

Tracker System Requirements (January 27, 2012)

If you are considering a purchase of a new computer, the minimum system configuration is recommended and we ask that you acquire a system that meets or exceeds this configuration. *In building this configuration list, we have listed hardware and software that is readily available to the consumer. If you already have equipment which you believe may run Tracker please contact us.*

Single or Workstation Configuration	Server Configuration
Windows XP SP3, Windows Vista SP2/Windows 7 (UAC must be turned OFF). Microsoft .NET Framework 2.0. Some digital x-ray devices may not be compatible with 64-bit OS, check with the manufacture for 64-bit drivers. Please contact Technical Support for 64-bit Operating Systems on Servers and Workstations.	Windows XP SP3 or Windows Vista SP2, Windows 7. For larger networks (5+), Windows Server 2003 SP2 / 2008 family with SP1/ 2011 family. Microsoft .NET Framework 2.0. UAC, SMB2 and Opportunistic Locking must be disabled where applicable.
Intel i5 Processor or Greater (or equivalent)	Intel i5 Processor or Greater (or equivalent)
4GB of RAM	4GB of RAM
17" .28dpi Color SVGA Monitor. Widescreen preferred.	15" Color SVGA Monitor
1024 x 768 SVGA accelerated video card	1024 x 768 SVGA accelerated video card
250GB or larger hard drive	500GB or larger high performance hard drive in a mirrored disk configuration. A mirrored disk configuration is desirable for large networks running Windows Server. Network Attached Storage (NAS) not supported.
DVD-ROM Drive is required on the server.	
56K EXTERNAL Modem or High Speed Internet Connection. See Modems/Communications on page 2 for details.	
Backup Unit with at least 3 storage media. Backups should be discussed with your hardware vendor. Backup Software capable of copying OPEN FILES (such as BackTrack or Symmantec Backup Exec) is highly recommended for reliable backups. The Bridge Network provides BackTrack Online Backup for offices with high-speed Internet connections. See Backing Up Your Dental Data for more details.	
Laser printer (4MB memory at 8 or more PPM). Due to the variety of printers on the market, please ensure you purchase a business capable printer supporting high volume printing. All-in-one Printer-Fax-Copier machines are not supported.	
Uninterruptible Power Supply with power mgmt software	Uninterruptible Power Supply with power mgmt software
If Network Installation: Each machine will require a High performance PCI Network Interface Card. Cabling and hubs should be discussed with your hardware vendor. Cabling, hubs and cards must be 1 Gbit.	
Remote Control Access is required on all computers. Offices with high-speed Internet can choose LogMeIn, pcAnywhere etc. Offices without high-speed Internet must install pcAnywhere on the computer with the dial-up modem.	
Microsoft Word 2003 or later is required for generating form letters with T-Word. Microsoft Outlook 2003 or later is required for generating emails from T-Word. Versions of Word and Outlook must match. Microsoft Office 2010 Starter Edition is not supported.	

Note:

- ChairSide Messenger and ChairSide Charting are incompatible with Micrografx PhotoAlbum.

This information sheet is intended to be a guideline for selecting the components to build your computing environment. It is prudent to work with a professional who is experienced in network operating systems, their usage, configuration and proper installation. It is important to select a network vendor whom you can trust. Your vendor should help you make an informed decision and be available to support you.

Because computer networks can be complex, The Bridge Network cannot take responsibility for the misinterpretation of this document. If you have any questions please contact our technical support group at 1-800-92-BRIDGE (ext. 2) for clarification.



For the latest and most up-to-date information, please contact our technical support group or visit our website. Requirements for offices using ChairSide Imaging and/or ChairSide Charting are available on our website at <http://www.bridge-network.com/support/requirements>

Acknowledged by: _____

Date: _____

Tracker's Printer/Modem Requirements

Printers

Requirements

The Tracker software requires a laser printer with at least 4MB of memory capable of printing 8 pages per minute or more. If used in a network environment, we recommend a printer with at least 4MB of memory capable of printing 12 pages per minute or more. For more information on printers and networks, please refer to the hardware vendor.

Not Supported

The Dot Matrix, Bubble Jet, All-in-one (Printer/Fax/Copier) and Ink Jet printers are not suitable for Tracker as most forms in Tracker prints to the bottom of each page. These printers print line-by-line, which therefore are not able to shift the paper to print to the bottom of the page properly. The technology used in Laser printers are different, as they print the entire page at once and are the only printers recommended for use with Tracker. It has been reported that the LJ1000 printer may have problems over a network. We have also recently found that the Samsung ML-1430 does not print insurance forms correctly. This issue may also apply to other Samsung models.

Drivers and Known Issues

Overview

Different printer manufacturers have different printer drivers which all have the same functionality (to print). When printing from different applications, these printer drivers may behave differently depending on the application. When an application prints, it sends the information to the printer driver; the printer driver interprets the information and then sends it to the printer.

Known Issues

We have found some printer drivers that have problems printing WMF files (Windows Meta Files). Specifically, the Xerox printer driver does not support printing WMF files, which Tracker uses for printing Statements. If you own a Xerox printer and are experiencing problems printing from Tracker, please contact The Bridge Network so that your Tracker may be changed to print EMF files (Enhanced Meta Files). The Xerox printer appears to work better with EMF but is not guaranteed to work.

Anti-Virus/3rd Party Security

In offices where real-time virus scanning (such as Norton Auto-Protect) is desired, the Tracker directories may need to be excluded in order to prevent performance problems and database corruptions. On the Server you will need to exclude the Tracker folder and its contents. On each workstation, you will need to exclude the 'Program Files\Tracker Work' as well as the main Tracker folder if you have mapped a drive there.

Spyware Doctor with Antivirus version 5 and higher, AVG Antivirus 8 and ESet's NOD32 have been known to cause problems with the Tracker software and therefore are not recommended. Additionally, ESet's **NOD32** is incompatible with the [Eye-Fi manager](#). Some of these software write-protects parts of the Windows registry, preventing ActiveX Control files from registering. Other antivirus/firewall software that may have malfunctions in blocking of potentially dangerous programs may also be incompatible. Exceptions for Tracker should always be added to the anti-virus software.

HP Protect Tool and Bioscript Software for fingerprint readers on HP equipment is not compatible with our applications.

Modems/Communications

Overview

To send claims electronically (EDI), you may use either a modem or a High-Speed Internet connection. Only one computer needs a modem installed or Internet connection. All computers on the entire network are capable of sending EDI, while the "Modem Server" sends the transaction. Sending claims via the Internet allows simultaneous transactions from multiple computers, while using a modem requires transactions to be queued.

Known Modem Issues.

We have found problems with onboard modems and windows modems. These modems are not compatible with CDA/Net and should not be used for sending EDI. The Bridge Network recommends an external modem, as these modems are more reliable and easier to troubleshoot. The following modems have been found to have problems with CDA/Net:

- HSP Modem, Acer AOpen SM. NDC has reported problems with USB modems. USB modems are not supported.



If a modem is installed at the file server and stops responding, a reboot may be required in order for the modem to function again. This can become an inconvenience because Tracker must be closed on all computers for the file server to reboot. It is best to connect the modem to a workstation because the network does not become affected by restarting a workstation "Modem Server".