQUIREMENTS

Expires June 30, 2012

Notes:

1. Twice a year Henry Schein Practice Solutions republishes these hardware, networking and systems software recommendations. They serve as the official recommendation of our company for use with our software products. Please check the expiration date in the upper right hand corner of this document
2. If you already have hardware you have used with a previous software product we are converting you from or are an existing user of our software products and are upgrading to a newer version, we also publish minimum requirements that will tell you what minimum hardware specifications Henry Schein Practice Solutions products will run on. Going below those specifications will fundamentally and negatively affect the usability and stability of the software. Please contact us anytime you have any questions regarding how Henry Schein Practice Solutions will perform on existing systems or systems you are consider purchasing.
3. Your choice of a technician is at least as important as your choice of hardware and systems. Ultimately, the performance and stability of your software and hardware are intimately tied to how well your systems are configured and installed. Please make sure your technician follows the guidelines below as well as our Official Installation Guide to the letter. If he or she has any questions, they are welcome to contact us at any time for assistance. We strenuously request that you discourage the slightest deviation from what we recommend. Please understand that our many years of experience with our product gives us knowledge on how it performs best that no technician can match.
4. If you plan to run other software on these systems, please confer with the specifications published by your other software vendors. We only request that if there appears to be a conflict, contact us and the other company and let us help you resolve the conflict.
5. A note about Minimum vs. Recommended specifications:
 - a. Minimum: This refers to a standard you cannot go below if you wish to successfully run Henry Schein Practice Solutions products. Use the minimum, standards if:
 - i. You already own hardware, have recently purchased a Henry Schein Practice Solutions product and wish to know if you can use your existing hardware.
 - ii. You already are a Henry Schein Practice Solutions user and want to make sure a new update will still work with your existing systems
 - b. Recommended: This refers to a standard based on our recommendations should you be purchasing new hardware. In other words, if you need to purchase hardware, do not go below (you can always feel free to go above) the recommended specifications below.

Item	Specifications	Recommended	Minimum	Comments/Recommendations
File Server (non-dedicated) or Workstation (single or multiple)	CPU:	Intel Core I3 - 3 GHz	Intel Pentium 4 – 2.0 GHz	<ol style="list-style-type: none"> 1. If the office plans on running other software applications at the same time, such as Digital Radiography and/or Intra-Oral Camera, it is highly recommended that hard drive size be increased to 72 GB or higher. Please consult with your imaging software company and/or hardware provider for additional details and recommendations. 2. We recommend you exclusively use servers and workstations with true Intel Pentium 4, Core2 Duo, or Xeon processors. Computers with Celeron or other manufacturer's processors (e.g., AMD, Cyrix) may cause incompatibilities. 3. Windows 95, 98, and ME are not recommended as they are not business operating systems, cannot manage memory properly and often lead to instability and difficult to diagnose hardware, software and networking issues. 4. Anti-virus software is recommended in cases where you will be connecting to the internet. 5. Please consult with your hardware specialist on what other software should be installed. 6. Please be aware that your hardware specialist is responsible for providing any necessary exclusions for antivirus, Windows Defender, DEP, etc. Those products running in real time can prevent HSPS software from running properly. 7. HSPS is Vista and Windows 7 compatible. 8. Any workstation connecting to the ICat must meet additional minimum specifications. 2ghz cpu, 1gb memory, and 2 gb free hard drive space. 9. When setting up the server please keep in mind full read/write permissions are required for the root drive that Henry Schein Practice Solutions is installed on. The same permissions are required for any digital x-ray software folders that may be bridged to Henry Schein Practice Solutions.
	RAM:	4 GB	512 MB	
	Hard Drive:	Server – 1 TB or larger internal hard drive	Server - 100 GB or larger (EIDE or Ultra-wide SCSI) Workstation – 20 GB or larger (EIDE or Ultrawide SCSI)	
	Video:	1440 x 900 or higher 256MB Video Memory	XGA (1024 x 768 x 256K), 4MB Video Memory	
	Operating System:	Windows 7 Professional 64 bit	Windows XP Professional, Windows 2000 Professional	
	CD-ROM:	DVD	32X	
	Audio:	Optional	Soundblaster 32 and speakers (optional)	
	Network Card:	100 / 1000 MB	32-bit PCI Plug and Play adapter (100 MB)	
	Monitor:	20" or larger Flat Screen	17" monitor or 15" Flat Screen	
Notebook Computers	CPU:	Intel Core I5 3 Ghz	Intel Pentium 4 – 2.0 Ghz	See above
	RAM:	4 GB	512 MB	
	Hard Drive:	250 GB or larger	20 GB or larger	
	Video:	1440 x 900 or higher; 256MB Video Memory	XGA (1024 x 768 x 256K); 4MB Video Memory	
	Operating System:	Windows 7 Professional 64 bit	Windows XP Professional, Windows 2000 Professional	
	CD-ROM:	DVD	32X	
	Audio:	Optional	Optional	
	Network Card:	Integrated 100/1000MB	Integrated 10/100/1000MB or 3com pcmcia 10/100MB card	
	Monitor:	15" or larger monitor	14" or larger monitor	

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File Server (dedicated) Note: 4 Workstations or more require a dedicated Server.	CPU: 1-20 Dual Core Xeon 2.6 GHz or Intel Quad Core Xeon 1.6 Ghz 10 -25 Xeon 3.2 to 3.6 Ghz 25+ dual Xeon 3.6 Ghz	Intel Pentium 4 – 3.0 GHz		<ol style="list-style-type: none"> 1. These recommendations assume that this server is running the Sybase SQL database engine exclusively, If this server is used to run any other programs the CPU, hard drive size, ram, and operating system may need to be changed. Please consult with your hardware provider for additional specifications. 2. We recommend you exclusively use servers with a genuine Intel Xeon processor. Computers with Celeron or other manufacturer's processors (e.g., AMD, Cyrix) may cause incompatibilities. 3. A dedicated server must be dedicated. This means the server should NOT be used as a workstation to run other programs and never be configured to run screen savers or programs in the background. Do not install this product on Windows Small business server , as performance problems will result. Degraded performance will result if other large applications, such as Microsoft Exchange Server, are installed on the same server machine. The Server software should not be installed on a Domain Controller, or on the same server where Terminal Services is installed for user connections. 4. Network printers should not be attached or shared through the file server. Consult your hardware technician on the proper use of network print servers. 5. When setting up the server please keep in mind full read/write permissions are required for the root drive that Henry Schein Practice Solutions is installed on. The same permissions are required for any digital x-ray software folders that may be bridged to Henry Schein Practice Solutions. 6. Please be aware that your hardware specialist is responsible for providing any necessary exclusions for antivirus, Windows Defender, DEP, etc.. Those products running in real time can prevent HSPS software from running properly. 7. Sybase SQL Anywhere is 64-bit compliant so running the database on a 64-bit dedicated server is supported.
RAM:	8 GB	2 GB		
Hard Drive:	1 TB or larger	100 GB or larger (EIDE or Ultra-wide SCSI)		
Video:	XGA (1024 x 768 x 256K), 4MB Video Memory	Mono or Color		
Operating System:	Windows 2003 Server, Windows 2008 Server 64bit	Windows 2000 Server, Windows 2003 Server		
Network Card:	32-bit PCI Plug and Play adapter (1000 MB)	32-bit PCI Plug and Play adapter 100 MB		
Monitor:	15" or larger Flat Screen	17" monitor or 15" Flat Screen		
Printers – General Use	Any Windows XP Pro, or Windows 7 compatible printer. Note: Laser printers require 4 MB or greater RAM.			<ol style="list-style-type: none"> 1. Henry Schein Practice Solutions products will output in color if a color printer is available and configured properly. 2. Whenever possible load only Windows native drivers. Where this isn't possible load only the manufacturer's drivers and not all of the applets that are often part of the device installation disk. Note: Inkjet printers are not recommended as the office's only printer.
Printers – Label (Optional)	Dymo® LabelWriter™ 450			<ol style="list-style-type: none"> 1. If the office plans to print single address or chart labels, a label printer is recommended over dot matrix, pin-fed printers.

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Electronic Claims	Henry Schein E-Services for Dental Claims Payer Path for Medical Claims			<ol style="list-style-type: none"> 1. Sending attachments requires a separate sign up. 2. High speed internet connection required
Modem	For CDANet customers an external 56k modem is required (US Robotics preferred) along with a dedicated phone line. Itrans is available and requires internet access not modems.			<p>Modems are not network shareable devices. Therefore if you want to communicate from more than one workstation you will need more than one modem</p> <p>Recommended Modems</p> <ol style="list-style-type: none"> 1. US Robotics 56k external modem 2. For more information, please refer to the “Modem” white paper in the HSPS System Installation Handbook.
Communications software <i>Note: This is a required component of any installation.</i>	MS Remote Desktop (recommended) PcAnywhere® 32, (Version 11 or higher required) LogMeIn.com GoToMyPC.com			<ol style="list-style-type: none"> 1. Secure remote access to your system via the internet is required by Henry Schein Practice Solutions. PcAnywhere is one option for this requirement; other options include Remote Desktop or Terminal Services/Citrix. 2. Please have your hardware technician consult with Henry Schein Practice Solutions on which one of the above options you choose to use.
Data Backup	Any Windows XP Professional, Vista, Windows 7, 2003 Server, or 2008 server compatible system is acceptable—with appropriate software to run under Windows XP Professional, Vista, Windows 7, 2003, or 2008 Server. Daily and regular backup of your data is critical and the responsibility of the individual customer. A 5 day rotation of your backup media is strongly recommended.			<ol style="list-style-type: none"> 1. The system should be capable of executing a backup script. The amount of additional information, such as images, will affect which backup system will be sufficient. <p>Recommended Backup Systems</p> <ul style="list-style-type: none"> • Internal or external tape drive • Off-site backup • On-line backup <ol style="list-style-type: none"> 2. For more information, refer to the “Data Backup” white paper included in the Henry Schein Practice Solutions System Installation Handbook.
Network Cable	100baseT or 1000baseT (Switch)			<ol style="list-style-type: none"> 1. A switch is strongly recommended over a hub. 2. 1000baseT is recommended over 100baseT
Wide-Area Networking (multiple office connection)	Point to Point dedicated T1 phone line (provided by local phone company). T1-capable IP router at each location Installation and setup by the phone company DSL is not recommended. Citrix® Metaframe™ or Microsoft Terminal Server™ is a viable alternative but requires a Citrix / Windows Terminal Server certified technician to install and configure. ** See Citrix / Terminal Server setup section at the bottom of this document.			<p>WARNING: Wide-Area networking (WAN) is a specialty. Most technicians who are experts at installing personal computers and local networks do NOT have the required skill set to install and maintain a WAN.</p> <ol style="list-style-type: none"> 1. Dental Software requires 1.1 megabit per second bandwidth or greater for true WANs. When using T1 lines, therefore, you need to dedicate 20 of the 24 channels for data throughput. Citrix networks may be able to use considerably less depending on the architecture of that network. The usual rule of thumb is to have 40 – 78kb per workstation for Citrix WANs. See more information on the section on Citrix below.

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Wide-Area Networking (CONTINUED)				<ol style="list-style-type: none"> 2. DSL is often not able to guarantee consistent throughout depending on location and delivery quality. Check with your DSL service provider to confirm that: <ol style="list-style-type: none"> a. Service is reliable. In some areas, DSL can fail several times a day, requiring restarting of the network and resulting in significant downtime b. Performance is consistently at 1.1 megabits per second or higher. Most DSL providers supply DSL quality that varies widely. In these cases, performance may occasionally meet the 1.1 megabit per second specification as its 'peak' but often or usually will not. In fact, performance can degrade to 10% or less of the specification. 3. Point to Point T1's are required. Internet T1's are not recommended as they require additional firewall protection. This additional protection uses up more bandwidth and doesn't provide you with the full advantages of the point to point T1 option.
ClinicalVision VR	SXGA Monitor with 1024 x 768 resolutions minimum, 1440 x 900 is recommended	USB Voice Recognition Headset for the Voice Activated Charting		<ol style="list-style-type: none"> 1. Compatible only with Windows XP Pro, Windows Vista Integrated voice recognition 2. When using voice recognition the workstation must have a minimum of 1GB of memory 3. It is strongly recommended that any workstation running CV VR have 1 GB of memory even if voice recognition is not being used
Database Server (in conjunction with Citrix® Metaframe™ Server or Terminal Server. When running a Citrix – Terminal server you must have a separate database server)	Windows 2003 server Windows 2008 Server 64bit	Dual Core Xeon - 3.2 GHz or higher CPU 8 GB RAM Hard drive(s) should have 133 MB/sec transfer rate or higher 1000 MB network card		<ol style="list-style-type: none"> 1. Multiple hard drives setup for hardware RAID1 or RAID 5 is suggested
Citrix® Metaframe™ Server Terminal Services Server	Xeon – 3.2 GHz CPU or higher Dual Core Xeon 3.0 GHz Intel Quad Core Xeon 1.6 Ghz 8 GB RAM or higher Citrix load balancing module 1000 MB network card			<ol style="list-style-type: none"> 1. Each server should hold 30-35 users 2. Bandwidth should be about 78k per busy workstation 3. Local – static-print queues, using built in Microsoft services, are highly recommended for thin client environments.
Tablet PC's	Intel Core 2 or higher 1 GB RAM or higher Hard Drive 20 GB or higher			
Vital Signs Monitors	<ul style="list-style-type: none"> • Criticare • ComfortCuff • Poet line • Scholar line • nGenuity 	<ul style="list-style-type: none"> • Welch-Alyn • Spot LXi • Spot Vital Signs • VSM 5200 • VSM 300 		<ol style="list-style-type: none"> 1. Please note that any Criticare monitor that is capable of transmitting a CSV formatted file thru a serial port will work with the Henry Schein Practice Solutions bridge. 2. Criticare now supports blue tooth adapters. Please contact Criticare support at 800-453-2697 for more information 3. A certified null modem cable is required for communication with the Criticare device if you are not using bluetooth adapters.